

CONTENTS

CCOM Expectations	2
Job Descriptions	3
Standards of Performance and Professionalism	5
Payroll in HR Cloud	11
Emergency Procedures	16
General Guidelines For All Areas Of Service	20
Information Desk Operation	22
Recreation Center Operation	27
Set Up Information and Responsibilities	30
Coat Check Responsibilities	40
Campus Center Operations Manager Responsibilities	42
Forms	50

Expectations of a Campus Center Operations Manager

- To be responsible and dependable.
- To take the initiative.
- To follow up on ideas and suggestions.
- To be assertive.
- To read the manager staff manual and discuss any concerns and ask any questions.
- To know, understand, communicate, and implement Campus Center policies and procedures.
- To be organized and self-managed.
- To participate in the recruitment, selection, and training of all new staff members.
- To supervise Operations Staff members effectively and efficiently.
- To fill out Performance Sheets as needed (for Operations Staff and Managers).
- To perform multiple customer service challenges and an evaluation each semester for one or two assigned Operations Staff members.
- To record the events of your shift accurately in the CCOM Book.
- To be aware of meetings and events occurring in the Campus Center building.
- To stay on top of work and fulfill expectations within your area of responsibility.
- To keep “confidential matters” confidential.
- To attend and actively participate in all scheduled meetings, workshops, committees, and training sessions.
- To report and record any unusual circumstances or occurrences.
- To meet with the Director as necessary.
- To notify the Director immediately if there is a crisis in the building, a major concern with the building, staff, or operation, and any time Public Safety is called.
- To be at work as scheduled and on time, if not a few minutes early.
- To be attentive to the needs of all customers and fellow staff members.
- To be thorough and accurate in all paperwork.
- To discuss work matters and communicate on all work-related channels in a professional respectful manner.
- To ask questions as needed.
- To act as a role model for other staff members.
- MOST OF ALL- to learn, grow, and enjoy your job.

JOB DESCRIPTIONS

Campus Center Lead Manager

In addition to Operations Staff and general Manager duties, Lead Managers are responsible for:

1. Preparing for, organizing, and leading weekly Manager meetings as well as weekly set-up meetings with the entire Campus Center Staff. Specifically, the Lead Manager must create agendas, facilitate meetings, keep attendees on task, and keep meetings timely.
2. Organize staff development activities.
3. Act as the liaison between the student staff and full-time staff. This includes weekly meetings with the director.
4. Identify ongoing training needs for both managers and building staff and be part of developing and implementing training sessions to meet these needs.
5. Spearhead the planning of fall and spring training as well as help facilitate the training.
6. Take on special projects or additional responsibilities as needed.

CC Operations Managers (CCOM)

In addition to the Operations Staff duties, it is the Campus Center Manager's responsibility to:

1. Supervise the Campus Center building and assist, as needed, with events taking place in the facility.
2. Oversee the operation of the Information Desk and Rec Center as well as lead teams of student employees in setting up and striking all events in the building.
3. Supervise and hold themselves, other managers, and the Operation Staff consistently to the Performance Guideline System.
4. Maintain a safe and secure environment in the building by reporting maintenance issues, spills, or emergencies to the proper responders, and ensuring the Campus Center is properly opened and closed daily.
5. Oversee the College Lost and Found service which includes safeguarding valuables.
6. Monitor and maintain furniture and set up equipment throughout the building.
7. Regular late-night, weekend, and holiday shifts should be expected.
8. Managers must attend two weekly meetings, mandatory training in the fall and spring, and must be able to work senior week/commencement. If there is a conflict with attending any of these training or meetings, managers must request permission to miss the meeting or training in advance.

Campus Center Operations Staff (Ops Staff)

The Operations Staff are an integral part of the Campus Center office. The Operations Staff runs the college Information Desk, Recreation Center, and sets-up for all events in the Campus Center facility.

Operations staff members must be able to take direction and complete assigned tasks independently, while displaying a positive attitude and willingness to help. Operations Staff must attend a weekly meeting, and must also be prepared to work frequent early mornings, late nights, and weekends.

Information Desk Area

At the Information Desk, the Operations Staff must exhibit outstanding customer service while working independently. Whether it's answering phone calls or assisting people who walk up to the Information Desk, or those who engage via the online chat, the Operations Staff members must be knowledgeable about events happening around the College and the different departments at IC. These valuable staff members are usually the first person someone calls when seeking information about the College, and knowledge of College and community resources is vital to answer each question in a timely and correct manner. While working the Information Desk, Operations Staff also manage the campus Lost and Found (tagging, tracking, and retrieving lost items), and online chat services.

Recreation Center Area

The Operations Staff also oversees all activities in the Recreation Center, ensuring that customers are utilizing equipment and the space in a safe and appropriate manner. To do this, the staff members in the Recreation Center must also exhibit exceptional customer service skills, since they are dealing with customers throughout their shift. During the summer, there are no regular Rec Center hours, but the Rec Center is open by request for summer groups like Summer Music Academy.

Set-Up Area

These shifts are spread out throughout the week at times dictated by the event schedule and require schedule flexibility, which an Operations Staff member must have. Set-up shifts are assigned and reviewed in our weekly staff meeting. While setting up and taking down events, the Operations Staff must have thorough knowledge of where set up equipment is stored in the building, proper and safe use of equipment, and working knowledge of set-up terms and styles.

**STANDARDS
OF
PERFORMANCE
AND
PROFESSIONALISM**

PERFORMANCE AND COMMUNICATION EXPECTATIONS

To function efficiently, the Campus Center Office must have standards of performance for all staff. Although there are procedures for dealing with violations, the expectation is that all Campus Center employees will observe these standards. In accepting employment, the employee understands and agrees to accept the Campus Center standards of professional, work appropriate behavior.

Subbing/Switching

1. All employees are required to work all shifts as scheduled. If an employee is unable to work a scheduled shift, it is the responsibility of the employee to switch shifts or to find a sub by emailing the list-serve at **campuscenter@lists.ithaca.edu**.
2. If you call the manager to inform them you cannot work a shift, you will be written up for a no-show. **It is NOT the responsibility of the Campus Center Managers to find a sub for you unless it is a true emergency**, such as family emergency, hospitalization, or serious illness that prevents you from being able to reach out to find a sub.
3. In the event you are ill and can't work that day, or the following day, you should send an email to the staff listserv. If no one responds in a timely manner, call or text individual staff members to find a sub. The staff availability sheet is a great resource for identifying who is most likely available to cover and thus, who you should call or text first. If you cannot find a sub and need to call in sick, please do so as soon as possible. You will be documented for a no-show, even if the Campus Center staff finds a sub for you, but the circumstances can be discussed with the professional staff, and the strikes may be removed.
4. Once you find someone, both parties must agree to the switch via email. Shift switch emails must be sent to **ic.campuscenter@gmail.com**.
5. The original employee responsible for the shift must send an e-mail to the address above and copy the staff member who has agreed to take the shift or the switch is not valid. The email must include the name of the person the shift originally belonged to, the name of the person who is covering the shift, where the shift is located (CCOM, ID, Double Staff, RC, or set-up) and the start and end times and date of the shift.
6. Once emails are sent to the CCOM email address, the shift is the responsibility of the person who agreed to cover it. If this procedure is not followed, the original employee is responsible for the shift and the repercussions that come with not showing up to work. If the person who took the shift develops a conflict, they cannot un-take the shift. They must find coverage following the same procedure.

Scheduling

The service areas, which have permanent weekly times, operate on a permanent semester-long schedule. Weekend hours for these areas are covered by a weekend rotation. The set-up schedule is done separately. A MANDATORY meeting is held every Tuesday at 12:15pm to schedule staff to cover the set-up shifts for Wednesday through the following Tuesday. **If you are unable to attend a staff meeting you must fill out the set-up survey**, indicating which set-up shifts you are available to take that week and providing a valid reason for missing the mandatory staff meeting. Valid reasons for missing the meeting include things like a class/academic obligation, medical/health appointment, and being out of town. You are still responsible for all shifts that you are scheduled for, and any information given out at the meeting. Meeting minutes are emailed to the staff each week. You must complete the set-up survey by **Tuesday at 10:00am** (the day of the meeting) to indicate which set-ups you are available for that week.

Weekend Rotation

Weekend shifts are scheduled on a rotating basis, although a small number of permanent weekend rotation shifts for building areas are sometimes available. All CCOMS and Operations Staff members are required to be on weekend rotation. A randomly assigned rotation listing will be distributed during August and January training, and in the set-up meeting prior to each mid-semester academic block. It is your responsibility to

understand the schedule and to show up when scheduled or find coverage for your shift. If you do not understand the schedule, ask a manager.

Weekend Late-Night Shifts

Weekend late-night set-ups are traditionally hard to fill so we have created a “Weekend Late-Night Set-Up Credit” system.

1. Any set-up on a Friday or Saturday night that starts at 9:00pm or later is considered a “Weekend Late-Night Set-Up”.
2. Any staff on one of these shifts will receive weekend late night set-up credit. If one of these set-ups does not have enough people on it, the employee with the fewest weekend late night set-up credits will be assigned to the shift. If that staff member is unable to work that shift due to a time conflict, it will be their responsibility to find coverage.
3. **IMPORTANT NOTE:** When a person does not show up for a mandatory weekly all staff meeting and does not fill out the Set-up Survey including an acceptable reasons for missing the meeting (academic requirement, health reason, etc.) the student will be required to work a “Weekend Late-Night Set-Up” for no weekend credit.

The number of hours worked each week will be determined by three schedules - the permanent weekly schedule, the weekend rotation schedule, and the set-up shifts that are acquired in the weekly all staff meeting. Please keep track of your hours and do not exceed 20 hours per week for this position or any/all student employment hours worked on IC’s campus (with a maximum of 10 hours per week for those who are RAs).

The Weekly Schedule (Monday – Friday at 4:00 pm) will be given out at each Fall and Spring training. The Weekend Rotation schedule for the first block of the semester will be given out at the same time; however, the Weekend Rotation schedule for the second block of the semester will be given out at the last set-up meeting of Block 1.

The schedule is created using information each staff member provided on the availability sheet, as well as any additional information you provided us via email. **It is your responsibility to update the availability sheet with classes and other time commitments.**

Communication/Open Door Policy

- Any concern you have while working should be brought to the attention of the CCOM.
- If you feel your concern was not taken care of, please schedule an appointment with the director or stop by to discuss your concern. If you do not feel comfortable discussing the concern with the director, you can put your concern in the “Suggestions and Comments” box at the information desk or schedule an appointment the director’s supervisor, Doreen Hettich-Atkins (dhettichatkins@ithaca.edu).
- If you have a concern with a particular person, it is highly encouraged that you start by trying to solve individual problems by communicating openly and directly with that person – this should be your first approach. Discussing a concern or issues with one other staff member or with the person’s supervisor with the goal of figuring out how to address the issue is considered consulting, and is an encouraged professional approach. Discussing concerns about a fellow staff member with multiple people is considered gossiping. Gossiping does not meet our standards of appropriate communication or professional work behavior.
- If there is an issue you feel should be addressed with the whole staff, you may contact the CCOM or director and ask for this item to be put on the agenda for the next staff meeting.

