


TABLE OF CONTENTS

I. Welcome	2
II. Georgia Dome Mission Statements	3
III. Dome Data	4
IV. Telephone Numbers	5
V. Service Partners	6
VI. For Our Fans:	
Event Day Information and Services	7
 Look for this symbol to indicate a FREQUENTLY ASKED QUESTION	
VII. Guidelines and Responsibilities:	
Team Dome Employees Policies	24
VIII. Emergency Operations Procedure	34
IX. Maps	35
1. Campus and Parking Map	
2. Dome Seating Chart	

WELCOME TO TEAM DOME!

Welcome to the team that is the heart and soul of one of the world's premiere sports and entertainment facilities. Whether this is your first game or you've been part of Team Dome since we opened the doors in 1992, you are a member of a very special group. You are responsible for providing EXCELLENT service to over one million annual guests who attend events at the Georgia Dome.

No matter what your role – usher, engineer, suite attendant, concession worker, police officer – that role is invaluable in providing fans the most EXCELLENT EXPERIENCE possible. For our fans and teammates, we create a safe and enjoyable environment. We commit to EXCELLENCE, EVERY DAY, in EVERYTHING we do.

This handbook will acquaint you with the services we provide and the policies that guide our operations. It will provide you with information to help our guests have an EXCELLENT DOME EXPERIENCE. Please invest the time to read this handbook carefully and become familiar with its contents. If you have questions, ask your supervisor and teammates to share their knowledge!

We value your ideas and your commitment to Excellent customer service. Thank you for being a member of Team Dome!

Carl Adkins,
General Manager

MISSION STATEMENTS

The Georgia Dome is governed and managed by the Georgia World Congress Center Authority, the same body that manages the Georgia World Congress Center and Centennial Olympic Park.

GEORGIA WORLD CONGRESS CENTER AUTHORITY:

The State of Georgia established the Georgia World Congress Center Authority to develop and operate the Georgia World Congress Center, the Georgia Dome and Centennial Olympic Park and related facilities.

These facilities exist for the primary purpose of promoting and facilitating events and activities that generate economic benefits to the citizens of the State of Georgia and the City of Atlanta as well as enhance the quality of life for every Georgian.

Vision

Our vision is to constantly earn our reputation as one of the world's finest convention, sports and entertainment venues. Every day we exemplify our steadfast commitment to excellence in our expertise, efficiency and quality of service.

Our vision is to lead our industry through innovation; to operate successfully in an ethical manner; to satisfy our customers' expectations with motivated, service-oriented employees; to provide a safe, clean environment; and to foster both the personal and professional growth of our staff.

Values

To achieve our vision, we make our customers the focus of all we do. We take pride in providing friendly and courteous service to our guests and customers.

We strive constantly to improve productivity and to promote the best interests of the Georgia World Congress Center, the Georgia Dome and Centennial Olympic Park.

TEAM DOME CUSTOMER SERVICE MISSION STATEMENT:

To satisfy every customer we touch.

Vision

Every customer who leaves our campus will say, "**Wow, I feel appreciated!**"

Values

We are a team and every member of the team has the duty, responsibility, obligation and authority to satisfy a customer's needs. No team member will ever be penalized for attempting to help a customer.

Policy

You must have a manager's approval before you tell a customer "no".

DOME DATA: FACTS TO AMAZE YOUR FRIENDS

Architects: Heery International / TVS / EDAW

Color Scheme: Many team-focused areas of the building reflect the red and black Falcons team colors, while other more public-focused locations have a palette of cream, peach, gray, teal and periwinkle.

Concessions, food: 98 permanent stands with 60 portables and three restaurants, including Taco Mac, the In-Zone and the members-only Atlanta Falcons' Owners Club.

Concessions, merchandise: Ten permanent stands, three team stores, and portable stands throughout the stadium.

Construction Manager / Developer / General Contractor: Hardin Russell Mitchell

Cost: Initial cost was \$214 million including the purchase of the land.

Ground Breaking: November 22, 1989

Locker Rooms: The Atlanta Falcons locker room is 2,800 square feet, plus a training room, players and coaches' lounges, meeting rooms and head coach's office.

Four visitors' locker rooms total 2,900 square feet, plus individual training rooms and coaches locker rooms.

Grand Opening:

Executive Suite / Club Seat VIP Party: August 12, 1992

Community Preview Open House: August 14, 1992

Public Open House and Roam the Dome: August 15-16, 1992

Dedication Ceremony and Gala: August 20, 1992

Owner: State of Georgia – managed by the Georgia World Congress Center Authority

Playing Surface: The playing surface is FieldTurf, which replaced the original AstroTurf in 2003. This is an artificial grass system with a resilient in-fill made of ground rubber pellets and rounded sand granules.

Roof: The roof is the Dome's most innovative feature. It is a cable-supported Teflon-coated Fiberglass roof, and its nine acres of fabric span 770 x 610 feet. The patented Tenstar Dome structure, the first of its kind to be built, incorporates the tensegrity geometric system of repetitive interlocking triangles of fabric, clamped to a steel frame and steel strand bridge-type cables.

Seating Capacity: 71,250

Club Seating: 4,600

Suites: 164 individual suites, 8 super suites

Square Footage: 102,000 square feet of exhibit space on the arena floor.

Television Sets: 700 televisions linked to main scoreboard to automatically display special notifications about the game in progress.

Tenant: Atlanta Falcons Football Club.

Annual clients include: SEC Football Championship Game, Chick-Fil-A Bowl, Bank of America Atlanta Football Classic, Kell PowerAde Classic, GHSA Football Finals, US Hot Rod Association Monster Jam, Amp'd Mobile World Supercross GP/Amp'd Mobile AMA Supercross Series, Professional Bull Riders, Bands of America Southeastern Super-Regional Championship, New Birth Missionary Baptist Church Easter Service, Honda Battle of the Bands, Drum Corps International Southeastern Championship and more.

