

University of Nebraska Football



Scout Ushering Orientation

Duties: Most Important Duties

- Be Flexible, things change, and we need to change with them. We know there may be some additional duties and will provide information and direction as quickly as possible!
- Know where the seats are in your assigned section.
- Interact with as many people as possible by smiling and saying "Hello", "Hey, how is it going", whatever you are comfortable with. See Friendly Attitude, Posture & Interaction section.
- Ask those who need help to see their ticket so you can give accurate instructions, give simple steps: "Go up these stairs to row 36 and turn left".
- Do not block people's view of the game
- Kindly ask others not to block people's view of the game or walking paths, such as portal entrances, doorways / stairs

Duties: Where and When to Arrive

- All personnel will be checking in at Gate 17 in the East Stadium. Plan to arrive between 3 and 2 hours before kickoff. Check in Closes at 2 hours to kick off. During check in you will show a photo ID to check you off of a list based on preseason sign-up and you will be issued a wristband.
- Once assigned to a Stadium (North, South, East, or West) your stadium Coordinator will let you know when & where you will have an orientation meeting prior to each game.
- Read the provided stadium notes for each game and ask questions as needed
 - if you do not believe you will arrive in time, make your Coordinator aware

Duties: On Duty at Post

- After you receive your assignments, you will be free to get food, go to the bathroom, etc. Up till 1.5 hours prior to the start of the game. We must be at our stations when the ticket gates open.
- **National Anthem:** Prior to the first note of the Anthem, face the flag, usually at the end of the field near the band, with your heels together, at Attention. Give the Scout Salute by forming the Scout sign with your right hand and then bring that hand upward until your forefinger touches the brim of your hat, arm at a right-angle. DO NOT remove your hat, as it is part of your uniform.

- No eating or holding drinks in your hands until the end of the 1st quarter of play
- Please do not chew gum on duty as it bothers many of our guests
- You must stay in your Class-A Uniform while in the stadium, shirt tucked in, cap on, etc.
- After the end of the 1st quarter, you need to find a place to sit or stand in or near your assigned sections. You can have any open seat or remain at your post if you wish.

Duties: Friendly Attitude, Posture & Interaction

- No matter how rushed you were arriving or what events took place on your way to the stadium, take a deep breath and prepare yourself mentally. Assume the following attitude:
 - ✓ Friendly
 - ✓ Outgoing
 - ✓ Proactive
 - ✓ Engaging
- Your posture needs to reflect openness to help others and get involved. Don't turn your back on people entering your area, no hands in pockets, etc.
- When you interact, be friendly, cheerful and helpful
 - ✓ SMILE: Smile at people and look them in the eyes
 - ✓ Keep people moving in a kind and unassuming manner (you may not see what is stalling their progress)
 - ✓ Don't take things personally, just help.
- **See Something, Say Something, now!**
Report up regarding anything that seems out of the ordinary, dangerous or is making things difficult for fans.

Locations: *Bathrooms*

- Know the location of the nearest Men's and Women's restrooms – think through how to direct people with the simplest instructions

Locations: *Rental Chairs, Programs*

- Stadium Rental Chairs can be rented for \$5 at the outside wall of the concourse level

- Programs are sold outside the stadium prior to the game and at all concession stands for \$5

Locations: *ATM Machine, Public Telephones, Lost & Found*

- Learn the location of the nearest ATM, Telephone and Lost & Found – think through how to direct people with the simplest instructions

Locations: *Handicapped Guests*

- There is a section for wheelchairs in the South Stadium in Section 14-D
- There is another section available in the lowest rows of the North Stadium
- There is an additional ADA area underneath the North Stadium seats
- Contact an Event Staff Usher (yellow polo grey jacket) if you need additional assistance

Locations: *Student Wristband Sections*

- Students seated in Sections 9-11 of East Stadium will receive Wristbands

Issues: *Seat Occupied or Duplicate Ticket Situations*

If a person says someone is sitting in their seat:

- Contact an Event Staff Usher (yellow polo or grey jacket)
- Contact an orange-vested Security person to assist them.
- If no one is available, it is at the discretion of an adult to assist in asking people in the row to check their tickets for correct position or make room.
- Call Stadium Operations at 402-472-0721

If two people appear to have valid tickets for the same seat:

- Contact an orange-vested Security person to assist them.

Issues: *Alcohol or Misbehaving*

- Contact a police officer or orange-vest Security person. Do not get involved.

Issues: *Injury or Sickness*

- If possible, use your first aid training to assist the victim, but turn them over to a medic as soon as possible
- Contact an Event Staff Usher (yellow polo or grey jacket)
- Get assistance from an orange-vest Security person or police officer

- If they are not available, send a runner or contact the medics in your section, someone with a radio or medics at the Red Cross First Aid station located in the southeast corner (field level) of the stadium

Updates / Questions / Comments

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Contact Information

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- West Stadium Backup-:

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- West Stadium Backup-**Mike Hedrick** Cell: 402-617-1537

- Stadium Operations**-When you need to report something and no one else can be found... 402-472-0721