



ROCKY MOUNT
EVENT CENTER

TEAM MEMBER HANDBOOK



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Welcome to the Rocky Mount Event Center!

You have now chosen to join our amazing all-star team, which has the privilege of running one of the premier Sporting, Entertainment, and Event Destinations in North Carolina! Our state-of-the-art venue opened in the fall of 2018, because of the vision, passion, and innovative leadership of the City of Rocky Mount. The City of Rocky Mount owns and fully funds our facility. The city leaders wisely engaged our company, The Sports Facilities Companies, to manage and operate our venue.

You now have the honor of being a team member of an organization that runs premier event facilities all over the country and who is respected as expert leaders in sports and entertainment venue management. Whether you are a part-time or full-time member of our team, your work and contribution are critical to our success. You now join us in having the great responsibility to be good stewards of our client, the City of Rocky Mount's 48 million dollars economic development investment, and to live up to the high standards of professionalism of The Sports Facilities Companies.

The most important thing I want you to understand as a new member of our team is that what we do here is a privilege. We get to provide an excellent experience to everyone who walks through our doors, and that is our mission. It is my goal for our venue to be regarded as the place that provides the best customer service of any venue in Eastern North Carolina. That means that every day you come in to serve our guests here, you will always be expected to be ready to give your best and, with every day, strive to keep improving constantly. Our goal is to provide a customer service experience that is regarded as excellent and nothing less.

You are joining a team in every sense of the word. Though you have an individual department you work in, you must understand that we always work together and join in to help support one another. "It's not my job," is a phrase that is not accepted here, and it is always all hands-on deck, to ensure that we help each other and that we do whatever it takes to ensure that our guests leave out of here, with an excellent experience that they will never forget. That is how we WIN THE DAY, and with each event, we will get better and better.

Our leadership team is here to support you and help provide you with what you need to be successful. Please do not hesitate to reach out to any of us for support. Our doors are always open.

Thank you for joining our team, and I look forward to now having you here. It is going to be a lot of fun, and I appreciate you lending us your skills and talents.

Grateful,

David L. Joyner

General Manager – Rocky Mount Event Center

HISTORY

With the opening in October 2018, the Rocky Mount Event Center is the premier event destination located in Downtown Rocky Mount and in the Eastern North Carolina Region. From sporting events that has brought in over thousands of people to Statewide corporate meetings, the 165,000 square foot venue has the space, functionality, and guest services to create memorable events for local residents such as the concerts and festivals and national rights holders.

Rocky Mount Event Center isn't your average sports tourism facility, or conference center, party space, or family entertainment center – it's all these things in one. It's the center of the downtown revitalization and the heart of the city of Rocky Mount. It's a regional destination for sports and events and draws newcomers into the hospitality, charm, and excitement of Rocky Mount.

VENUE OFFERINGS

The Rocky Mount Event Center is North Carolina's newest destination for regional and national sports tournaments, competitions, special events and more. The event center is a 165,000 square-foot facility that includes 8 basketball or 16 volleyball courts, including the option of a 50' x 90' master event or championship court floor plan with seating for over 4,000 people. Spectators can enjoy all the action from the second-story observation deck and mezzanine. The facility also includes 4 locker rooms, 5 team/meeting rooms, a break room, concessions and a 2-sided observation deck with 135 seats as well as additional standing room.

Anything can happen at the event center from trade shows and corporate events to concerts and graduation ceremonies, the Rocky Mount Event Center has what it takes to pull off a truly spectacular event! Thanks to our customizable rooms for conferences, banquets, weddings, or corporate meetings, and our full-service kitchen. Because Rocky Mount is a premier event center destination for athletes, families, concert-goers and much, much more, we like to have a little something for everyone. To this end we offer not only a full range of concessions but also our Family Entertainment & Adventure Center which features climbing walls, a ropes course and party rooms. So be prepared to experience everything from sports events, weddings, social parties, to family gatherings.

MISSION & VISION

Our Mission at the Rocky Mount Event Center is simple. Through innovation and inspiration, the Rocky Mount Event Center is committed to exceeding the expectations of all who visit our world-class facility. At the Rocky Mount Event Center, we put customer service first with a can-do attitude. We expect to treat all our guests in a professional, respectful manner and ensure their safety while they are visitors at our facility.

This mission reflects a deeply felt commitment to changing the lives of people in the community and those families that visit our world-class facility. We hope that you embrace our mission, take in the spirit and enthusiasm of amateur athletics, and be a part of creating a truly memorable experience for visitors to our facility. You are critical to our success, and we are excited to welcome you to our team!

WORK ENVIRONMENT

PARKING

ALL EVENT STAFF must park in the rear of Lot A across the street on tournament days. Parking in the loading dock is not permitted.

BULLETIN BOARDS

Bulletin boards are located in the break room. Important notices and communication will be posted here.

BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

Break Room is located between the Edgecombe conference room and the Kitchen just off of the service hallway.

RESTRICTED AREAS

Electrical rooms and alcohol storage are off limits to all but the managers. Although you may work in multiple areas if you are not working in that area that day, you should not be in that area. For example, if you are not currently working in the kitchen or concessions you should not be in the kitchen or behind the concession stand for safety purposes.

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable.

If faced with an emergency situation, please contact the Manager on duty or direct supervisor. They will reference the Emergency Manual located at Guest Services.

LOST AND FOUND

All lost and found items must be placed in lost and found and logged in the Lost and Found Logbook which is located at the receptionist desk at Guest Services. Items of value will be locked in a secure location by the manager on duty. Items will be kept for a minimum of 30 days. If unclaimed, items will be discarded.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of Rocky Mount Event Center and a more enjoyable work experience for everyone.