IMPORTANT PHONE NUMBERS

Dome Control, on Event Days: Ext. 8888
From cell or external phone: (404) 223-8888

Georgia Dome Administration
(404) 223-9200

Building Services
(404) 223-8300

Employment Services
(404) 223-4446

Engineering
(404) 223-8100

Event Services
(404) 223-8600

Executive Services
(404) 223-8400

Falcons Ticket Office
(404) 223-8000
(must be dialed from an outside line)

Human Resources
(404) 222-4400

Public Relations
(404) 223-4200

Security
(404) 223-8900

Sales
(404) 223-8200

Ticket Office
(404) 223-8427

Ticketmaster
(404) 249-6400 or (800) 326-4000

GEORGIA DOME SERVICE PARTNERS

Levy Restaurants

(404) 223-8500

Levy Restaurants provides catered food services to the Club Lounges, Executive Suites and Press Box. They also provide the Dome with quality food and beverage services for the general seating areas through permanent and portable concession stands.

Facility Merchandising Inc. (FMI)

(404) 223-8575

FMI provides merchandise, service and staffing for events that choose not to provide their own service and staff. Depending on the event, merchandise stands are located conveniently at gates and on the seating levels.

On Falcons' gamedays, the Atlanta Falcons provide merchandise at main gates, and at Falcons 365, the team stores located on Club Level, Aisles L17, L43, and U21.

Contemporary Services Corporation (CSC)

(404) 223-8157

Contemporary Services Corporation provides the Dome with event day security, ushers and ticket takers. The CSC operations office is in GWCC Building A. Event day staff check-in location is Lower Gate D.

Georgia Dome Productions (GDP)

(404) 223-8805

Georgia Dome Productions is a full service TV production company located at the Dome. GDP provides television services to varied clientele that utilize the Georgia World Congress Center Authority campus, and operate the giant Megavision video screens and scoreboards.

AAA Parking

(404) 223-4109

AAA Parking manages parking operations, lots and decks for the Georgia World Congress Center Authority campus. Eight lots have been allotted for event day use.

- Gold Deck (north side of the Dome, closest to Gate E)
- Silver Lot (south side of the Dome closest to Gates A & D and the Ticket Office)
- Blue Lot (northwest of the Dome, across Northside Drive)
- Yellow Lot (north of the Dome, past GWCC Building C)
- Orange Lot (south side of the Dome, across Georgia Dome Drive from Gates A & D and the Ticket Office)
- Purple Lot (south of the Dome, across Georgia Dome Drive, closest to Gate A)
- Red Deck (east side of the Dome closest to Gate D)
- Green Lot (east of the Georgia World Congress Center on Marietta Street, across from Centennial Park)

Event Emergency Medical Services (EEMS)

Ext. 8091 from inside the Dome

Emergency Medical Services, LLC, provide medical services during publicly ticketed events, including Falcons games. Medical rooms are located on field level across from Dome Security, at Gate D behind the escalator, and on the Upper Level at Aisle U22. Depending on the event, there may also be roaming teams on various levels.

GEORGIA DOME EVENT-DAY GENERAL GUEST INFORMATION & SERVICES

TO HELP YOU IN USING THIS CHAPTER:

1. PLEASE NOTE THAT MANY OF THESE ITEMS ARE GEARED TO THE CONDUCT ON ATLANTA FALCONS GAME DAYS.
2. BE AWARE THAT OTHER, NON-FALCONS EVENTS MAY HAVE DIFFERENT POLICIES.
3. ALWAYS REFER TO YOUR EVENT INFORMATION SHEET FOR CLARIFICATION.
4. TOPICS ARE ARRANGED ALPHABETICALLY FOR EASE OF REFERENCE.



**Look for this symbol to indicate
the answer to a
FREQUENTLY ASKED QUESTION**

ACCESSIBILITY / ADA



The Georgia Dome's barrier-free environment provides a complete event experience.

- Elevators, escalators, and ramps make all levels accessible.
- Elevators feature audible tone and Braille floor level indicators.
- Depending on specific event configuration, we can provide 500+ wheelchair and companion spaces on the Lower, Club and Mezzanine Levels.
- Each Lower, Club and Mezzanine restroom offers private wheelchair accessible facilities. In addition, there are accessible private family restrooms equipped with emergency light pull chains. These are located on Lower and Mezzanine Levels in the end zones of the stadium.
- The Upper Level is the only level that does not offer wheelchair accessible seating and restrooms, due to sightline and structural restrictions.
- On a first-come, first served basis, we offer free use of available wheelchairs and assisted-hearing devices at each Dome Service Center. These require a refundable security deposit.
- Trained and leashed service animals are always welcome.

ALCOHOL



Alcohol is served at most Georgia Dome events. Each event has an alcohol cut-off time. For football, alcohol cut off time is the end of the 3rd quarter for games that begin before 6pm and at the end of halftime for games that begin after 6pm. Please refer to the EVENT INFORMATION SHEET. Alcohol can only be served to guests over 21 years of age, and we check ID every time. Patrons are allowed to purchase two alcoholic beverages. If you see a patron who is intoxicated or a minor who is trying to purchase alcohol, please contact Dome Control (Ext. 8888) with the location.

ANIMALS

Certified service animals are welcome at the Georgia Dome. Such animals must be leashed and trained.

ASSISTED LISTENING DEVICES

See "DISABLED GUEST SERVICES"

ATLANTA POLICE DEPARTMENT

On event days, the event staffing includes off-duty members of APD, as well as Georgia State Patrol and Fulton County Sheriff's Deputies. An APD lieutenant is the Dome's dedicated police liaison and there is an on-site police command post.

ATMs



Guests can access ATMs at all gates, North and South Club Lounges, Aisles U10, U25, U30, U36, U41 and U51.

