

SERVICE STANDARDS AND BEHAVIORS

1 SAFETY

Providing an environment for the health and wellbeing of our student-athletes and all others.

- I understand the importance of ensuring a safe environment.
 - » Know and follow all relevant safety procedures.
 - » Be aware of surroundings and potential hazards.
- I take actions to always ensure safety.
 - » Identify, correct, and report safety concerns.
 - » Address situations that may cause potential harm to anyone at the event.

2 RESPONSIVENESS

Anticipating and effectively addressing situations that arise.

- I initiate interaction in a welcoming, informative, and timely manner and respond to game management needs.
 - » Plan in advance to ensure the event staff and facility are prepared.
 - » Be knowledgeable of game day resources and logistics.
- I will be prepared to facilitate a positive and enjoyable experience.
 - » Anticipate issues and have a strategy to address them.
 - » Execute my roles and responsibilities for game management.

3 DIGNITY

Demonstrating respect and value for others.

- I am respectful to everyone.
 - » Keep conversations positive and appropriate.
 - » Be present and actively listen.
- I engage in thoughtful interactions.
 - » Address all situations in confidence.
 - » Take action to eliminate inappropriate fan behavior.

4 EXPERIENCE

Creating a positive atmosphere.

- I will ensure the game environment is hospitable to all.
 - » Deliver a clean and presentable appearance.
 - » Proactively address fan behavior to create a respectful atmosphere.
- I will act as an ambassador of my institution and Division II.
 - » Verbal and visual communication is practiced, well-organized, and accurate.
 - » Ensure positive interactions.

MAKE GAME DAY YOURS



COMMON PURPOSE
We create a respectful and
engaging educational environment
through athletics, for everyone.

LEA2

Listen

Empathize

Apologize

Decide

Deliver

I will commit to...