

Event Staff Overview

The Event Staff is one of many work areas within the Department of Student Programs. The Student Programs Event Staff provides supervision for evening events that greatly enhance the recreational and social atmosphere at Appalachian. By staffing social event facilities and providing courteous service to our patrons, we play an important role in providing significant peer-interactive, out-of-class experiences to members of the Appalachian campus.

As part of the Events Staff, the student Event Staff Managers assists the professional staff of Student Programs to train new students, provide event supervision, and perform facility upkeep. A member of the Student Programs professional staff will coordinate with the managers the events to which you will be assigned, and will often be present during events with alcohol and/or live entertainment. The Event Staff usually maintains a total staff of twenty-five students. Typically, events take place on Wednesday, Thursday, Friday, and Saturday nights, between the hours of 8pm and 12:30am. The two major social events venues are Legends and Whitewater. Legends is the largest of our programming venues, with capacity for 1000 patrons. Typically, Thursday nights are reserved for large concerts sponsored by APPS, featuring popular regional acts. Backstage at Legends is a smaller set up of that facility which is used for up and coming bands. Whitewater has a capacity of 180 patrons, and is booked by small bands, club and organization functions and dances.

Perhaps the most challenging aspect for the Event Staff is the enforcement of all appropriate state laws and university policies regarding the consumption of alcohol. We take very seriously our task of providing well-managed events at which alcohol may be consumed by students of a legal age.

Event Staff Job Descriptions

- **Ticket Booth Attendant** - The Ticket Booth Attendant is responsible for all ticket sales and the reconciliation of funds with proper ticket reports. Accuracy in your work is of paramount importance.
- **Door Attendant** - The Door Attendant is responsible for taking tickets and verifying with an ASU ID, checking ASU and/or Age IDs of students and guests, and wrist banding patrons with alcohol.
- **Floor Attendant** - The Floor Attendant is primarily responsible for crowd supervision and control and to enforce alcohol policies.
- **Restroom Security** - A Floor Attendant will be assigned to this area—to insure that no beverages are taken back into the bathrooms. If the patron fails to cooperate, have the police or a manager assist in removing them from the event.
- **Smoking Section Security** - When a patron first enters the smoking area they must be issued a Smoking Pass and informed of the time limit by the Smoking Area Attendant. Attendants must insure that the smoking area does not exceed capacity and that the patrons do not leave the area or receive items from outside the area. Any patron who exits the Smoking Area to the parking lot may not be re-admitted to the Smoking Area or the event inside the building.
- **Bar Attendant** - The Bar Attendant is responsible for checking-in, storing & distributing alcoholic beverages and for serving water & refreshments.
 - T.I.P.S. - All members of the Event Staff are required to be certified through the T.I.P.S. (Training for Intervention Procedures) program. A member of the professional staff will arrange a training date at the beginning of each semester (and later, if necessary). The TIPS training provides our student staff with various ways to recognize the effects of intoxication on students who wish to drink (legally) at our events. Promoting responsible drinking is part of sound risk-management.
- **Event Clean Up** - Although most events end late in the evening, it is still necessary to thoroughly clean the facility at the conclusion of each event. Your first responsibility will be to clean your

specific work area. When this is completed you will be expected to help out on other cleaning projects, as directed by the Event Staff Managers. When everyone contributes equally in the post-event cleaning phase, the work is completed more quickly and efficiently. Only when the cleaning is completed will everyone be allowed to clock-out for the evening.

Leadership Opportunities

The Department of Student Programs is committed to the development, learning and growth of Appalachian students. We encourage highly motivated employees of the Plemmons Student Union to seek out leadership roles.

Although as members of the Event Staff you might be primarily interested in the Event Staff Manager position, you may apply for any of the positions on the Leadership team. Please speak with a member of the professional operations staff if you are interested in applying for one of the positions listed below.
Equal Opportunity Policy

Equal Opportunity Employer

Appalachian State University is committed to providing equal opportunity in education and employment to all applicants, students, and employees. The university does not discriminate in access to its educational programs and activities, or with respect to hiring or the terms and conditions of employment, on the basis of race, color, national origin, religion, creed, sex, gender identity and expression, political affiliation, age, disability, veteran status, or sexual orientation. The university actively promotes diversity among students and employees.