AUTOMOBILE ASSISTANCE

If guests need automobile assistance, please direct them to the nearest Dome Service Center. DSCs are located at each gate.

BABY CHANGING STATIONS

Each restroom throughout the Georgia Dome contains a baby changing station.

BAG INSPECTION / BACKPACKS

Packages, bags and purses are subject to a visual inspection at the gates. The inspection consists of a visual check of the bag's contents. If staff cannot identify all the contents, guests are asked to move items to allow for a complete inspection. Guests who refuse inspection can be denied entry.

In general, backpacks of any size are not allowed in the Dome.

BANNERS AND SIGNS

The Georgia Dome encourages fan support. Banners or signs are permitted if they meet to these guidelines:

- They do not exceed 3' wide x 8' long, horizontal.
- They do not obstruct building signage, scoreboards, or other fans' sightlines.
- They are event-specific and contain no advertising.
- They are in generally accepted good taste. Note that "good taste" is defined at the discretion of the Dome and the show promoter.
- Banners or signs on poles are not permitted in the Dome.
- Banners or signs may not be fastened to any surface with tape, staple, Velcro, etc.
- They may not be attached to long flagpoles.
- Note that permanent building signs, white on red, are for venue and emergency directions. Signs brought in by fans may not under any condition obstruct Georgia Dome permanent or temporary event signs.

BICYCLE PARKING

The Dome has no specific designated bicycle parking area.

BROKEN SEATS

Report a broken seat to staff at the nearest Dome Service Center staff or call Dome Control (Ext. 8888) from the nearest red phone.

BUS PARKING

Refer visitors traveling by charter or school bus to the AAA Parking Manager (Ext. 4109). Designated bus parking areas may vary from event to event, depending on other activities around campus. The cost is \$20 per bus.

CAMERAS AND CAMCORDERS



The permitted use of cameras and video cameras varies by event. *For NFL games, video cameras are prohibited. Refer to your EVENT INFORMATION SHEET for specific details.*

CLUB LEVEL / LOUNGES

- For most events, the Club Level is exclusive for executive members only. Guests must have a valid Club or Suite Ticket to enter the Club Level and Lounges.
- Executive Level guests may enjoy the In-Zone Restaurant on the east end of Club Level.
- If a guest is interested in renting Club Lounges for a private function, please have them contact Georgia Dome Sales at (404) 223-8200.
- **Alcohol cut-off on Club Level for Falcons games is the beginning of the 4th quarter.**
- Club Level ATMs are located near merchandise stands.
- Patrons with disabilities and their guests may utilize Club Level entrances, including elevators, to access their seats in the mezzanine level, and may have one guest accompany them.

CODE OF CONDUCT

To ensure a safe and enjoyable experience for our guests the Georgia Dome endorses the Atlanta Falcons' Fans Code of Conduct, which prohibits the following:

- Foul, obscene or abusive language or actions, as determined by the Georgia Dome or show promoter
- Fighting
- Interfering with the progress of the event, entering or throwing any object on the Dome floor
- Unruly or careless behavior
- A level of intoxication that creates a disruption to the nearby fans
- Indecent exposure
- Wearing obscene or indecent clothing
- Smoking, except in designated areas outside the Georgia Dome

If any of the above situations occur, an usher will ask the guest to stop the behavior, issue a warning of possible ejection for a second occurrence and notify a supervisor. At the second occurrence of the behavior, Dome Security/Police process the guest through Dome Security, escort him/her out of the facility, and complete an incident report.

COMMENT CARDS

The Dome welcomes comments and suggestions from our guests. Cards are located at Dome Service Centers at each gate and are turned in to the Administrative Manager for response and follow-up.

COMPLAINTS

Listen carefully to a guest's complaint and resolve it if you can. If the complaint is about another fan's behavior, speak directly and calmly with that fan, explain the problem and ask them to comply. Don't hesitate to contact your supervisor, Dome Control (Ext. 8888), a Dome Service Center or another department for information and assistance in resolving a complaint.

CONCIERGE DESK

There are concierge or information desks within the three Executive Levels that provide some of the same services as the Dome Service Centers. (See "Dome Service Center" for details.)

CONCESSIONS

Levy Restaurants manages food and beverage concessions at the Georgia Dome. Concession stands are located throughout the concourses. For a specific food or beverage item, please refer to food directories located near gates and ramps.

COOLERS, CANS, BOTTLES, AND OTHER BEVERAGE CONTAINERS



The Georgia Dome offers a variety of beverages for purchase and outside food and beverages may not be brought in. Small personal cooler containing medical supplies or special dietary needs may be brought into the building with a letter of approval from the Dome's General Manager. Please contact (404) 223-9200 at least 72 hours prior to the event.

CREDENTIALS

All Team Dome Members should display their own GWCCA Authority ID badge at all times. In addition, each event in the building may require its own credentials, which may or may not be required for Dome employees.

Each event identifies specific areas that are security-sensitive, which usually include the playing field or stage, press box, locker rooms, Gate E area, loading dock and service level. Dome employees are expected to respect these restricted access areas. *Please refer to your EVENT INFORMATION SHEET for specific details.*

CREDIT CARDS



All merchandise stands and permanent concession stands throughout the Georgia Dome accept VISA, MasterCard, Discover and American Express. Portable food carts accept cash only.

DEFIBRILLATOR

Emergency cardiac defibrillators are located in the main first aid room by Dome Security, in the Dome Security office and in the Ticket Office. Contact Dome Control (Ext. 8888) with the location where it's needed to dispatch the defibrillator and operator.

DESIGNATED DRIVER PROGRAM

Team Dome wants guests to enjoy each event and to have a safe trip home. Guests at least 21 years of age, with a valid driver's license, are eligible to be "Designated Drivers" and may sign up at the nearest Dome Service Center. For signing a pledge not to drink alcoholic beverages during the event and for accepting responsibility for driving other members of their group home, "Designated Drivers" can register to win free prizes during the events.

DISABLED GUESTS SERVICES



The Georgia Dome is accessible to the disabled community through various structural features and operational services. We welcome these guests to attend all events and offer the following services.

- **Assisted Listening Devices** – The Dome provides complimentary assisted listening devices on a first-come, first-served basis. Please direct guests to the nearest Dome Service Center. We will hold a credit card imprint as a refundable security deposit.
- **Concessions and Retail Merchandising Areas** – Retail areas, bars and restaurants equipped with 34-inch counters are located at every stand and bar in the Georgia Dome.
- **Parking** – Parking spaces are available for guests with disabilities located in the Silver Lot and Orange Lot. The Gold Deck and Red Decks are sometimes available for accessible parking, depending on the event. Spaces are available on a first-come, first-served basis and may not be reserved. Van and single-spaced parking is available at various lots and decks. Parking lots and gate entrances feature curb cuts for easier access.
- **Easy Access** – The Georgia Dome offers convenient wheelchair / scooter / walker access doors at each gate, in addition to ramps, escalators, and elevators located throughout the building.
- **Elevators** – Eight passenger elevators in the Dome are easily accessible at the gates. The elevators are equipped with audible tone and Braille floor level indicators. *Patrons with disabilities and their guests may utilize Club Level entrances, including elevators, to access their seats in the mezzanine level and may have one guest accompany them.*
- **Emergency Procedures for disabled guests** – Customer service personnel have been trained on emergency preparedness and procedures, including total or partial evacuation. Designated Team Dome members will have the primary duty of assisting guests with disabilities to specific locations.
- **Restrooms** - Wheelchair accessible stalls are located throughout the Georgia Dome in public restrooms on Lower Level, Club Level and Mezzanine Level. Private family and special needs restrooms equipped with emergency assistance pull chains are located near aisle L6, L32, on the Club Level near Taco Mac Restaurant and at Aisle U41.
- **Service Animals** – Certified service animals on leashes are welcome at the Georgia Dome.
- **Tickets** – Accessible seating is available on most levels for Georgia Dome events. Floor seating is available as long as comparable seating is available to the general public (at least one full day after date ticket sales commence). The event's designated seating for wheelchair users and visually or hearing impaired guests is available until such seats are sold out. One companion seat may be purchased for each seat sold to a disabled guest. Limited additional companion seating will be held until the day of the event or until seating is sold out, whichever is sooner. Contact the Dome Ticket Office (Ext. 2525) for other disabled seating issues.
- **Wheelchair Service** – Guests can check out wheelchairs on a first-come, first-served basis at each gate Dome Service Center. We will hold a credit card imprint as a security deposit, refunded with return of chair. DSC staff can escort guests to their seats, with no security deposit.

DOMES CONTROL (EXT. 8888)

To report an emergency or any incident warranting attention, contact Dome Control (Ext. 8888) at the nearest red phone or Dome Service Center.

DOMES DOLLARS

Guests can purchase Dome Dollars (prepaid cash) from concession stands on the Club Level, and use them at any concession stand. Dome Dollars are purchased at the Club Lounge concessions, and are accepted at food and beverage and merchandise stands on every level.

DOMES SERVICE CENTER

Dome Service Centers are the Dome's information desks, located at each gate. Dome Service Centers are staffed by Guest Services Specialists. The Dome Service Center staff provides both event and building information and emergency paging. Patrons can also pick-up wheelchairs, assisted listening devices and smoking wristbands here. Lost & found items and lost children are kept at the Dome Service Centers during events.

DROP-OFF AREAS

For most events, there is no authorized drop off point for buses or private vehicles. *Please refer to your [Event Information Sheet](#) for specific details.*

ENTRY

- Public gates are Gates A, B, Upper Gates C & D and Lower Gates C & D.
- Guests with Mezzanine tickets should enter the Gate indicated on their tickets.
- Gate F is reserved for Executive Members only.
- Gate E is generally a non-public gate. Some events may not allow entry at every gate.
- *Please refer to your [Event Information Sheet](#) for specific details.*

EJECTION

See CODE OF CONDUCT.

ELEVATORS AND ESCALATORS

Elevators and escalators are accessible throughout the Dome for all fans. Escalators reverse direction one hour before the end of each event.

EVENT INFORMATION SHEET

The EVENT INFORMATION SHEET created for each event is an important tool to provide answers for most guest questions. Many items in this section of the handbook, and the next, refer you to the EVENT INFORMATION SHEET for specific information guests may request. Always have it with you. If you don't receive one, request one from your supervisor before the event starts.

EXECUTIVE LEVEL

Executive members have access to Club Level, A Level and B Level. Guests must have a valid Club or Suite ticket or a specifically numbered Suite Pass.

EXIT/RE-ENTRY

For most events, re-entry is not allowed. Guests who wish to smoke may obtain a smoking wristband from the nearest Dome Service Center. Guests may exit and re-enter using the designated smoking doors.

FALCONS LANDING (FALCONS GAMES ONLY)

Falcons' Landing is a free NFL Theme Park, with interactive games, autograph sessions, live music, food and drink and much more. Falcons' Landing is located on International Plaza between the Georgia Dome and Philips Arena and begins three hours before the start of Falcons home games and closes at kickoff.

Entertainment and special appearance schedules change weekly.

The closest MARTA station to Falcons Landing is Dome/GWCC/Philips Station (W1). See **PUBLIC TRANSPORTATION**.

FAMILY LOUNGE (FALCONS GAMES ONLY)

The family lounge is designated for family members of performers or teams only and is not open to media or public. Located in the Blue/Green reception room on Floor Level, it can be accessed via the northeast elevators. Four guests per one credential is the rule.

FAMILY/SPECIAL NEEDS RESTROOMS

See **DISABLED GUEST SERVICES**.

FAN MAIL

If a guest or fan asks where they may leave or send fan mail to players, performers, special guests and so forth, please direct him to the nearest Dome Service Center.

FIREARMS AND WEAPONS

No firearms are permitted in the Georgia Dome, except those carried by local, state and federal law enforcement officers who are officially working the event. Law enforcement officers not working the event must check firearms at the Georgia World Congress Center police precinct. Notify Dome Control (Ext. 8888) or a police officer immediately if you see a fan with a firearm.

FIRE EXTINGUISHERS

Fire extinguisher cabinets are located at each stairwell and elevator landing on all levels and mounted to concrete columns spread evenly around the Upper Level concourse. Each meeting room, locker room, office and utility room also contains a fire extinguisher. Dome employees are expected to be familiar with the locations and operation of fire extinguishers. If you don't know how to operate them, ask your supervisor for training.

FIRST AID



First Aid Station locations:

- Floor Level by Security (Ext. 8091)
- Lower Level at Gate D, (Ext. 3582)
- Upper Level at U22, (Ext. 3708)

Please refer to the section VII of this handbook for specific first aid contact procedure.

FOOD AND BEVERAGE POLICIES



The Georgia Dome offers a variety of food choices at its concession stands. Guests may not bring outside food or beverages into the Dome. If a guest attempts to bring these items in, guest management personnel will give these options **before** the guest enters the building:

- Items may be consumed outside the building
- Items may be returned to their vehicle
- Items may be discarded in a nearby receptacle

GATE TIMES

Gate times for Georgia Dome events are generally 1.5 hours before the start of the event. These times may vary. *Please refer to your EVENT INFORMATION SHEET for specific details.*

IN-ZONE RESTAURANT

Executive members and invited guests can enjoy the In-Zone Restaurant located on the Club Level at Gate F, near sections 233 – 236. The number for reservations is (404) 223-8580. Club level ramps, escalators, and elevators on the east end of the building provide access to the In-Zone Restaurant.

LASER POINTERS

Laser pointers are not permitted inside the Georgia Dome. If you witness a guest using one, confiscate it if you can and give to your supervisor with a specific location where it came from. If the guest refuses to relinquish his/her laser pointer, your supervisor will confiscate the item and notify the guest where to pick it up after the event.

LITERATURE

The distribution of handbills, flyers, pamphlets or other printed materials are not permitted on Georgia Dome property without written consent from the Georgia Dome. Notify Dome Control (Ext. 8888) if you observe such distribution, even if it looks legitimate.

LOST AND FOUND

Lost items left in the seating bowl will be brought to the nearest Dome Service Center located at each gate. After the event, guests may call Dome Security at (404) 223-8900 to claim their lost items.



Please refer to the section VII of this handbook for specific procedure.

LOST CHILDREN / PERSONS

Each event has a designated location (generally Gate B or C) for holding children separated from their parties. *Please refer to the [EVENT INFORMATION SHEET](#) or call Dome Control (Ext. 8888) for specific event day location.*

Please refer to the next section of this handbook for specific procedure.

MEDIA / PRESS

For most events, media entry and will-call/credential pick-up are at Gate E. For some amateur sports it is at the main ticket office. The [EVENT INFORMATION SHEET](#) will specify if there are exceptions for a particular event.

MERCHANDISE



Guests can purchase event specific merchandise throughout the Georgia Dome.

On Falcons' game days only, Falcons merchandise can be purchased at the Falcons Team Stores located on Club Level, Aisles L17, L43 and U21.

MEZZANINE LEVEL



The Mezzanine Level is located in sections 200-217 and 226-243. For some events, including Falcons' games, the Mezzanine is considered a separate area from the Club Level, although both are on the 200-level. Mezzanine tickets are not allowed in Club sections.

To enter and exit this level, guests can access Mezzanine sections by using the white stairs at each gate on the Lower Level.

Smoking: Mezzanine guests may take the white stairs down to gate level and obtain a smoking wristband at any gate. Designated smoking areas are outside the gates.

- Restaurants: Taco Mac Restaurant on the west mezzanine level. Only guests with 200-level tickets or Executive Level access may visit Taco Mac.
- Accessible seating is located in front of Taco Mac and in front of the In-Zone Restaurant. Due to limited accessible seating, one guest with a non-mezzanine ticket may sit with a disabled guest. These guests may access their seats through the Club Level Concourse; this is the only exception.
- The end zone doors on the Mezzanine Level (near Taco Mac and the In-Zone Restaurant) are for emergency exit only. Dome personnel may enter or exit.

MINI MUSEUMS

The Georgia Dome is home to Mini-Museums featuring game-day memorabilia from the Bank of America Atlanta Football Classic, Southeastern Conference Championship and the Chick-Fil-A Bowl. There is also a Mini-Museum for Georgia High School Football and the Live Nation events hosted at the Dome. The Mini-Museums can be visited on the Georgia Dome Tour, but are not normally available on event day.

NATIONAL ANTHEM PERFORMANCES

In honor of the National Anthem, every individual should stand and remove hats. Guests should not walk during the National Anthem.

Direct guests inquiring about singing the National Anthem to call Event Services at (404) 223-8600, during normal business hours.

NOISE MAKING DEVICES

Artificial noisemakers are not permitted inside the Dome. Any exceptions will be made at the discretion of the Dome. *Please refer to your [EVENT INFORMATION SHEET](#) for specific details.*

OWNERS CLUB

The Atlanta Falcons' Owners Club is an upscale, members-only club that features a private lounge with complimentary food and soft drinks, dark wood and granite finishes, plasma screen televisions and Falcons seats in the lower level between the 40-yard lines. Entry for the 250 members is by special credential.

NURSING MOTHERS:

Direct guests with specific needs to the nearest First Aid room. Attendants may be able to assist with a private area.

PAGING

Guest paging is not available at the Georgia Dome. Contact Dome Control (Ext. 8888), Dome Security or Dome Service Center staff to arrange for emergency messages to be delivered to guests in their seats.

PARKING

There are eight parking lots and decks for Georgia Dome guests: Gold, Silver, Red, Blue, Yellow, Green, Orange and Purple Lots. The Silver lot is normally designated for media and accessible parking only. The Gold and Red Decks require special credentials. On major event days, the campus operates a small shuttle bus that connects the lots and decks.

PARTY SUITES

A limited number of party suites are available for individual event leasing. Suites are not available for Superbowl or NCAA Final Four events. Please have guests contact Georgia Dome Sales at (404) 223-8200 during regular business hours for additional information.

PAY PHONES

Pay phone locations:

- Aisle L43, Gate D on the Lower Level
- Near the ramps on the Upper Level
- Outside each main gate

PAT DOWNS

Guest pat downs are not a standard procedure at the Georgia Dome. At the discretion of the Dome security team, or sometimes at the request of a show promoter, guest pat downs are added to the entrance policies already in place. If this situation occurs, the Dome announces the pat down policy via signage and PA announcements so guests are aware as they approach the gates. Similar to the bag inspection procedure, refusal to submit to a pat down may result in denied access to the event.

PENTHOUSE SUITE

The Penthouse Suite is located on the Upper Level at the top of sections 347 and 348. Access to this suite is at the tops of aisles U46 and U48, with a specific Penthouse Suite ticket.

PRESS BOX

The Press Box is located on the A Level on the north side of the Dome. For most sports events, the Georgia Dome Press Box is accessible only to properly credentialed media representatives.

For non-sports events, the Press Box may be designated for other purposes, but in all cases, it is a restricted-access, credential-only area. Under no circumstances does the general public have access. Refer to [EVENT INFORMATION SHEET](#) regarding specific events.

PRIVATE EVENTS

If a guest requests information on hosting a private event, please have them contact Georgia Dome Sales during business hours at (404) 223-8200.

PROFANITY

The Georgia Dome promotes a family friendly environment. Profanity will not be tolerated. If you receive a complaint of profanity from a guest, notify security. Guest Management will speak to the individual(s) and ask them for their cooperation. If the party chooses not to cooperate they may be ejected from the facility. Use of profanity by Team Dome members will not be tolerated. Offenders are subject to disciplinary action.

Profanity towards athletes **WILL NOT** be tolerated.

PROHIBITED ITEMS

For the comfort and security of all, guests are not permitted to enter the Georgia Dome with the following items:

- Alcohol
- Animals (except certified, leashed service animals)
- Artificial noisemakers
- Back Packs
- Balloons
- Bottles and cans
- Bicycles
- Confetti
- Coolers
- Flagpoles or sticks
- Frisbees
- "Heelies", rollerblades and scooters
- Illegal drugs
- Inflatable balls
- Large Bags
- Laser Pointers
- Video Cameras (unless permitted by the show)
- Weapons

PROJECTILES

Throwing items inside the building can potentially be dangerous and is not allowed. If you observe such actions notify security immediately. Offenders will be warned and then are subject to ejection.

PUBLIC TRANSPORTATION



MARTA (Metropolitan Atlanta Rapid Transit Authority) operates as a public service throughout metro Atlanta. Rates are \$1.75 for each trip. The Vine City MARTA station is located near Gate A (Aisles L1 and L4). The Dome/GWCC/Philips station is located near Gate D (Aisles L37 and L40).

PURSE INSPECTION

See **BAG/PACKAGE INSPECTION**

RE-ENTRY POLICY

Once guests enter the Dome, re-entry is not allowed, except for smoking.

Guests pick up smoking wristbands and have tickets marked at the Dome Service Centers. Both the wristband and the marked ticket are required for re-entry.

In the event of an emergency, a CSC Gate Supervisor may authorize a guest to re-enter.

Note that some non-sports shows allow re-entry with badge or other ID. The [EVENT INFORMATION SHEET](#) will specify if this is the case.

REPLACEMENT TICKETS

If a guest needs a replacement ticket refer them to the Georgia Dome ticket office, located between Gates A and D, outside the building. Do not allow the guest inside the building without a proper ticket.

RESTROOMS



The Georgia Dome provides 69 men's and women's restrooms located throughout the venue. Each has a baby-changing station and most have a child-holding seat in one stall.

Family / Special needs restrooms are located in the following areas:

- Aisle L6, Lower Level
- Aisle L32, Lower Level
- Club Level, west end concourse behind Taco Mac
- Aisle U41, Upper Level

SCALPING

Selling any ticket, for any price including face value, is prohibited on Dome, World Congress Center or Centennial Olympic Park property. By law, ticket sellers must remain 2700 feet away from our property. Report on-property ticket sellers to Dome Control (Ext. 8888) or Dome Security immediately, with a specific location and description of the scalper.

SIGNS

See **BANNERS AND SIGNS**.

SMOKING



The Georgia Dome is a non-smoking facility. Guests pick up smoking wristbands and have tickets marked at the Dome Service Centers. Designated smoking areas are outside the main gates (A, B, Upper C & D, Lower C & D and F). Both the wristband and the marked ticket are required for re-entry.

STROLLERS

The Georgia Dome welcomes guests with strollers as long as they do not prohibit the normal flow of traffic or take up a space designated for persons with disabilities. The Georgia Dome is not responsible for strollers left unattended. Strollers can also be checked at the nearest Dome Service Center.

SUITES

- The Georgia Dome has 161 individual Executive Suites on A and B Levels and eight super suites located on B Level. Suites can be accessed via stairs, elevators and ramps at the Club Level, A and B Levels or via the escalators to Club Level.
- Guest must have a valid Suite Ticket or Suite Pass to access these areas. For problems, contact Executive Services (Ext. 8811).
- If guests would like more information on the Georgia Dome Suites, please ask them to contact Georgia Dome Sales at (404) 223-8200.