- Suggestions for improving the Campus Center operation and services are ALWAYS WELCOME. Stop by the director's offices, send an email, or leave a note in the suggestion box.
- Remember that the director has an open door policy and is available for concerns. Please do not hesitate to stop by.
- Note that all work communication should be routed through our official work communication channels. Group chats are discouraged, but if they are established and utilized for work communication (such as seeking shift coverage) the communication should meet our standards of professional work communication and be in compliance with our confidentiality agreement.

Office Confidentiality Policy

The work completed and the issues discussed as part of the Campus Center operation are confidential. The information we handle, such as parent and student inquiries, individual's work performance records, information regarding who accesses the food pantry, and any personal or private information about individual students, faculty, staff, or non-IC people who interact with the information desk is not to be discussed or referenced in any manner outside of the workplace. Discussion within the workplace should be limited to what is necessary for the successful running of our operation. Any person violating this confidential trust will be subject to disciplinary action.

The importance of maintaining this policy of strict confidentiality is critical to the effective performance of this office at Ithaca College. All who deal with our office must have absolute faith in our professional handling of all matters that are of a confidential nature.

It is important to keep in mind that we have people around our workspaces much of the time who are not part of our staff. Talk that contains confidential material or matters can easily be overheard by other people.

Each person must conduct themselves at all times in a manner that reflects a high degree of professionalism. In doing this, you will promote high ethical standards, be held in high esteem by the people you work with and make Ithaca College a better place to work.

Any information about individual students is governed by the Family Educational Rights and Privacy Act. The only information that can be shared with callers regarding individual students, staff, and faculty must be publicly accessible from our website. For example, if someone happens to call the information desk and ask if someone you know is a student at IC, you cannot disclose this information. You must search the directory to see what, if any, information is public and disclose only what is publicly available. Some members of the IC community have chosen not to have their information public for a variety of reasons, and it is vital we honor their choice.

Use Of Communication Book

- Managers are responsible for knowing the information recorded in the CCOM Book. The CCOM Book is located on the Google Drive and is organized by date. Upon coming into work, managers are required to read from the time of their last entry to the present for pertinent information.
- The CCOM Book is intended to provide an exchange medium for work related business. Managers comment in the CCOM Book on a regular basis. Comments regarding activity/problems/information about an area are most appropriate. Please refrain from writing unprofessional or inappropriate comments.
- The CCOM Book is for Campus Center Managers and professional staff use only. It is **not** to be shared with others outside the manager staff.

Two-Way Radio Usage (Walkie Talkies)

1. All transmissions should be made as follows: identify yourself and the person you are contacting and respond by name (i.e. ID to CCOM. . . .This is Katie, go ahead).

2. Conversations are to be work related only and transmitted in a professional manner. We have a federal license for the radios. Any unofficial use of these radios may cause us to lose our license.
3. The closing manager will be sure that all radios (aside from the Rec Center radio) are locked in the CCOM office before leaving. **NOTE:** If any radios are missing, check the logical places in the building where they could possibly be (i.e. professional staff desks, Information Desk, or Recreation Center). If the Manager still cannot locate the radio(s), write a note in the CCOM book and send an e-mail to the professional staff.

Meal and Break Periods

The Campus Center Office will try to schedule employees into shifts that are short enough that a break period will not be required. However, in the rare instance that a shift runs over 6 hours, employees are required to take an **unpaid** ½ hour break. This is a state labor law, and we are required to comply, even if staff would prefer to stay on the clock and skip their break. Please arrange the time of your break with the CC Operations Manager on duty at the start of your shift.

Performance Guideline System

The Campus Center performance guideline system applies to all student employees in the Campus Center at Ithaca College. If an employee incurs two strikes, they must schedule a meeting with the Performance Manager. If an employee incurs three strikes, the employee must meet with the director to discuss strategies for avoiding strikes in the future. If an employee incurs four or more strikes, their employment is on the edge of termination. The employee must meet with the director to re-review work expectations, strategies, and note that any additional strikes for the remainder of that work period (semester or summer) will result in immediate termination. Warnings, one strike, or two strikes may be given depending on the violations, as indicated below. The final category below lists violations that will result in immediate termination. At any time, an employee can ask to meet with the director to discuss extenuating circumstances that may have led to strikes, for example, an emergency or unforeseeable situation. For consistency, only the director will remove strikes. Staff start each semester and the summer with a clean slate meaning a blank performance guideline sheet.

Violations constituting one (1) warning. Second violation of the same nature will result in one (1) strike:

1. Failing to call a no-show staff at the time of the shift or set up (applies to set up managers only)
2. Under 5 minutes late to shift, if being done consistently. Managers should document this on customer service sheet
3. Not following the Campus Center written dress code
4. Personal telephone calls on area phone or personal cell phone without notifying the CCOM
5. Inappropriate behavior
6. Use of headphones when not permitted, during business hours (8:00am-5:00pm Monday through Friday)
7. Forgetting to log in to Olark (live online chat) system.
8. Friends hanging out at any desk (ID, RC, CCOM desk) for more than 5 minutes
9. Failure to complete manager or staff responsibilities.
 - a. Includes: Failure to unplug space heaters , failure to forward phones (warning for staff and manager) not checking manager email, etc.

Violations constituting one (1) strike:

1. Any of the previously mentioned violations if the staff/manager responsible has already received one (1) warning for that violation
2. Between 5 and 29 minutes late for a shift
3. Leaving your work area unattended (Info Desk or Rec Center) or leaving a set-up without notifying the CCOM

4. Misuse of college owned equipment
5. "Double-booking" (being unable to attend a shift due to being on the schedule for another shift at that time)
6. Opening ID staff not unforwarding info desk phones
7. Manager not enforcing performance guideline system
8. Manager missing a CCOM set up
9. Manager not helping on a set up during their CCOM shift (if they don't have specific CCOM work that is a higher priority at the time)

Violations constituting two (2) strikes:

1. 30 minutes late to no-show
2. Failure to attend a mandatory training without prior notification
3. Eating clients' food without catering's permission
4. Putting feet up on any desk (Info Desk, Rec Center, or CCOM office)

Violations constituting termination:

1. Working under the influence of illegal drugs or alcohol
2. Smoking (cigarettes, vapes, dab pens, hookah pens, E- cigarettes, etc.) inside the building
3. Stealing
4. Intentionally misreporting hours
5. Harassment or bullying behavior
6. Damaging Campus Center property
7. Lying
8. Intentionally violating our confidentiality agreement

The above are the general performance guidelines for the Campus Center staff. There are additional expectations for each of the various service areas (info desk, rec center, and set-up) and for the manager position and manager areas of responsibility. Please reference those expectations and guidelines in our staff manual.

Fall 2023 Dress Code:

- Top: IC polo or other Ithaca College apparel, IC colors, or business casual.
- Bottom: Jeans, slacks, khakis, shorts - no ripped items. For set-ups (or closing ID shifts): sweatpants, workout pants, etc.
- Shoes: open-toed shoes are okay at the information desk, but close-toed shoes are required for set-ups
- All clothing items should be professional-looking
- No hats or headphones (see Performance System regarding cordless earbuds)
- Business casual or more formal is acceptable, but clothing needs to allow for movement that may be required for set-up assistance.
- For closing shifts only, staff is allowed to wear comfortable yet appropriate clothing that includes leggings, sweatpants, etc.

PAYROLL

IN

IC Cloud

ENTERING YOUR TIME WORKED INTO IC CLOUD

Every two weeks, your online timecard needs to be submitted.

1. Timecards **MUST** be submitted online every other week on Sundays by 11:59pm (the day each pay period ends). If a timecard is submitted too late, you may have to wait until the next pay period is over in order to get paid.
2. If there is a problem the professional staff will reject your timecard. If not, it will be approved and will go to Payroll for processing.
3. If it was rejected, the professional staff will send you a separate email stating why it was rejected and what needs to be corrected.
4. Please be sure to check your e-mail frequently on the first business day after you submit your timecard in IC Cloud to see if it was approved or rejected. If it was approved you are all set.
5. You must correct your time card and submit it prior to 10:00 am the following day (Tuesday) so it can be approved and Payroll can process it for payment.

Below is the process you will use to enter your time:

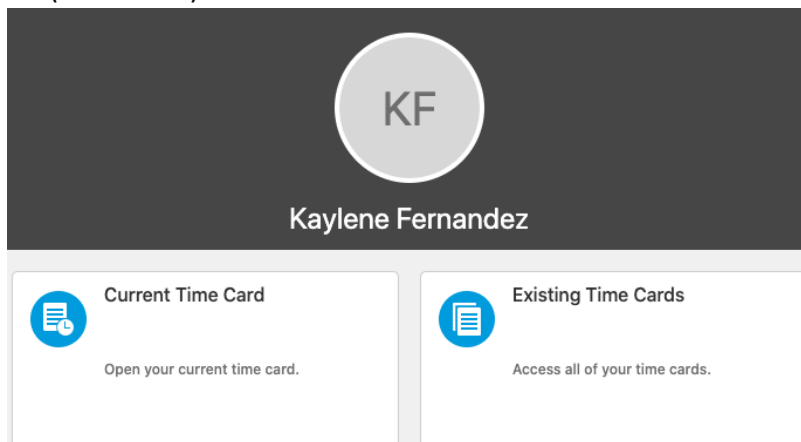
1. If you have never logged into payroll before, you need to open your web browser and go to apps.ithaca.edu, or google "ithaca apps".
2. When you get to the website, click on the *Finance and HR Cloud* tile (top right corner) and launch the site.
3. Log in with your IC username and password. Once you have logged into *Finance and HR Cloud*, you will be at the Navigator Screen.
4. It should say: Welcome, "Your Name" Click the menu icon above it (top left corner, selbow).



Welcome, Kaylene Fernandez ?



5. Click on the "Me", "Time and Absences" and depending on whether you need to create a new timecard or are returning to add time to an existing timecard you will choose "Current Time Card" or "Existing Time Cards" (see below).



6. When working on the time card for a present day pay period, choose "Current Time Card". The dates of the pay period will already be set for you. When working on a previous pay period, choose "Existing Time Cards". This will bring you to your past timecards. Click on the pay period/ timecard you'd like to edit.

- a. Make Sure You Have The Correct Two-Week Pay Period. Below is a scenario created for the above illustration.
- 1) You want to put your time in for April 26th – May 9th. You waited until the Monday (May 10th) AFTER the last day of the pay period (May 9th) to fill out your timecard. When you clicked on “Current Timecard”, it defaulted to the pay period that coincides with the day you are entering your time which in this case is Monday, May 10th, the wrong pay period. Notice that the dates of the timecard above are for this time period.
 - 2) You will need to go back and click “Existing Time Cards” and Click “Add” and choose the 2 week pay period that corresponds with the dates you actually worked (April 26th – May 9th).

7. Once you choose the correct 2 week pay period, the protocol for each option is the same. Click “Add”,

8. Choose the *Job/ Department* drop down list for the first blank line of the timecard. You will select “STUDENT-Maintenance and Event Operations - C-Campus Center” (depending on your position this may differ but it should look similar). You will then choose *Hours Type* and select “Regular Hours”. Click on the calendar icon and choose the date of the shift you’re logging. Under quantity, enter the hours worked on that particular day; every 6 minutes worked is a .1. Under the comments section, identify what hours were worked for what shift (i.e. RC - 2.5, ID - 2, CCOM - 3, Meeting - .5, Set Up - .7)

***Job - Department or Assignment**

***Hours Type**

***Select Dates**

***Quantity**

[Add another date](#)

Comments

9. Under quantity, enter the hours worked on that particular day; every 6 minutes worked is a .1. Under the comments section, identify what hours were worked for what shift (i.e. RC - 2.5, ID - 2, CCOM - 3, Meeting - .5, Set Up - .7)
- a. When entering your hours, you will need to round them to the nearest tenth. If you work a shift that is 31 minutes long, you will enter in .5 hours. Below is the accrual scale you should use – ALL time should be entered in tenths of an hour.

Minutes	Tenth of an Hour
0-2	.0
3-8	.1
9-14	.2
15-20	.3
21-26	.4
27-32	.5
33-38	.6
39-44	.7
45-50	.8
51-56	.9
57-60	1.0

10. After you are done entering all the information, click “Ok” to save the entry. As you continue to add entries, your total number of hours for the week will begin to add up and will be displayed under “Reported Hours”. Keep in mind, you are limited to 37.5 hours per week if you live on campus, and 40 hours per week if you live off campus.

KF

Time Card: 05/10/2021 - 05/2...

Kaylene Fernandez

New

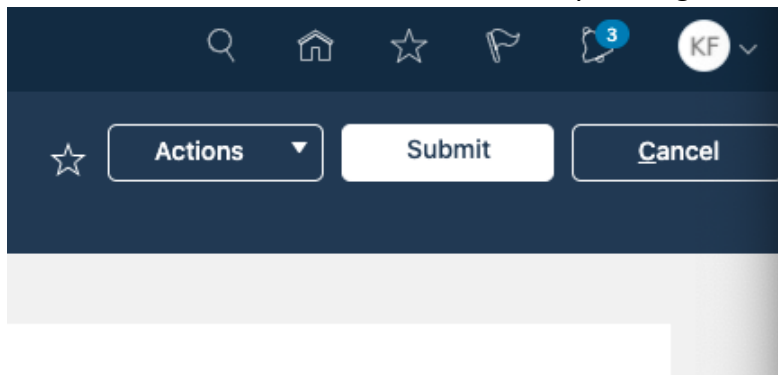
Status

[Show Details](#)

0.00

Reported

11. If you have finished working all of your shifts during a pay period and it is not yet the Sunday to turn your timecard in, DO NOT submit your time until the last day of the pay period.
 - a. If you have finished working all of your shifts during a pay period and it is not yet the Sunday to turn your timecard in, DO NOT submit your time until the last day of the pay period.
 - b. There is always the possibility that you might be asked to fill in for someone prior to the end of the pay period. If this happens and your timecard has been submitted but not approved, e-mail Jess at jshapiro2@ithaca.edu requesting that your timecard be rejected so you can add to it.
 - c. If your time was already approved, the extra shift will have to be put on your next time card and you will have to wait to be paid for these hours.
 - d. Be sure to write in the comments section at the top of the timecard ANY changes, comments or concerns about the timecard for the pay period you are submitting (i.e. you took a shift for someone on Wed. 6/1 from 3-5:30pm). If you miss or give up a shift, you should enter that information also.
12. On the last day and once you've submitted all the hours you've worked within the 2 week pay period, click "Submit" (upper right hand corner). If you're entering your hours after each shift at not all together at the end of the week, remember to save by clicking "Actions", "Save and Close".



13. Please be sure you are checking your ithaca email to see if your timecard has been APPROVED.
 - a. If there is a problem with your timecard it may be rejected by the professional staff and a message as to what is wrong will be e-mailed to you in a separate email.
 - b. You will need to go back into your timecard, correct it, and re-submit it following the steps above.
 - c. Your timecard needs to be re-submitted by Tuesday at 10:00am in order to get paid.
14. New York State Paid Sick Leave -
<https://ithaca.teamdynamix.com/TDClient/34/Portal/KB/ArticleDet?ID=1082>
 - a. If you miss a scheduled work shift due to illness, you can access New York State Paid Sick Leave hours to still get paid for those missed hours. If you use this benefit, please make sure you are also getting your shift(s) covered - using Paid Sick Leave does not excuse you from that responsibility.
 - b. You will need to enter this time under your highest paid and/or first student employment assignment in the system, even if that is not the assignment for which you missed work.

EMERGENCY

PROCEDURES

EMERGENCY PROCEDURES

The following situations are rare and you should not expect to deal with them often; however, they all have happened to a Campus Center staff member at least once. Familiarize yourself with this section in case that Campus Center staff member is YOU someday!

Notify the professional staff whenever Public Safety is called.

Bomb Threats

Treat every threat seriously. Always follow the steps below, even if you doubt the caller.

1. A yellow Bomb Threat card is located in the shelving on the Information Desk.
2. Call the Office of Public Safety immediately (x3333). Try to contact Public Safety on another telephone or through another employee. DO NOT hang up the receiver – write down the caller’s number that shows up on the screen. Do not attempt to evacuate the building on your own - never pull the fire alarm. Follow the instructions of the Public Safety dispatcher. Also be sure that the CC Operations Manager and professional staff are notified as soon as possible.
3. If the person who has made the threat is still on the telephone:
 - a. Remain calm.
 - b. Write everything down as it happens.
 - c. Please write down the phone number if possible.
 - d. Ask the caller when the bomb is scheduled to go off.
 - e. Attempt to identify the age, sex/gender, and emotional state of the caller. Pay close attention to details (vocal pitch, accent, background noise, etc.).

CC Operations Manager: Assist the employee who received the bomb threat and Public Safety in any way that you can. Be sure that a full-time staff member has been notified.

Harassing Telephone Calls

If you receive any harassing telephone calls you should look at the caller ID to see if the number appears, write down the number and any pertinent information such as what was said, background noise, what the caller sounded like, etc. Call a manager immediately to assist with the call.

Injury

Do not treat an injured person yourself. Call the CC Operations Manager. Wait for Public Safety to arrive.

1. Make sure that the Office of Public Safety (x3333) or 911 has been called, especially if the person needs emergency first aid. Automatic defibrillators are available for anyone who appears to be having a heart attack. Narcan/naloxone is also available in each AED unit in the building. The closest one is adjacent to Campus Center Café. You are not required to utilize an AED or Narcan, but may choose to as a “Good Samaritan”. Public Safety officers are trained in emergency medical procedures and will make the decision whether to call the Health Center, ambulance, etc. Do not attempt to handle this situation on your own.
2. Tactfully talk to the person and reassure them that trained help is on the way.
3. If drugs are suspected to be involved, try to find out what drug it may be. This will be helpful information for the medical professionals treating the person.

CC Operations Manager: Assist Public Safety in any way that you can for example, sending someone to the north entrance to direct responders to the injured person’s location.

There is only one automatic defibrillator in the Campus Center. It is located on the wall to the right of the café in the lobby, above the fire extinguisher.

A Person Who Is Going Through An Emotional Crisis

Call a CC Operations Manager to handle this.

CC Operations Manager: Talk to the individual to determine if they need assistance or if someone else needs assistance. You may want to escort the person to a quiet area (Campus Center Office or an unoccupied lounge). If needed, tactfully inform the person of campus or community services, such as CAPS, Residence Director, Campus Chaplains, Office of Public Safety, and the Health Center. Note that weekend and overnight counseling is available by calling the CAPS number (607-274-3136). If the situation seems serious or the person is a threat to themselves or someone else, notify Public Safety. They are trained to assess the situation and respond. They can go to a person of concern and check on their wellbeing. For all situations, notify the professional staff.

Finding Out A Person Has Been Raped Or Sexually Assaulted - via phone call or walk-up

Call a CC Operations Manager to handle this.

CC Operations Manager: Encourage (but do not force) the victim to allow you to contact Public Safety. Whether or not you end up calling Public Safety, please call a professional staff member for assistance.

Power Failure

Notify a CC Operations Manager or full-time staff person as soon as possible.

CC Operations Manager: Contact Public Safety and wait for their instructions. An emergency generator should come on in the event of a power outage.

Severe Weather Plan

In the event of serious weather conditions, the safety and security of people in the facility is our main concern. The Campus Center is often a location for people who are stranded due to weather conditions. Therefore, we will try to remain open as long as possible. For further details in the event of a campus emergency, call the Emergency Closing Hotline at 274-1495.

Stolen Items – such as furniture, clocks, photographs

(If an employee sees someone walking off with Campus Center property)

1. If you are willing, please confront the person. In the past, this has resulted in the person dropping the stolen item and running away. If the person replaces the stolen property, notify the CC Operations Manager and enter the incident in the CCOM Book.
2. If the person does not follow your instructions, please do the following:
 - a. Call Public Safety (x3333) and introduce yourself, tell them where you are calling from, describe the stolen article, the person who stole it, and the direction they were heading.
 - b. Notify a full-time staff person and the CC Operations Manager.

CC Operations Manager: Assist Public Safety and the staff person. Notify a full-time staff member of the incident. Be sure that all the details are relayed in writing.

**DO NOT PUT YOURSELF IN DANGER IN ANY SITUATION!
ALWAYS CALL PUBLIC SAFETY AND NOTIFY THE
FULL-TIME STAFF FOR ANY EMERGENCY!!!**

Active Shooter or Shelter in Place

Every room in the Campus Center has instructions posted on or near the door explaining how to lock the door (if it is lockable), the closest exit route, and an alternative exit route. All meeting rooms and all CC work areas are equipped with fire extinguishers. These are not just for fire emergencies, but are one of the best weapons for an active shooter or shelter in place situation. I recommend taking a fire extinguisher with you as you shelter in place.

Your safety is the top priority.

If you hear gunshots or someone reports an active shooter to you, If you are the CCOM - radio the other staff that you suspect an active shooter and they should shelter in place. Depending on where you are in the building, you can shelter in the closest lockable location. If you are in the CCOM office, you can lock the glass doors that lead in the McDonald Lounge, then lock the CCOM door, go back into Sybil's office, and lock Sybil's door as well.

Info Desk staff can go back into the Conference and Event Services office, lock the main door to the suite, go in a office (ideally a back office without windows), and lock that door.

Rec Center staff can lock the door into the Rec Center, go into the Rec Center closet (and take with them anyone in the Rec Center) and lock themselves in the Rec Center closet.

Fire Alarms In The Campus Center & Annex

The Campus Center is divided by two alarm systems. One alarm covers the Annex area (Department of Education, the Bookstore, and Mac's). **The Annex alarm will only be heard in the Annex**, not in the rest of the building. Note: Unannounced fire drills will be conducted in all campus buildings each semester. The Director of Public Safety stresses the importance of treating each drill as an actual fire alarm.

In The Event That You Hear A Fire Alarm

These procedures hold true for ALL SERVICE AREAS.

1. If you are in the Rec Center, tell everyone to leave immediately, grab your walkie and exit (if it is safe to do so) out the north entrance.
2. If you are at the Information Desk, forward the telephones to voicemail (see Information Desk section), grab your walkie, and exit (if it is safe to do so) out the Academic Quad entrance.
3. Managers, if you are in proximity to people attending an event, notify them that they need to exit the building and encourage people to do so. Employees should not remain in the building trying to ensure that the building is empty. This is the responsibility of the fire department. Your top priority is to exit safely.
4. All employees need to evacuate the building through the closest safe exit and bring your Walkie Talkie. People should remain 50 feet away from the building to keep them safe from flying debris in case windows blow out, etc. If you are able to, please encourage people to remain 50 feet away.
5. Wherever possible, exit in a direction away from smoke. General information if you find yourself unable to exit away from smoke. When going through doors to exit: If the door is **COOL**, open it cautiously. If accumulated smoke is not excessive, exit the building by the designated or alternate routes. If forced to exit through smoke, close the room door behind you and move in a crawl or crouched position to avoid heavy smoke. If the door is **HOT** or if the corridor is too smoke filled to permit safe exit, remain in the room. Leave the door closed, stuff something in the crack under the door, open any windows, hang a sheet or towel or piece of clothing out the window to signal for assistance, and crouch on the floor directly beneath the window.
6. Do not re-enter the building until advised to do so by the Office of Public Safety.
7. In case of an actual fire, the CC Operations Manager should notify the Campus Center professional staff as soon as it is safely possible to do so.

If someone refuses to leave the building, leave the area and when outside notify a Public Safety officer of the location of the person(s).

Be sure to read the emergency procedures posted in each area and follow them!

**GENERAL
GUIDELINES
FOR ALL
AREAS OF
SERVICE**

Basic Rules for all service areas

1. Do not let anyone borrow anything from your work and leave the area with the borrowed item.
2. Do not let anyone store anything in your work area.
3. Socializing is to be kept to a minimum. If it is busy in your area, please inform your friend/visitor that they have to leave and you will get back to them after your shift is over. Please limit ALL social visits with others to no more than 5 minutes. Please inform social visitors that you have to get back to work and will contact them after your shift is over. The customer is always your FIRST priority. Non-employees should never be behind the desk or work station.
4. The areas should be kept as clean as possible at all times. Should a problem occur (i.e., broken bottle, spill, etc.), please notify the CCOM.
5. If you need to leave your work area to use the restroom, contact the CCOM.

**IF ANYTHING OUT OF THE ORDINARY OCCURS,
CONTACT A MANAGER AND/OR FULL-TIME STAFF MEMBER IMMEDIATELY!**

Homework Policy

Employees are allowed to read/write/use a book or a paper or a notebook or laptop as long as they do not neglect their duties. While working at the desk, staff should be frequently looking up and making eye contact with those passing by the desk. Student employees should never be so engrossed with their homework or laptop that someone who has approached the desk needs to try to get their attention.

Resignation/Leave of Absence

Circumstances do arise in which an employee feels that holding this job is too stressful along with other responsibilities/commitments. The following two options are available to employees faced with this situation if they would like to use the Campus Center Office in the future as a positive job reference or would like the opportunity to return to the staff or reapply for the position in the future.

Resignation:

1. The employee must submit a letter of resignation to the professional staff.
2. The employee will be expected to either work or find shift coverage for two weeks from the date the professional staff receives the letter of resignation.

Leave of Absence:

1. The employee must submit a letter to the professional staff stating their reasons for taking a leave of absence and the approximate length of time until their return to the Campus Center staff.
2. The employee will be expected to work or find shift coverage for two weeks from the date the professional staff receives the leave of absence letter.

INFORMATION

DESK

OPERATION

INFORMATION DESK OPERATION

General Guidelines

As an attendant at the Ithaca College Information Desk, you are the voice of Ithaca College. When someone calls the general/main number to Ithaca College, they receive the number to the Information Desk. Therefore, it is vital that each call is handled quickly, politely, and efficiently. You never know who may be on the other end of the line. Everyone should be treated with our very best service every time.

Opening Procedures

1. Unforward all four (4) telephone lines by pressing the button for the line and then pressing “#2”.
2. Start-up all necessary computer applications (Olark chat system, Google, ID directory, Lost & Found Log).
3. Make sure the walkie-talkie is on the desk and functioning.
4. Straighten up around the Information Desk if it is untidy.

Procedures for the beginning of every shift

1. Browse the Daily Event Sheet to familiarize yourself with that day's meetings and events.
2. Check supplies around the desk to make sure you have enough of everything. You should have tape, scissors, stapler, pens, pencils, scrap paper, and Lost & Found tape. Please notify the Manager if you are in need of any supplies.

Giving Information – NEVER SAY “I don’t know”

1. If you don’t know the answer to a question:
 - a. Look at all possible sources of information first - Google is often the best resource.
 - b. Walkie the CCOM or call the Campus Center full-time staff to see if they know or can help find the information.
 - c. **As a last resort**, take down the caller’s name, phone number, and question to give us more time to research an answer and get back to them. Make sure they get a call back before the end of your shift.
2. THE COMPUTER IS **NOT** THE **ONLY** INFORMATION SOURCE.
3. Whenever possible, please try to answer people’s questions instead of just forwarding them to another department or person.
4. Be sure to check all binders, drawers, telephone lists, etc. so that you know where information is located. It is necessary for all employees to familiarize themselves with all the information at the Information Desk.
5. If new information needs to be conveyed to the entire staff, please tell a manager or the full time staff member so they can put it on the next staff meeting agenda.
6. Feel free to use your personal contacts and experiences on campus when appropriate.
7. If you know we have information or telephone numbers that are incorrect, please inform the CCOM.
8. Be familiar with the local bus schedules and know how to read them. The TCAT bus schedule is listed online at www.tcatbus.com.
9. To search for office and department phone numbers use www.ithaca.edu/directories.
 - a. If you select the “Directories” link, you can type a person’s name in to find out public information regarding students, staff, and faculty.
 - b. If you select “Site Index” you can select a link that will bring you to various websites for Ithaca College departments, college calendars, catalogs, etc.
 - c. If you select “Faculty List”, you will get links to faculty alphabetically by last name.
 - d. If you select “Offices, Facilities, and Services” you will get some of the names of those who work in that area, telephone and fax numbers for various Offices, Facilities, & Services on campus.

To search for some of the scheduled events occurring on campus, use <https://events.ithaca.edu/>. (This can also be found by going to the Ithaca homepage and looking for the "Events" link in the top right corner of the page.) This allows you to view certain scheduled events occurring on campus. You can browse a variety of calendars across campus, as well as different categories and dates.

Closing Procedures (begin at 10 minutes prior to closing)

1. Forward the telephones to the voice mail system by dialing *241850 on each of the 4 individual phone lines. The LCD on the phone should read "FWDA" for each line.
2. Put away any desk resources and make sure the area is clean and ready for the next day.
3. Check for all supplies.
4. Shut down all open computer applications and then shut the desk computer down.

25Live – ROOM RESERVATION SYSTEM - to look up event reservation information

1. In your browser type the following URL: <https://25live.collegenet.com/ithaca/>
2. On the webpage, at the top right corner click the "Sign In" link
 - a. Username = campus center
 - b. Password = student
3. Go to reports and select the starred reports tab if it doesn't immediately pop up.
4. On the drop bar select Daily Events
 - a. Report Date (usually the next day)
 - b. Event Search, select "New Special Events 2018 (Copy)"
 - c. Location Search "Campus Center (All)"
 - d. Then click Run Report
5. On the drop bar select Daily Room Sheet
 - a. Report Date (usually the next day)
 - b. Location Search "Campus Center (Meeting Rooms)"
 - c. Hide Unused Spaces (click yes)
 - d. Run Report

TELEPHONE HANDLING

Answering the Telephone

1. Pick up the receiver in two rings OR LESS and say: "Ithaca College Information, how may I help you?" If you are on a line and another line rings, put them on hold, pick up the other line and say, "Ithaca College Information, can you hold please?", then go back to the first call you had. When you finish that call, pick up the other line and say "Thank you for waiting, how may I help you?"
2. Always wait for a response before putting the caller on hold (the call may be an emergency or a long distance call).
3. Put the caller on hold while you are locating information (this eliminates background distractions).
4. Be POLITE at all times, especially if a customer is rude to you.
5. Anytime you are unsure or need assistance, contact a manager or a Campus Center full-time staff member.
6. Take care of telephone calls before a customer at the counter, but always acknowledge the customer to let them know you will be right with them.
7. The multi-line telephones at the Information Desk are programmed so that all calls ring at both stations. This enables staff to pick up all calls from either telephone. A total of four calls can be received. Two lines are programmed for extension 3201, and two for extension 3011.
8. When both lines of an extension are busy, the caller will hear a "Thank you for calling . . ." message and will be put on hold until one of the lines becomes free.
9. If the call has been picked up on the other phone, the light for that call will be a steady red.
10. When the Information Desk is closed, all lines are to be forwarded to an overnight voicemail.

NOTE: Anytime someone from any Ithaca College telephone calls off-campus, the number that displays is 607-274-3444. Anyone who calls this number back will hear a voicemail that explains that they were called by someone at Ithaca College, and can speak to a representative by pressing "1". If they press "1", they will be connected to the information desk. You will get people calling the Information Desk asking why you called them. Explain that the telephone system at Ithaca College only gives out the default

number 607-274-3444 for every call from every part of Ithaca College, and unfortunately you have no way of knowing who called them but are happy to redirect their call if they would like to be connected to a person office or department at the college.

Hold

1. Put calls on hold by pressing the hold button. The hold line will flash. To retrieve the call on hold, depress the hold line or lift the headset.
2. Hold will show as a flashing green light on your telephone. The same line on the other telephone will show as a flashing red light. The other telephone can also retrieve the call.

Transfers

1. Calls can be transferred from one campus extension to another.
2. To transfer a call you must be on the line with the caller (the call cannot be transferred if you have already put the call on hold), you must retrieve the call first, and then transfer.
3. Before transferring the call, ask the caller if they would like the phone number they requested, in case the call gets disconnected.
4. Press the transfer button, wait for the dial tone, then dial the extension preceded by a 4 for on-campus calls. (For example, dial 4-3141 to transfer to the Residential Life Office.)
5. If you dial the wrong number, or no one answers the phone, you can retrieve the caller by pressing the transfer button again.

Harassing Telephone Calls

If you receive any harassing telephone calls you should look at the caller ID to see if the number appears, and write down the number as well as pertinent information such as what was said, background noise, what the caller sounded like, etc. Call a manager immediately after the telephone call has ended.

Maps/Brochures

1. Familiarize yourself with the maps/brochures we provide.
2. Notify a manager when you are low and they need to be restocked.

Bus Tickets, Bus Passes and Bus Routes

Refer to tcatbus.com for bus schedule information. They can get the ticket & schedule information there.

LOST AND FOUND

When An Item Is Turned In:

1. Ask where and when the item was found.
2. Log the item in the Lost and Found log on the Information Desk google drive.
3. Use the number from the log, write a lost and found slip and attach it to the item.
4. Put it in the cabinets behind the information desk except if the item is valuable. If the item is valuable, radio the CCOM to put the item in the safe.

VALUABLES: (a manager should be contacted immediately when these items are turned in)

ATM Cards	Checks
Bank Cards/Credit Cards	Keys
Backpacks	Laptops
Cameras	Licenses
Cell Phones	Prescription Glasses and Cases
Calculators	Purses
Electronics	Radios

Ithaca College IDs
Jewelry

Wallets
Watches

NOTE: It is the responsibility of each Information Desk staff person to be sure that all items are tagged properly and the lost & found area is kept neat and orderly during their shifts.

Note for Managers: If a keychain/ lanyard contains an I.C. Residence Hall key, place it in the safe and contact the Office of Residence Life to offer to bring it to them or have them come and pick it up. If an IC ID is turned in, make sure the owner is emailed. If the ID is not picked up within 24 hours, take the ID to the ID office. All of this should be communicated in the CCOM Book.

Resources and Referrals

There are several resources, in addition to the computer, at your disposal to provide service to our customers. You should be aware of these materials in the event that information cannot be accessed through the computer. It is a good idea to review these materials during slow periods in your shift and familiarize yourself where information may be obtained.

The most valuable resource is you! Use your own experiences, references, connections, etc. to help a caller or customer!

RECREATION

CENTER

OPERATION

RECREATION CENTER OPERATION

Opening

1. Unlock the door.
2. Uncover the pool, foosball, and ping pong tables.
3. Turn on the decorative LED lights with the remote in the top left drawer.
4. Check supplies (pool/ping pong sheets, pool chalk, etc.) and put them behind the glass on the Rec Center staff desk.

Equipment Check-out

When a customer requests the use of equipment in the Rec Center, have them place their Ithaca College ID on the piece of equipment they wish to use on the diagram, then fill in the Rec Center Log on google drive for the current semester. You will need to enter the information for all participants in the log. Keep the one ID on the diagram until they return all equipment.

- a. Complete the following information:
 - Name
 - ID Number
 - Which piece of Equipment (Billiard 1, Billiard 2, Ping Pong, Arcade 1, Arcade 2)
 - Time In
 - Time Out
 - Staff Initials
- b. A laminated sheet that has the layout of the pool, ping pong, and foosball tables is to be used to designate which table a customer is using. Place the customer's ID on the laminated sheet with the corresponding table they have been given.
- c. When the customer has finished playing, make sure all equipment (balls, chalk, paddles, etc.) are returned and are in good condition. Return their ID to them. Clean the equipment using spray and paper towels.
- d. If a customer fails to return any equipment, or if the equipment is damaged, call a manager to come to the Recreation Center. The manager will write down the person's name and ID number, a list of the equipment that was damaged or not returned, along with any other relevant details and pass this information along to the full time staff.
- e. Note the time out on the Rec Center Log.

Things to Do During Your Shift

1. The desk and storage cabinets should be kept clean at all times. Please clean with spray and paper towels. Let a manager know when you need supplies.
2. Keep equipment straightened and organized and report any missing or broken equipment to the manager.
3. Clean the equipment using paper towels and spray between use by participants
4. Make a note of any signs that are messy, old, or torn and any equipment that is worn-out or broken. The manager should relay this information to the full time staff who will replace items as needed.

Fire Alarm Procedure for Rec Center Staff

In the event of a fire alarm, please close and lock the door behind you and follow the procedures for fire alarms.

- a. Take the keys and walkie-talkie with you.
- b. Exit the closest safe entrance.
- c. Keep people at least 50 feet from the building.
- d. Do not re-enter the building until advised by Public Safety.

Reservations

Rarely, but occasionally, there will be times when the Recreation Center has been reserved for a private event by an on-campus club, organization, or department. You will be notified in advance of these times and given the details of the reservation when you arrive for your Recreation Center shift. Any inquiries regarding reserving the Recreation Center should be referred to the Campus Center Office.

Closing

1. Straighten the ping pong paddles and put the chairs against the wall.
2. 15 minutes prior to closing, make a general announcement that the Recreation Center will be closing in 15 minutes and ask the customers to please finish up. Pick up all the pool cues and replace them on the racks. Pick up all the chalk and place them back under the counter.
3. At closing time, ask anyone remaining to leave.
4. Cover the pool tables/foosball/ping pong tables and straighten the Recreation Center.
5. Collect any lost and found items and your walkie-talkie.
6. Call the CCOM to come lock the doors.

General Policies and Information

- No food or drink is allowed in the Rec Center
- No sitting on the counter, pool, ping pong, or foosball tables.
- If someone is ABUSING ANY EQUIPMENT – ask them to please stop and if they don't, call the manager. If they cause any damage, keep the person there and call the manager. If they try to leave, call the Office of Public Safety (x3333) with a description and direction of departure and tell the CC Operations Manager what transpired and your action.
- Keep the doors to the Recreation Center propped open at all times when the Rec Center is open.

SET UP

INFORMATION

AND

RESPONSIBILITIES

SCHEDULING

1. All staff are required to attend the weekly set-up staff meeting, unless prior approval for missing the meeting has been given by the professional staff for the Campus Center. Absent staff should complete the set-up survey by Tuesday at 10:00am.
2. At this meeting, staff will volunteer for or be assigned to set-up shifts.
3. Please note that many shifts are scheduled for late nights and/or weekends.
4. *Weekend Late-Night Shifts:*
Weekend late-night set-ups are traditionally hard to fill so we have created a Weekend Late-Night Set-Up Credit system.
 - a. Any set-up on a Friday or Saturday night that starts at 9:00pm or later is considered a "Weekend Late-Night Set-Up".
 - b. Anyone on one of these shifts will receive weekend late night set-up credit. If one of these set-ups does not have enough people on it, the employee with the fewest weekend late night set-up credits will be required to work.
 - c. **IMPORTANT NOTE:** When a operation staff member or manager does not show up for the mandatory set-up meeting and does not get permission from the professional staff and/or the Lead Manager, the student will be required to work a Weekend Late-Night Set-Up for no weekend credit.
 - d. **IMPORTANT NOTE FOR MANAGERS:** When a manager does not show up for the mandatory manager meeting and has not notified and gotten permission from the professional staff for missing, the manager will be required to work a Weekend Late-Night Set-Up for no weekend credit.
5. ***All staff members are expected to share the responsibility of working set-up shifts.***
6. There may be several set-ups on a shift. Managers will be assigned to each shift to help direct the staff in completing the set-up.

SHIFT PROCEDURES

Managers

1. Use your smartphone or one of the office iPads to access the set-up sheet. Staff scheduled for the shift and an overview of which rooms will be set and struck will be listed on the first page.
2. Review the set-up sheet before you start the shift.
3. If any staff on the shift have not arrived by the start time, have the CCOM reach out to them or call/text them before starting the set-up.
4. Make sure to gather the kerchunckers, tape measure, or any other tools needed for the shift.
5. **Once the set-up shift is complete, make sure to double check every line of the set-up instructions and all the work completed to guarantee the set-up is correct and complete (including all the signs).**
6. Make sure only the requested equipment is left in the room. Miscellaneous stuff like soda cans, loose paper, etc. should be cleaned up as best as possible. If a room is especially dirty and the event is happening within a few hours or first thing in the morning, call in a request for custodial staff. During business hours call 4-3225 and weekends and evenings call Public Safety at 4-3333 and request the on-call custodial staff member.
7. At the end of the shift, note the actual/accurate shift end time in the set-up sheet. If anyone must leave early or arrived late, note this on the set-up sheet as well.

EQUIPMENT AND SET-UP POLICIES AND PROCEDURES

Please remember that the accuracy and aesthetic quality of a room set-up are an integral part of every event, large or small. As a set-up staff member, you are responsible for adhering to the following guidelines and instructions not only to ensure that the room will look nice and meet the client's needs, but also to ensure your safety, the safety of fellow staff members, and that the equipment remains in good condition. Failure to adhere

to the following will inevitably cause you to fall short in one or more of these areas. Please keep all of the following instructions in mind when performing your duties and refer to this manual (or ask) when in doubt.

STAGE SECTIONS

General Information/Description

1. Always read the set-up instructions on the stages and understand the layout first.
2. There are three dimensions that will be specified on the set-up sheets, in this order:
 - a. *Length* (the number of feet across the front of the stage)
 - b. *Depth* (the number of feet from the front to the back of the stage)
 - c. *Height* (how far off the ground the stage will be - stated in inches 16" or 24" and rarely but occasionally 8")
3. The standard height is 16" unless otherwise specified on the set-up sheets.
4. All stage sections are 8' x 4' (All stages must have one side measuring a multiple of eight and the other a multiple of four).
5. Stages are always set with skirting and two sets of stairs (one on each side) unless otherwise specified.
6. All the stage skirting is stored in gray plastic bins that are kept in Emerson A (Northwest) closet.
7. All stages are set parallel to the wall unless otherwise specified, and **2"** away from the wall (so AV can run cords, if necessary).
8. There are three stage carts with six stage pieces each that live in the Emerson Suites back hallway. Each stage piece has legs for 16" height or 24" height clipped to their underside.
9. The stage carts require two people to safely move and maneuver, and each stage piece requires a minimum of two people to safely set-up and strike.

Setting up the Stages

1. First determine how many sections will be needed, in which direction they need to be set up, and at what height.
2. Remove the strap securing the stage pieces in the cart.
3. Remove a stage piece from the cart.
4. Insert the proper sized legs in the four corners of the stage piece and clamp them down with the corner clamps. If a stage height of 8" is requested, note that these legs are secured to the back wall of the Emerson Suites back hallway. We have 16 - 8" legs, so we can set a max of 4 pieces to this height.
5. With at least one person on each end, carry the stage piece to its final location and set it in place.
6. When necessary, staff can climb under the stage pieces to lift the piece with their legs, so the piece can be "scotched" into place.
7. Once all of the pieces are in place, strap the legs of each neighboring stage piece together. Straps should be set as close to the top of the legs as possible, not near the bottom/floor. This will prevent stage pieces from shifting or separating under stress like dancing. The velcro straps are in the same tubs as stage skirting
8. **NEVER set up a stage by yourself.**

Attaching the Skirting

1. The length (16" or 24") of the skirting can be adjusted by using the Velcro strips along the back of the skirting.
2. Attach the skirting to the stage by attaching the velcro strip on the very top of the skirting to the velcro on the edge of the stage.
3. Be sure that the skirting hangs straight and all the way to the floor, and that there are no gaps between the skirt sections.
4. **Start by aligning the center of the skirting with the center of the stage.** Attach from the center out, making sure to eliminate all gaps. The back of the stage does not need to be covered in skirting since it is not visible.
5. The fabric of the skirting is thin, so be careful and try not to tear it.

Attaching the Stairs

1. The stairs can be moved easily by tipping them back until they are up on the wheels.
2. Set the stairs against the stage (always in the middle unless otherwise specified).
3. Angle the stairs so the “S” hook (there is one on each side) is under the side lip of the stage. Straps can be added for extra support, if needed.
4. A few inches of the skirting will need to be pulled away from the stage in order to hook the stairs to the stage (be sure to reattach the skirting over the “S” hook).

Striking the Stages

1. Remove the stairs by angling them back to free the “S” hook.
2. Remove the stage skirting, fold it, and put it back in the bins neatly.
3. Unstrap the stage pieces from each other.
4. When striking the stages, always use two people.
5. Pull the first section away from the rest of the stages, so that you have access to all sides of the stage sections.
6. With a person on each side of the stage, tip the stage on its side, remove the legs and replace them in the leg holder clips on the underside of the stage (or if using the 8” legs, return them to the clips on the back wall of the back hallway), and carefully place each piece back on the stage cart.
7. Be sure the stage section is standing upright (not leaning) and once each cart has all six pieces, secure them with the safety strap that goes around the cart and pieces.

PODIUMS

General Information/Description

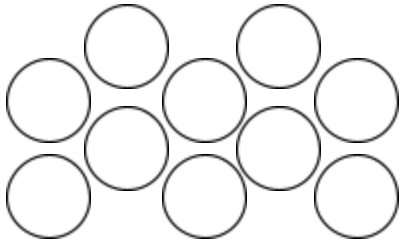
- A “*silver podium*” is one that looks like a rectangle with silver along the left and right sides.
- A “*pedestal podium*” is one that is all wood and open and has one “leg”. These live in the Clark and Kling sliding closets.
- A “*tabletop podium*” is considerably smaller than the other two and must be set on a table to be used – one lives in each meeting room.
- There are multiple silver podiums, one with the seal, and a few with the logo. One podium with the college logo lives in Clark Lounge, one in Klingenstein, and one in the back hallway of Emerson Suites. The podium with the seal lives in the back hallway of Emerson Suites.
- The podium with the college seal should only be used when it is specifically requested. It should be used only for events when the college president is speaking.
- Two people are required for moving the podiums. We have podium carts in the back hallway to make moving them throughout the building easier. Always lift them from the reinforced section of the top, not the edge of the top.
- Whenever setting a podium on a stage, set it in the center, 5-6” from the front of the stage unless otherwise specified.
- When setting a podium on the floor, always leave an ample amount of space behind it for the speaker to stand.
- There are three pedestal podiums. One is kept in the sliding right hand closet of Klingenstein Lounge and two are kept in the right hand closet of the Clark Lounge.

ROUND TABLES

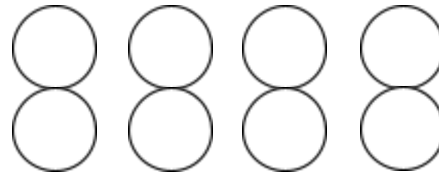
General Information/Description

- The round banquet tables are 72” in diameter and fold in half. They are on wheels.
- Round tables, also referred to as *rounds*, are set with 6, 7, 8, 9 or 10 chairs per table – i.e. “rounds of 6-10”.
- Most events with rounds will have a diagram, unless the set-up is very basic.
- Some event summaries will designate the table spacing. Use the measuring stick (a.k.a. “Horace”) to properly space according to the directions. If spacing is not designated, 54” is the default.
- Sometimes it is necessary to leave a little less space in between the tables.
- Be sure they are all the same distance apart. Be sure to check that the round tables are symmetrical and orderly.

- Unless otherwise specified, rounds are “staggered,” or “military” as illustrated below. Always run the rows North to South unless otherwise specified in a diagram.



Staggered



Military style

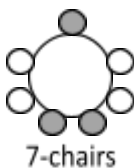
- If a stage is included in the set-up, always center the rounds to the stage, unless otherwise indicated.
- Rounds should always be set in rows (north/south) of three to four tables each.
- The seam of the table should always run north to south.
- Tables must be 5’ from all exit doors and must be 54” from stages and walls. If possible, leave 5’ between the tables and the stages and walls as well.
- When setting chairs at a round table, be sure they are evenly spaced around the table and that they are all pushed in the same distance from the edge of the table (approximately halfway in). Never push the chairs in all the way – due to the legs, they will not push in to a consistent level, and they should all be equal distance from the table.

Inventory/Storage

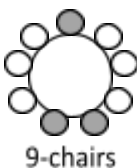
- There are about 36 round tables stored in the Emerson A north closet and 8 stored in the Lobby Closet.
- There are 5 plastic round tables without wheels stored in the back hallway that are strapped to the wall.
- Note that when lining up the tables in the closet, the “feet” are staggered so that the tables fit tightly together (except in the lobby closet where staggering makes it difficult to open/close the door).
- When storing the plastic rounds in the back hallway, be sure to strap them to the wall securely.

Set-up

1. To set up a round table:
 - a. One person should stand at each end of the seam in the table (not on the sides).
 - b. Gripping the edges of the table, gently push outward. NEVER let go of the table before it is completely unfolded or it will bounce and/or slam, which can damage the table.
 - c. Slide the table to reposition it if necessary.
 - d. Check to be sure the table is lined up with all the others in the row and is the appropriate distance from other tables, walls, stages, etc.
 - e. The seam in the tables should run north-south uniformly.
2. **Setting chairs at a round:**
 - a. To set 7 or 9 chairs at a round table: use the “peace sign” formula. Set one chair at the north end of the table, 2 chairs at the south end of the table and 2 on the left and right for 7 chairs or 3 on the left and right for 9 chairs (see diagrams below).



7-chairs



9-chairs

- b. To set 8 chairs at a round table: set one each at the north, south, east, and west sides, then set one chair in each of the remaining four “corners”.
 - c. To set a round of 10: set one chair each at the north and south sides, and then set four chairs in between those two on each side
 - d. To set a round half-moon style, with 6 chairs: set 3 chairs on either end of the seam. The chairs are concentrated on one end of the table, facing the presentation.
3. Place chairs halfway under the table, approximate distance guests will be sitting away from the table.
 4. When setting rounds in Clark or Klingenstein Lounges, use the blue chairs, if possible.
 - a. If setting 8 chairs, try to use 4 blue chairs at each table.
 - b. If setting 10, use 2 blue chairs, one on the north and one on the south.
 - c. We do not have any place to store unused furniture from Clark or Klingenstein, so any extra blue chairs or couches should be stored around the edge/perimeter of the room. Blue chairs can be stacked 4 high.

Striking

1. Rack the chairs. Green chairs should be racked 12 high.
2. With one person at each end of the seam in the table, grip the edge on either side of the fold and lift. Gently push the two halves together until the table is completely folded.
3. Rounds can also be struck by only one person.
 - a. To do this, your strongest side (right-handed or left-handed) should carry most of the weight.
 - b. Put your strongest foot on the wheel or right next to it.
 - c. Put one hand on either side of the table.
 - d. Push down on your strongest side and lift up with the other side.
 - e. The table should lift up in the middle allowing you to pull it together.
4. Never sit on one side of a round to make it fold up.

FOLDING LEG TABLES (RECTANGULAR)

General Information/Description

1. There are a few different types of folding leg tables:
 - a. The standard and most commonly used folding leg tables are 6’ long and 30” wide. Always use these when a 6’ table is requested on a set up sheet, unless otherwise specified.

Inventory/Storage

1. Anytime you set up folding tables, use the ones that are in the best condition.
2. Never use a table that cannot be set up properly due to crooked legs, damage, etc.
3. When setting tables end-to-end, be sure they all line up.
4. Folding tables should always be parallel to the wall that they are set along unless otherwise specified.
5. When the set-up sheet requests tables for food or a buffet, set the tables right up against the wall unless it calls for a “double-sided buffet”. Then you must leave room for people to line up on both sides of the table (6 feet from the wall).

Set-up

1. To set up 6’ folding leg tables:
 - a. With the table resting on its side, unfold the legs. Check the joint to be sure it is unfolded completely and that the legs are straight.
 - b. Lower the legs safety ring all the way to the bottom.
 - c. Set the table upright and straighten.
2. To set up 8’ folding tables and registration tables:
 - Note: the 8’ folding tables are stored up in the catwalk.
 - With one person on each side of the table, grip the ends and lift until the table is completely unfolded.

Striking

1. *To Strike 6' Tables:* Lay the table on its side, raise the safety ring, push on the leg joint, and fold the legs in all the way to the bottom of the table.
2. *To Strike 8' and Registration Tables:* With one person on each side, grip the edge on either side of the fold and lift. Push the two halves together.

CHAIRS/GUEST SEATING

General Information/Description

1. We have approximately 800 green chairs, referred to as "Emerson chairs".
2. Use the Emerson chairs in the Emerson Suites, Emerson Lounge, and North Foyer. Also use them in the Clark and Klingenstein Lounges when needed.
 - NEVER USE A DIRTY OR BROKEN CHAIR. If you cannot brush it off, do not use it – get another one. Stack dirty and broken chairs (and only dirty or broken chairs) in the Emerson back hallway on the marked chair racks – the red rack for broken chairs and the green rack for dirty chairs.
3. Do not push the chairs all the way into a table – only push them in halfway.
4. Never set any more than three chairs on one side of a 6' table unless otherwise specified.

Storage

1. The Emerson chairs are kept stacked on the rolling chair racks, 12 chairs per rack.
2. The Emerson chairs are stored in the Emerson A South closet, North closet, and in the alcoves of Emerson Suites when that space is not in use. During an event, move all racks into the closets. **DO NOT store chairs in the Emerson back hallway.**
3. About 10 racks of Emerson chairs can also be stored in the east alcove of the Emerson Lounge across from the Emerson C doors.

Set-up

1. There are a number of ways to set chairs and guest seating. The most popular are:
 - a. **Lecture Style:** Two sections of chairs in straight rows with a center aisle of 3' (minimum).
 - b. **Chevron Style:** Two sections of chairs in rows facing the front at an angle with a center aisle of 4' (minimum).
 - c. **Theatre Style:** At least three sections of chairs with the outer two facing front at an angle and the center section set with an additional chair in each successive row. If the center section is very large, a center aisle of 4' (minimum) is sometimes set as well.
 - d. **Semicircles:** One (or two if set-up is large) section of chairs in rows with each row curved in a semi-circle.
 - e. **Classroom Style:** Rows of 6' tables with chairs on one side (facing front) only, unless specified to set chairs on both sides.
 - f. **Rounds of 6, 7, 8, 9, or 10:** See instructions for setting round tables.
 - g. **U-shape:** 6' tables set in a "U" shape with chairs around the outside of the tables unless specified to set chairs on both.
 - h. **Square:** 6' tables in a closed square (or rectangle) with chairs all the way around the outside.

Striking

1. When stacking the Emerson chairs:
 - a. Be sure the stacks are straight on the racks and that the legs are always on the outside of the chair below it.
 - b. Store chairs in good condition neatly in closets and alcoves.
 - c. Store chairs that need cleaning or are broken on specified chair racks in the back hallway. (Green rack is for chairs that need cleaning and red rack is for chairs that are broken and need to be repaired).

ELECTRONIC SIGNBOARDS
General Information/Description

Inventory/Storage

1. There are electronic wall mounted signboards:
 - a. In the North Entrance.
 - b. In the North Foyer for events in Emerson Suites.
 - c. Outside both Clark and Klingenstein Lounges.
2. Managers will set-up and strike the electronic signboards using the Optisign system via the CCOM desk.

LCD Signage Instructions:

1. Make a sign the usual way – Power Point slide saved as PDF
2. Go to apps.ithaca.edu
3. Click on “OptiSigns” in the list at the bottom
4. Sign in with your personal Ithaca College credentials
5. Single Click on the words “Campus Center”
6. Click on “Files/Assets” at the top of the screen
7. Click on the blue “Upload Files” box
8. Drag the PDF of the sign you made into the “Drop files here” box
9. Click the green “Upload 1 file” box
10. Hover over the picture and click the three dots that appear on the upper right hand corner of the picture
11. Click “push to screen” in the drop down box
12. Click the dropdown box labeled “Screens*” and then click on whichever screens you would like the image to appear. You can click multiple screens.
13. If you would like the slide up right away, click “Assign to screen”. If you would like the sign to go up at a later time, click “Schedule go-live time” and pick that day/time.
14. Last, click “Push” which is a blue box at the bottom
15. Good job!

