



Illinois Premium Seating Customer Service Team – 2017 Application for Employment

PERSONAL INFORMATION:

Date _____

Last Name _____ First Name _____ Middle Initial _____

Street Address _____ City, State, Zip Code _____

Home Phone (____) _____ Work Phone (____) _____ Cell Phone (____) _____

E-Mail Address _____

Are you eligible to work in the United States? Yes No Are you the age of 18 or older? Yes No Are you a University of Illinois retiree and/or SURS Annuitant? Yes No Are you currently employed by the University of Illinois? Yes No If Yes, are you a benefit-eligible employee? Yes No Are you a University of Illinois Undergraduate Student? Yes No If Yes, will you be enrolled in 6 credit hours or more in the Fall Semester? Yes No If Yes, are you a graduate student? Yes No **AVAILABILITY:**

Are you available for ALL customer service team trainings and ALL University of Illinois Football home games during the 2017 season?

Yes No **POSITION:**

Please rank in order of preference (with 1 being the highest and 4 being the lowest, descriptions attached):

___ Gateworker ___ Stairwell Attendant ___ Greeter/Ticket Check ___ Usher ___ No Preference

EXPERIENCE:

Please list any experience qualifying you for a position on the customer service team (i.e. customer service representative, ticketing, ushering, security, etc.)

ADDITIONAL:

What words do people use to describe you?

REFERENCES:

Please provide at least two references (required).

Letters of recommendations (from references and/or others) also requested but not required.

Name: _____
Info (Agency, Position, Relation): _____Name: _____
Info (Agency, Position, Relation): _____

E-mail: _____

E-mail: _____

Notes: Some positions require standing for long periods of time.

Many positions do NOT allow for any viewing of game.

Thank you for taking your time to fill out this information.

Please return this form to:premiumseating@illinois.edu -or-

Illinois Premium Seating / 1700 South Fourth Street / Champaign, IL 61820

**ILLINOIS**
PREMIUM SEATING
AT MEMORIAL STADIUM



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Customer Service Team Member Posts

Gateworkers - The gateworkers at gate 16 and 18 will be primarily responsible for insuring all individuals entering the premium seating areas have proper ticket or credential.

Greeters – At the entrances/exits of the four premium seating levels we have greeters stationed to offer that extra touch of friendliness and hospitality. Greeters will also be responsible for checking tickets or credentials to insure patrons are entering an area they have access to.

Stairwell Attendant – Team members will be located at the entrance and exit of each stairwell. These individuals will be responsible for greeting and directing guests that use the stairwells. As well as adding a touch of hospitality, this individual will also check tickets and credentials of the guests that use the stairwell to ensure they are only entering areas they have access to. Lastly, these attendants will insure guests are abiding by food or drink control policies if using stairwells.

Usher – Team members will be located at each of the doors leading to the seating area in the Colonnades Club. From this location, these team members will open the door and assist guests to their seats. Following the game, a walk-thru of the seating areas should be completed to pick up trash items. Pre-game, seats must be wiped down to ensure an optimal guest experience (Colonnades Club).