TACO MAC

Taco Mac Restaurant is located on the Mezzanine Level near sections 207 – 210 (aisle M8). It is open to Club and Mezzanine ticket holders only.

TAG-A-KID PROGRAM

The Tag-A-Kid program allows guests attending events with young children to obtain a bracelet displaying their name, parent's names, phone number and seat location to aid in the safe return of their children should they become separated. Tag-A-Kid bracelets are issued at the Dome Service Centers.

TAILGATING

Tailgating before events is allowed in all Dome flat parking lots and is prohibited in the campus parking decks. Vehicles may take up only one parking space and tailgating equipment may not extend beyond the parking space or impede vehicles driving through the lot.

TAXI

Many taxi companies have vehicles circling nearby after most large Dome events. The most reliable place to direct guests is Upper International Boulevard, around Philips Arena, GWCC main entrance or the Omni Hotel. Direct guests to exit Upper Gate C or D and walk across International Plaza to the taxi stand.

TICKETS



- Both the Georgia Dome Ticket Office and the Falcons Ticket office are located between Gates A and D, outside the building. The offices are open from 9 a.m. – 5 p.m., Monday through Friday. Dome tickets: (404) 223-8428. Falcons tickets: (404) 223-8000.
- On game day, the Falcons' ticket office opens at gate opening. For an event on a Saturday or Sunday, the ticket offices will vary their hours to complement the event times. *Please refer to your EVENT INFORMATION SHEET for specific details.*

Guests may purchase tickets to most Georgia Dome events by calling Ticketmaster at (404) 249-6400 or visiting www.ticketmaster.com.

TOUR

The Georgia Dome hosts group and individual tours of the stadium, both at regular times and by appointment. Direct interested guests to call (404) 223-TOUR for details. Public tours are from 10 a.m. – 3 p.m., Tuesday through Saturday beginning at Gate E. This schedule will vary on Dome event days.

UMBRELLAS

Umbrellas may be brought into the Georgia Dome, but are not permitted to be open once inside the building. On rainy days umbrella bags are available at Dome Service Centers.

WEBSITES

For detailed Georgia Dome and upcoming event information: www.gadome.com.

Ticketmaster: www.ticketmaster.com

Atlanta Falcons: www.atlantafalcons.com

Guests may call Event Services at (404) 223-8600 for additional event information.

WHEELCHAIR ASSISTANCE

Wheelchair assistance is available for guests at Dome Service Centers, located at each gate. Assistance is available before, during and after events.

WHEELCHAIR / ACCESSIBLE SEATING

Wheelchair seating is located on Lower Level and Club/Mezzanine Level of the Georgia Dome. Suites can also accommodate disabled seating. Guest and a companion must have a specific ticket for their seat.

Tickets may be available for exchange on the day-of-game. If a guest needs disabled seating the day of the event, please direct them to Georgia Dome Service Window at Aisle L51 on the Lower Level or the Atlanta Falcons' Service Window at Aisle L43 (Falcons' game day only).

WILL CALL

Will call for public shows is located at the Georgia Dome Ticket Office between Gates A and D, outside the building. Please refer to your EVENT INFORMATION SHEET for will call hours. Tickets may not be left at will call for other guests. Note that other types of events may designate another will call location. Please refer to your EVENT INFORMATION SHEET.

TEAM DOME MEMBERS' GUIDELINES, POLICIES, AND RESPONSIBILITIES

1. PLEASE NOTE THAT MANY OF THESE ITEMS ARE POST INSTRUCTIONS GEARED TO SPECIFIC POSTS AND DUTIES.
2. POST INSTRUCTIONS MAY BE DIFFERENT FOR NON-FALCONS EVENTS.
3. ALWAYS REQUEST CLARIFICATION FROM YOUR SUPERVISOR ABOUT ANY DUTY, GUIDELINE OR POLICY YOU DON'T UNDERSTAND.
4. REMEMBER - WE ARE ALL "TEAM DOME". IT MAKES NO DIFFERENCE WHETHER YOU WORK DIRECTLY FOR THE GWCCA OR FOR A SERVICE PARTNER. TO OUR CUSTOMERS, WE ARE ONE TEAM.
5. TOPICS ARE ARRANGED ALPHABETICALLY FOR EASE OF REFERENCE.

ABOVE AND BEYOND

Team Dome members pride themselves on providing extraordinary customer service. We strive to be the best, to serve our customers to the best of our abilities and to perform to the highest standards on a daily basis. We take personal responsibility to abide by the guidelines and policies below.

ALCOHOL

The consumption of alcoholic beverages is prohibited prior to working or while working at the Georgia Dome

AUTOGRAPHS

Player or celebrity autographs may NOT be requested or obtained under any circumstances. Requesting or obtaining autographs may be grounds for termination of employment.

BAG CHECKER INSTRUCTIONS

- Stand in an upright and professional manner. Look professional at all times.
- No SMOKING, EATING or DRINKING on post.
- Greet each guest with a smile and a friendly welcome. "Hello", "Good afternoon", "May I help you" or "Welcome to the Georgia Dome" are examples of good greetings.
- Bag inspections, bottle and can checks are done outside the gates in front of the turnstiles.
- If a person is in possession of a firearm or other dangerous weapon, summon a police officer immediately. Off-duty police officers carrying a weapon, who are not officially working the event, must check-in at the Georgia World Congress Center police department prior to entering the Dome.