EMERSON SUITE WALLS
General Information/Description

1. The Emerson Suites have two sets of partition walls (one between Suites A and B and one between Suites B and C) that divide the room into the three suites.
2. The wall sections hang from a track on the ceiling and roll into place. They are locked by turning the bolt with a special wrench, referred to as a “kerchunker.” These are kept next to the CCOM desk.

3. On the set-up sheet, “*deploy* the A/B wall” means the wall should be extended to divide Suites A and B. “*Store* the A/B wall” means the wall sections between those two suites should be in the appropriate closets and the room should be open.
4. NEVER attempt to deploy or store a wall unless you have been trained to do so.
5. NEVER force the partition wall sections – they should slide easily along the track. If not, something is broken and this should be brought to the manager’s attention immediately.

Inventory/Storage

The wall sections are kept in closets at both ends of each track. One-half of each wall rolls into each wall storage closet.

Set-up

1. The wall sections are to be moved with great care. The following precautions are to be strictly adhered to:
 - a. **NEVER** move a wall section at an angle. The section should hang straight down, perpendicular to the floor.
 - b. **NEVER** roll a section quickly along the track. Take your time!
 - c. **NEVER** push a section with force and then let go. These are heavy wall sections and could hurt someone if care and caution is not taken.
 - d. **NEVER** let a section swing from side to side.
 - e. **NEVER** slam or even bump one section into another. They should come together gently!
2. Open both closets for the wall you are deploying or storing.
3. When deploying a wall:
 - a. Grip the first section with one hand on each side.
 - b. Gently pull the section towards you slowly until you feel it catch in the corner of the track.
 - c. Gently turn the section by pushing one side while pulling the other to get it around the corner and lined up with the track.
 - d. Slowly roll the section towards the center until it will not go any further. There are stops in the center of each track to prevent the first piece of each side from going beyond that side.
 - e. Repeat the above for the remaining sections that are in the closet. As you roll each section into place, be sure it fits snugly against the one before it. Once it is in place, turn the bolt on the side with the kerchunker. This lowers a sound barrier to the floor. **Over turning this bolt will break the wall section.** Lower the sound barrier JUST to the point where it barely brushes the floor.
 - f. Be sure that the wall is hanging “plumb” before lowering the sound barrier.
 - g. The last section of each end of the walls locks from the side. As you turn the bolt, a small part of the partition will extend to the back wall of the closet, locking the piece and thus the wall in place.
 - h. Repeat this entire process for the second half of the wall.
4. When storing a wall, repeat #3 in reverse order. Always close the closet doors when you are finished.
5. When closing a wall, always be sure that the wall is straight.

EASELS

1. We have two types of easels stored in the Klingenstein sliding closets: metal with telescoping legs and wooden and gold with non-telescoping legs.
2. To set up the metal tripod easels:
 - a. All three legs are telescoping and can be lowered by turning the end of the leg slightly to release it.
 - b. Lower the legs all the way and turn back to lock into place.
 - c. Adjust pad holders to appropriate height by sliding them up or down (they must be folded up in order to slide).
3. To set up the wooden and gold easels:
 - a. Unfold the legs and make sure the legs are sturdy.

4. When newsprint is requested, always set out markers (2-3) as well. Newsprint is stored in the Klingenstein right sliding door closet. The markers are kept in the supply closet in the manager office.

OTHER EQUIPMENT

Black Folding Walls

1. There are four black folding walls in Clark locked closet (2) and Emerson A north closet (2). One of the walls has no wheels. That one goes by "Stumpy".
2. They are on wheels (except Stumpy).
3. They are 6' tall and 11' wide when fully deployed. They can be deployed in 2' increments.
4. Set as indicated on the set-up sheet.
5. Be very careful when rolling the walls over bumps, as it may dislodge the wheels.

Coat Racks

1. When coat racks are requested always take them from the coatroom unless otherwise specified.
2. One coat rack is kept in each of the Clark and Klingenstein Lounges during the winter months.
3. Set as indicated on the set-up sheet.
4. Remove all coat check tags and make sure the hangers are all the same and hanging uniformly. Be sure to wipe down the shelves on the top of the coat rack with a damp paper towel or cleaner to remove any dust.

Pianos

1. An upright piano is kept in the Emerson C north closet.
2. The baby grand piano is kept in Clark Lounge.
3. Set these as indicated on the set-up sheet.
4. Always use one of the upright pianos unless the set-up sheet specifically requests the baby grand.
5. Please move the pianos with great care.

Rope and Stanchions

1. These are stored in the coatroom.
2. Set up as indicated on the set-up sheet.
3. All ropes have hooks that attach in the slots around the tops of the stanchions.
4. Do not pull the ropes tight when spacing the stanchions, always let them "drape" a little.

Music Stands

1. Music stands are stored at the bottom of the stairwell at the east end of Emerson Lounge (which is referred to as the *graveyard*).
2. Set up as indicated on the set-up sheet.

Standards/Sign holders

1. Metal standards/sign holders are kept in the graveyard with the music stands.

COAT CHECK

SERVICE

RESPONSIBILITIES

COAT CHECK SERVICE RESPONSIBILITIES

Dress Code

1. White shirt, black pants or a black skirt, and black shoes.

Opening the Coat Check Service

1. Inform the CC Operations Manager that you are here for your coat check shift.
2. The CC Operations Manager will give you a walkie-talkie then walk you to the Coat Check Room and open it for you.
 - a. Always keep the door to the coat room locked.
 - b. Never allow anyone in the coat room other than staff.
3. Straighten the coat room and check for dust bunnies (ESPECIALLY any area that can be seen from the lobby side of the counter by someone checking their coat).
4. Line up the coat racks.
5. Wipe down the shelves on the top of all racks to remove any dust.
6. Get the coat check tags from the shelves to the left of the door as you walk in and have them ready by the coat check window.
7. Open the coat check window and be ready for business.

Checking Coats

1. When a person comes to the coat room window to check their coat:
 - a. Smile and hang their coat!
 - b. Give the person the bottom portion of the tag.
 - c. If there are bags or hats, take the middle portion of the tag and place it with the bag/hat and put on the shelf.
 - d. Always handle checked items with great care. Please do not drag long coats on the floor or put valuables where they might be damaged.
 - e. When a person comes to the window and asks for their coat, they will usually present you with their coat check tag or you may politely ask for it. Also ask if they checked any accessories with their coat(s). Always hand the person their coat, do not just drape it over the counter.
 - f. If someone needs an item from their coat or purse, take their coat check tag and hand them the coat or purse. When they return the item to you, give them back their coat check tag.
 - g. NEVER leave the Coat Room unattended. If you need to take a break, radio the CCOM and ask them if they can sit for you.

Closing the Coat Check Service

1. When closing the Coat Room, please make sure the area is neat and all doors are locked.
2. If all guests have **DEFINITELY** left the event and there are checked items left, report these to the Information Desk lost and found.
3. Before you leave, remove all the used tags from the hangers and discard them. If the tags have not been used, remove them from the hangers and place them back into the plastic case. Return the coat check tags to the shelf by the door.

CC OPERATIONS

MANAGER

RESPONSIBILITIES

GENERAL MANAGER RESPONSIBILITIES

Manager Meetings

Attendance Policy: Manager meetings are mandatory for all managers. If you have an academic commitment or medical appointment, or another compelling reason to miss, you will be excused from the meeting. You must notify the professional staff prior to missing the meeting. If this does not occur, missing the meeting will be considered a no-show and you will owe a late night set-up.

Consistency with Performance Guidelines

ALL staff members are to be treated equally when it comes to the Performance Guidelines of the Campus Center Office, including you as managers. You cannot be lenient on one staff member and tougher on another. All managers should be writing staff up for the same things as defined in our Performance Guidline system. Inconsistency can lead to staff feeling unfairly treated, damage work morale among the staff and managers, and lead to a loss of respect for the managers. It is our responsibility to hold ourselves and every single member of the staff to the same consistent standards.

Service Requests

A Service Request is sent to the Facilities office when any repairs or custodial assistance, inside or outside the Campus Center, needs to be conducted. While the director does regular building rounds for issues like burnt-out lightbulbs and water damaged ceiling tiles, if managers notice any urgent or high priority maintenance concerns, either they should submit a request or notify the director right away. For extremely urgent issues, such as leaking plumbing,, power outage in a section of the building, the smell of gas or sewage, a continuously flushing toilet etc., facilities should be called immediately (4-3225) or on weekend or evenings, Public Safety should be notified immediately so they can notify the on-call or third shift staff (4-3333).

Late Night Events

If an event is scheduled to end after closing, the client(s) must leave at the scheduled time. Do not allow them to stay in the building unattended. If you are having difficulty getting people to leave, call Public Safety for assistance. Let the professional staff know of any issues with clients not following this rule.

Friends Visiting Staff During Work Hours

If you notice an employee is talking to a friend for longer than 5 minutes, and the discussion is personal in nature, pull the employee aside and remind them of the 5 minute policy. Check the employee's performance sheet to see if they have been warned about this before. If they have, you should note this infraction on their performance sheet. If this is their first time, issue them a warning and make a record of it on their performance sheet.

Opening Manager Responsibilities

1. Sign-out the CCOM keys from the electronic lockbox located in the CES office and give the ID a walkie.
2. Open the building following our opening procedures (see below).
3. Check the daily building schedule to familiarize yourself with the meetings and events taking place in the building for the day, especially what will be taking place during your shift.
4. At this point, you are ready to begin your general manager duties. The following is a prioritized list of what should be done during your shift:
 - a. Check LCD screens to see that they are displaying signs for any events happening that day. If no events are happening, or the sign is displaying information for an event that is over, they should be set to the default Ithaca video.
 - b. Check on and answer any questions from ID or the Recreation Center.

- c. Complete building rounds every hour – making sure all furniture and equipment is where it should be and meeting rooms are clean, neat, and equipped with the proper supplies.
 - d. Pull illegal or out of date posters from bulletin boards.
5. Find out from the previous CCOM any important information from their shift or from the day in general and read the CCOM Book to see if there is any important info from previous shifts.
 6. At the end of the day, the closing manager should complete the closing procedure and return the CCOM keys to the lock-box.

As the CC Operations Manager, you are the Building Expert. You should be a source of information for guests and the ID staff. If someone walks in and says, “I have a Technology meeting in the Campus Center, but I don’t remember where it is”, you should be able to say, “Yes, it is in the Clark Lounge beginning at 4:00 pm. Right this way.”

You should think of the Campus Center as you would your own living room when you are expecting guests.

- Is it clean and presentable?
- Is all of the furniture in place?
- Are all extraneous items (easels, podiums, random 6’ tables) put away?

You are more familiar with this building than anyone else, so you should be the one catching any spills, building issues, or items that are out of place. The ownership and responsibility is yours – as a CC Operations Manager, the state of the building reflects directly not just on you, but the entire college. If something doesn’t seem right, it is up to you to check things out and resolve them. If you don’t understand why something is a certain way, please ask the director.

Temperature Control Units

The Clark and Klingenstein Lounges, Emerson Suites and Lounge, and the Taughannock Falls Room each have a Temperature Control Unit. These units are used in the summer to lower the temperature in a room and in the winter to raise the temperature in a room. They are “season sensitive”. If you have to raise the temperature in the summer, or lower it in the winter, you still have to contact Facilities. Below are the instructions on how to use these units.

1. On each unit is a gray touch pad.
2. In the middle of the touch pad is a raised button that is not visible to the eye.
3. Press the button on the touch pad once to change the room temperature.
4. The room temperature will either be lowered or raised for 2 hours. (Multiple presses on the button will not make the temperature change any longer than 2 hours.)
5. After 2 hours is up, if the temperature change is still needed, go back and press the button again.

Building Rounds

Throughout your CC Operations Manager shifts, you should be going on building rounds at least once every hour (and noting rounds in the CCOM Book). These rounds require you to walk around the entire building, including the Annex, to ensure everything is running smoothly in the Campus Center. Some things to look out for:

1. All Service Areas – go to all areas (Information Desk and Recreation Center) and ask the building staff if they have any questions, need any help, clarification, etc. Also, please make sure they are performing job duties effectively and are abiding by all policies and regulations.
2. Meeting Rooms & Lounges – Check to see if these rooms are set up properly. If not, reset them. In addition, check to make sure meeting rooms have enough dry erase markers and erasers. Erase any markings on the dry-erase boards. These supplies can be obtained from the file cabinet in the CCOM office. Re-stock the rooms when needed.

3. Spills and Damages That Must Be Fixed Immediately - If you come across any of these problems on your building rounds, call Facilities (x4-3225) and put in a request for the problem to be cleaned or fixed. If the Physical Plant is closed, call Public Safety and make them aware of the situation.

CC Operations Manager Opening Procedures

When opening the building, you can come in through the front doors to Phillips Hall (opening up to the parking lot) or the front doors to Egbert Hall (opening up to the library and quad area). Those doors are automated and programmed to open when the building opens. Before opening up the rest of the building, you'll need to use your AA55 key to open the Campus and Events Services (CES) door. In the closet found all the way at the back of the office contains a locked box on the wall. Scan your ID on the ID scanner for access to the keys. You'll want to push the button and pull the set of keys simultaneously to release those labeled #7. You are welcome to find your own routine for opening the building, but here is an option:

1. Begin your opening round by going into the office and retrieving 2 fully charged walkie talkies, one for you as the manager and one for the staff at ID. When giving the walkie talkie to staff, this is a good time to remind them to unforward the phones so calls can begin coming in.
2. Before leaving the ID area make sure all the lights are on. They're located on the wall just past the CES door. Next take a stroll down towards the North Foyer and turn on the hallway light at the end of the hall (by the women's bathroom). While you're nearby, check on the Ithaca Falls meeting room to make sure it is ready for visitors.
3. Continue into the North Foyer, stopping at the coat closet, use the AFSM key to unlock the door. At the far end of the room, you'll find many light switches. Flip them all on.
4. Once you're done in the coat closet, walk over to Emerson Suites and turn on the lights located right by the entrance/ elevator. Continue to open the building by walking into each suite and turning on the light through the touch screens on the north wall of each room. Touch the screen to bring you to the menu, and use the appropriate "Full House" option to turn on the lights.
5. Next, take the front stairs down to the first floor and turn on the hallway light by the Rec Center. There is no need to unlock the Rec Center as it is closed for the summer. While you're nearby, check on the Six Mile Creek room to make sure it is ready for visitors.
6. Next, walk over to the closet used by dining, right next to the food court (across from the trash/recycle bins). This door is unlocked by the FSC5 key. At the back of the narrow room, there is a visual blueprint of the pub and which switch corresponds to which light, and light switches. Go ahead and flip all those switches on. There is a chance that the pub lights are already on due to facilities cleaning up in the morning. If they are, skip this set all together.
7. Once you're done with that, go ahead and head towards CC dining, you'll want to turn on the hallway light located at the far back near the side door to CC dining.
8. From there, head upstairs to the 3rd floor and turn on all hallways lights. Take this time to check in on Taughannock Falls meeting room to make sure it is ready for visitors.
9. You can then head back down to the 2nd floor to open all the terrace doors, this includes the emergency exits from Clark and Kling lounges out to the terrace.
10. Throughout your opening, if you see any furniture around the building that needs to be reset, go ahead and do that.
11. Once you've completed all that, take this time to open up the book and begin the day's log.

CC Operations Manager Closing Procedures

When your shift begins, take over the building keys and walkie-talkie from the previous manager. Print the room reservation sheets for the next day and take them with you when you begin closing the building and put them on the appropriate meeting room doors (recycle the old ones). You are welcome to find your own routine for closing the building, but here is an option:

1. Begin by going to the **Clark, Klingenstein & McDonald Lounges**. If anyone is in the lounges, announce that the building is closing in 15 minutes and they will need to pack up their things and leave by closing time. If they have moved things out of place, ask them to return the room to the way they found it prior to leaving.
2. Next, go down the south stairwell and check between the 1st & 2nd floors to ensure there are no spills or hazards. (If there are, contact Public Safety asking them to send a custodian.)
3. Check the **DeMotte Room/Food Pantry** on the first floor.
 - A. Make sure the door is closed and locked.
4. Go up the south stairwell and check between the 2nd & 3rd floors to ensure there are no spills or hazards. (If there are, contact Public Safety asking them to send a custodian.)
 - A. Turn off the lights in both restrooms (make sure no one is in there first).
 - B. Check and make sure all doors along the hallway (OSE/NSTP, Center for IDEAS, CSCRE, Student Affairs and Campus Life) are locked.
 - C. Turn light switch off next to elevator.
 - B. Close the **Taughannock Falls Room**, (make sure last scheduled meeting has ended). Return furniture to its normal, neat position.
 - i. Make sure the room is clean and neat. Straighten the furniture, if necessary.
 - ii. Close any open windows.
 - iii. Turn off lights as you leave.
 - iv. Replace the room reservation sheet in the insert on the door with the one you have for the next day, if any meetings are scheduled for the next day.
5. Next go down the stairs and check the **lounges**.
 - A. Secure the **Clark Lounge**.
 - a. Check the private bathroom for cleanliness, etc. Turn off the light.
 - b. Straighten the furniture and ensure the space is clean and neat.
 - c. Close the top of the piano.
 - d. Check the closets and make sure they are closed.
 - e. Check the terrace to make sure it is empty, and then make sure the door leading to the outside Terrace is closed.
 - f. Turn the lights off and close the doors.
 - g. Turn off the signboard outside of the lounge.
 - B. Secure the **McDonald Lounge**.
 - b. Straighten the furniture and ensure the space is clean and neat.
 - c. Turn the lights off (the switches are next to the glass doors).
 - d. Close the glass doors that lead into McDonald.
 - C. Secure the **Klingenstein Lounge** (same as Clark Lounge).
6. Straighten up the furniture in the **Main Lobby**.
7. Check the **Ithaca Falls Room** (make sure last scheduled meeting has ended). Follow same procedures as for the Taughannock Falls Room.
8. Turn around, and head down the center stair well.
9. Check the **Cayuga Lake Room**, following the same procedures as for the Taughannock Falls Room.
10. Check the following areas off the hallway outside the **Cayuga Lake Room** and then secure the **East Entrance**.
 - A. Go down, check both bathrooms to make sure no one is in them and turn off the lights.
 - B. Check the custodial closet door.
 - C. Turn off the lights in the hallway (the switch is next to the double wooden doors).
11. Then continue down the stairs toward the **I.C. Square** area.
12. Reset the **I.C. Square Meeting Room** in **lower I.C. Square** once the last meeting is over and if the room is not being used.
 - A. Make sure all of the tables are in their normal, neat arrangement and all of the chairs are pushed in.
 - B. Turn off the lights.

- C. If needed, replace the room reservation sheet in the insert on the door with the one you have for the next day.
13. Check the **lower and upper I.C. Square**.
- A. Check the area for cleanliness.
 - B. If the stage lights are still on, please turn them off. The switches are located in the wooden panel (between upper and lower I.C. Square by the stairs). The pub AV closet key turns off the radio/TV/projector and the pub key turns off all the lights.
 - C. Make sure everyone is out and it appears neat.
 - D. Check the **Food Court** gate.
14. Check the **Six Mile Creek Room** (make sure last scheduled meeting has ended). Follow same procedures as for the Taughannock Falls Room.
15. You can now secure the **North** entrance.
- A. Check the Recreation Center door to make sure it is locked.
 - B. Walk up the stairs to the North Foyer, checking the stairs on the way up.
 - C. Turn off the lights in the **North Foyer/Entrance** by going into the coatroom and turning off all of the switches (make sure the coatroom is locked and the lights are off when you leave.)
16. Walk to the **Emerson Suites**. Close all doors and turn off the Emerson lights.
- A. Start with the back hallway leading to the **Servery** (between TV lounges and bathrooms).
 - a. Check the custodial closets to make sure they are locked.
 - B. Check the **Emerson** back hallway.
 - a. Close all four sets of doors.
 - b. Make sure everything is against the wall (chairs, stage sections, etc.) and that everything is behind the black line. If anything is not behind the black line and you can easily move it, please do so. If there is no easy resolution, leave a note for the full time staff so they can correct this ASAP as this is a fire-code violation.
 - c. Go to **Emerson Suites** and make sure the door is closed behind you.
 - C. Check **Emerson Suites**.
 - a. Secure all four closet doors (2 at east end and 2 at west end).
 - b. Turn the lights off. Push the white button on the North wall in Emerson B (located in a little box on the wall) and push the House Out button to shut all the lights out. If this does not turn the lights off in A and C, try the white button in each of these as well. If the lights still don't turn off you will have to turn them off on the light board in the Catwalk. (DO NOT USE THE RED PANIC SWITCH BUTTON)-if the panic is lit (red) then press the green "clear" button.
 - c. Close all doors to the Emerson Suites.
 - D. If it is one hour prior to closing and the lounge is not being used, secure the **Emerson Lounge**.
 - a. Straighten the chairs.
 - b. Turn the lights off in the individual alcoves (light switches are in them).
 - c. Turn off the Electronic Signboard in the **North Foyer**.
17. Finally, walk toward the **West** entrance.
- A. Check the doors leading to the annex to make sure they are secure.
 - B. Check the bathrooms to make sure no one is in them and turn off the lights.
 - C. Turn the light switch off for the hallway (next to the facility closet).
 - D. If people were still in the Food Court or anywhere else in the building, take one final building round to make sure that everyone is gone.
 - E. If non-facilities employees are still in the building, call Public Safety and let them know.
18. The home stretch!
- A. Be sure to bring the two-way radios back to the CCOM office.
 - B. Note in the CCOM Book anything the opening manager may need to know.
 - C. Be sure the safe is locked before you leave.
 - D. Make sure the CCOM office and full time staff office windows are closed and door is locked.

- E. Make sure the Information Desk door is shut and locked.
- F. Return the keys to the electronic key box and turn off the lights in the CES office.
- G. Pull the CES door shut behind you as you leave and make sure it is locked.
- H. Go home and go to bed. Sweet dreams! 😊

FORMS

FORMS

Form Name

Accident Report

www.ithaca.edu/hr/docs/hrforms/

Bomb Threat Card

Incident Report

www.ithaca.edu/hr/docs/hrforms/

LCD Display

Lost and Found Log

Manager Report Form

Performance Guidelines Sheet (PGS)

Schedule Card

Service Request Forms

Solicitation Forms

Where To Get It

Ithaca College Website -

Contact Public Safety

Ithaca College Website -

vision.ithaca.edu

ID Google Drive

Google Drive

Google Drive

Google Drive

via apps.ithaca.edu

Campus Center Office or Website