WORK SCHEDULES

In order to access your work schedule, you will need to download the Paylocity App. There you will find your schedules and be able to confirm your hours weekly, as well as post any days you are not available to work. Please make sure to post those days well ahead of time as we try to schedule for the month not just the week before.

TIME CLOCK

The time clock is located in the break room on the wall. Each staff member will be assigned a number and get their fingerprint registered. You will use that number to clock in each day. If you take a break you are required to clock out for that break. If you change departments in the middle of a shift you will need to do a department transfer on the time clock. The instruction on this procedure is posted on the wall as well as all the department codes next to the time clock.

If for some reason the time clock is not working, there is a time sheet on the table in the break room you will need to write your time in and out with the date and department you are working in. It is your responsibility to confirm that the time you write in has been posted before payroll in order to get paid.

Although you cannot clock someone in that is not present if you write in that someone is here, and they are not, that is grounds for termination.

HOLIDAY SCHEDULE

Rocky Mount Event Center will follow the same holiday schedule set by the City of Rocky Mount. Every attempt to align the holiday schedule of the City and SFC will be made. When dates do not align, SFC will determine the final schedule.

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. If an hourly, full-time Team Member works on a designated

holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

New Year's Day	Independence Day
Martin Luther King, Jr. Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Day
Juneteenth	Day after Christmas

MEALS/BREAKS

While many states have labor regulations specifying the timing and duration of meal breaks that must be provided to employees, the North Carolina government has no such laws. Therefore, in unless state law specifies otherwise, meal breaks are scheduled at the discretion of the employer.

It is important that you do not leave your post unless you are on break OR if it is an emergency in which case you need to radio the manager on duty and let them know what is going on. Should you need to step away for a restroom break request a temporary relief from the manager on duty.

There is no eating or drinking in view of the facility guests. While you are on break it is required that you use the employee breakroom or leave the property.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Rocky Mount Event Center. When representing Rocky Mount Event Center (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.

- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

DISCOUNT PROGRAM

All Team members get 50% off at the concession stand while on duty. The Team Member must be present to get the discount you cannot send someone else to make the purchase for you.

TIME AND LABOR LAWS

CHILD LABOR/ WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to. Minors under the age of 18 years old require a "Youth Employment Certificate".

For 14- and 15-Year-Olds:

- School Days: Up to 3 hours per day and 18 hours per week.
- Non School Days: Up to 8 hours per day and 40 hours per week.
- Breaks: A 30-minute rest period is required after 5 consecutive hours of work.

Prohibited Work: Cannot work in manufacturing, mining, construction, with power-driven machinery, or in hazardous or detrimental occupations.

For 16- and 17-Year-Olds:

- Night Work: Cannot work between 11 p.m. and 5 a.m. during the school term unless the employer obtains written permission from the youth's parents and school principal.
- Prohibited Work: Cannot be employed in hazardous or detrimental occupations as defined by state and federal law.

FINAL PAY

When employment ends, whether voluntarily or involuntarily, all earned wages will be paid by the next regular payday. Employers must follow their regular payroll method unless an employee requests in writing that the final pay be mailed. Accrued vacation or PTO will be paid out only if the company's written policy or past practice provides for payout at separation.

Any changes to PTO or vacation policies, including forfeiture rules, will be communicated in writing before taking effect. Failure to follow these policies may result in payment of earned but unpaid wages in accordance with state law.

CIVIL AIR PATROL

Team members who are members of the Civil Air Patrol (CAP) are entitled to unpaid leave for CAP missions authorized by the U.S. Air Force or the state of North Carolina. Eligible team members may take up to seven consecutive workdays per mission and a maximum of 14 workdays per calendar year.

Team members must provide a copy of their mission order to verify the need for leave. While the leave is unpaid, team members may use accrued paid leave (vacation or sick) if they choose. The company will not discriminate or take adverse action against team members for their CAP membership or participation in authorized missions, in accordance with North Carolina law.

ELECTION PRECINCT LEAVE

Employers in North Carolina are prohibited from discharging or demoting an employee who has been appointed as a precinct official and is serving as a precinct official on Election Day or canvass day.

The protections of this provision only apply when an employee provides their employer with written notice of their intent to serve no less than 30 days before the date the leave is to begin.

EQUAL PAY REPORTING

SFC is committed to ensuring that all employees are treated fairly and equitably. In accordance with federal law—and in anticipation of state developments—we will not discriminate in pay based on gender, and we aim to ensure that employees who perform substantially similar work requiring similar skill, effort and responsibility under similar working conditions receive equivalent compensation. Employees are encouraged to speak with HR if they believe a discrepancy in pay exists. Retaliation for raising concerns about pay equity is prohibited.

MEALS & BREAKS

Under North Carolina law, no minors under 16 years of age may be employed for more than five consecutive hours without an interval of at least 30 minutes for rest. No period of less than 30 minutes is deemed to interrupt a continuous period of work.

OVERTIME

Under North Carolina law, employers must generally pay nonexempt team members 1.5 times their regular pay for all hours worked over 40 hours in a workweek.

SCHOOL VISITATION LEAVE

North Carolina requires employers to provide their team members with up to four hours of leave per year to attend or be involved in their child's school or daycare. Team members who are parents, guardians, or people standing in loco parentis are eligible for leave.

The employer and employee must mutually agree to the time the employee may take the leave. The employer may choose whether the leave is paid or unpaid.

The employer may require that the employee request the leave in writing at least 48 hours in advance and, after the leave, provide verification of their need for leave.

Employers may not discharge or discriminate against an employee for requesting or taking the leave.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Rocky Mount Event Center in your actions and appearance and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” In order to achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation (i.e., “Welcome to Rocky Mount Events Center!”).
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e., “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a Manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification.