Volunteer Guidelines – Giant Center

❖ All volunteers must be 18 years of age or older. If you look younger than 18, please be prepared to show a photo ID to the usher supervisor.

❖ Park in the employee parking lot. It is to the right as you enter the Giant Center Complex, before you reach the Toll Booths.

❖ Enter the Giant Center at Entrance #6. It is directly behind the Giant Center. Do not enter by the front doors.

❖ Sign in sheets are located in the Usher Meeting room. Please sign in on the correct sheet. Your organization won’t receive the proper check amount if you do not!!! It will go to another organization.

❖ Uniform is very important. If you are not dressed correctly, you may be sent home. Please wear a white, long sleeve, button up shirt (in other words, a dress shirt). All shirts must be tucked in. Black pants (not leggings, denim or jeans) and solid black shoes or sneakers are necessary.

❖ Visible tattoos must be covered. Lip and eyebrow piercings must be removed. Ear plugs need to be flesh tone or covered. Small nose piercings are allowed.

❖ When “working” as an usher, you have to follow the same rules as the paid staff. No cell phone activity while you are working. No photos of each other or the talent on the stage or ice. No sitting to talk to the guests.

❖ You can only eat while on break and in assigned areas. Break areas will be announced at the pre-show usher meeting. You may not eat at the guest tables or high top tables on the Concourse.

❖ Please, DO NOT BRING VALUABLES WITH YOU. There is no secure place to store purses or backpacks, and you cannot keep them with you while you work. Leave your valuables locked in the trunk of your car. You may wear a small “fanny pack” to carry keys, money, etc.

❖ If you are working a concert or ice show, please bring a small flashlight with you.

❖ You will be asked to assist with the cleaning of the Giant Center after most events. You will be provided with gloves and bags.