- Do not allow the following prohibited items into the Dome:
 - Alcohol
 - Animals (except certified, leashed service animals)
 - Artificial noisemakers
 - Backpacks
 - Balloons
 - Bottles and cans
 - Bicycles
 - Confetti
 - Coolers
 - Flagpoles or sticks
 - Frisbees
 - "Heelies" shoes, rollerblades and scooters
 - Illegal drugs
 - Inflatable balls
 - Large Bags
 - Laser Pointers
 - Video Cameras (unless your supervisor briefs you that they are allowed)
 - Weapons

- If you observe a guest with one or more of these unauthorized items, ask them to take the item back to their vehicle. If they do not wish to do that, they can put the item(s) in the trashcan. Notify the guest at this time that the item(s) will be discarded.
- Do not check or take possession of any item for any guest at the gate. If a guest leaves an item(s) at gates, tell them that they will be picked up and thrown out.
- Bag checkers should not put their hands into the trashcan. If a guest drops an item into the trashcan by mistake, contact a gate supervisor who will handle the matter.

BREAKS

Supervisor Procedure

When you authorize an employee break, please follow the procedures below:

- Write down employee's name on the break card.
- Insert the time that the employee is starting his/her break. Insert the time that the employee is to report back to his/her post.
- Give the card to the employee and inform him/her of the time period of the break.
- Direct employee to the designated break area.
- Continue this process to ensure that each employee on your deployment is receiving equal break periods.
- Turn your break card in at the end of the event with your completed paperwork.

BRIGHT IDEA PROGRAM

The Bright Idea Program is a communication tool that facilitates sharing and implementing new ideas. We encourage all employees of the Georgia Dome and its partners to share your ideas! Our goal is to benefit Georgia Dome customers and constantly improve their experience here. If you have an idea, we want to hear it. Your supervisor can explain the procedure for submitting your idea.

CHECKED ITEMS

Guests may not check such prohibited items as large bags, backpacks, luggage and coolers at the ESC or DSCs. Items such as baby strollers and cameras may be checked, if space is available. Place an ID tag on the item, with the guest's name, phone number, date, seat location and description of the item including any obvious defects. Give the guest the lower portion of the tag with the gate location.

ELEVATORS

Elevators are primarily for guests' comfort and safety. Allow guests, particularly disabled guests, access to the elevators before you board them and plan an alternate route to your destination. Ramp #6 is a good route to get to loading dock level.

EMERGENCY / EVACUATION PROCEDURES

See **EMERGENCY OPERATIONS PROCEDURES** section of this handbook.

EMERGENCY PROCEDURE FOR DISABLED GUESTS

Most event day personnel training includes this topic, including total or partial evacuation. Designated Team Dome members will have the primary duty of assisting guests with disabilities to specific locations. Please view the emergency evacuation video on the MegaVision screens shown before each event.

EMPLOYEE ENTRY

- The employee entrance is via the Loading Dock off of lower Mangum Street. Each employee scheduled to work on event day must have an appropriate identification badge in order to receive a wristband. This includes Levy, EMS, FMI, Dome Productions, Police/State Troopers and Dome employees.
- CSC employees enter through Lower Gate D on event day unless otherwise instructed.
- Employees are specifically instructed not to attempt to enter the building through a public gate.

EVENT INFORMATION SHEET

The EVENT INFORMATION SHEET created for each event is an important tool to provide answers for most guest questions. Always have it with you. If you don't receive one, request one from your supervisor before the event starts. Keep asking until you get one.

EXECUTIVE LEVEL SERVICE SPECIALISTS

- Executive Level Service Specialists handle duties and responsibilities assigned by the Executive Services Department, including welcoming Executive guests, opening suites as instructed and staffing the Executive Services Center and concierge desks.
- These Service Specialists are visible and available on all Executive Levels. Familiarize yourself with event-specific information from your EVENT INFORMATION SHEET, as well as suite locations and other information important to Executive Level members, such as ATM locations, merchandise stands and specialty food/beverage items.
- The event day uniform must be worn in a presentable and professional manner.

EXCELLENCE

Excellent customer service is our standard. Excellence. Every day. In every thing we do. Everyone.

FIELD / FLOOR SECURITY PERSONNEL INSTRUCTIONS

- This is the most visible post in the Dome. Stand in an upright and professional manner. Look professional at all times.
- Upon arrival at your post closely inspect your area for any loose items, suspicious packages or other deficiencies and report to your supervisor immediately.
- Refer to your EVENT INFORMATION SHEET for specific field and floor operations and instructions. Guidelines below generally hold true for sports events; other types of events will have various policies.
- **Sports Events:**
 - Check each credential to make sure that it is valid for the playing field or court. Check each time, even if you have seen the person before.
 - Field staff faces the stands at all times to look for problems in the stands and to ensure that unauthorized individuals do not enter the field.
 - Staff assigned to the yellow lines will keep people behind the yellow lines. They will also keep sideline personnel out of the team bench area. When not checking credentials, keep your back to the field and watch the stands. Do not watch the game.
 - Never try to help a player running off the field during the game. You could be injured.
 - Never climb the wall to respond to a problem. Do not accept items from fans over the wall.
 - Work closely with assigned Georgia State Patrol to prevent problems.
 - At the end of the event inspect your area for any lost and found articles. Please turn in items in to the nearest Dome Service Center or Dome Security.
- **Non-sports events:**
 - Check each ticket to make sure it is valid for floor seating. Check each ticket, each time.
 - Stage and Backstage are credential access only.
 - Never allow ticketholders to go out the floor tunnels to the service road.
 - Refer to your EVENT INFORMATION SHEET for specific restrooms available to floor ticketholders.
 - Never climb the wall to respond to a problem. Do not accept items from fans over the wall.
 - Work closely with assigned Georgia State Patrol to prevent problems.
 - Make sure you know the closest emergency exit from your location. Ask your supervisor if in doubt.
- **Field Photographers Regulations:**
 - All photographers must remain behind the yellow lines, while on the field.
 - Credentials must be visible at all times.
 - Runners and messengers must remain in the field tunnels unless delivering or picking up film/memory cards.
 - Tripods are not allowed on the sidelines.
 - Equipment cannot be left unattended on the field.
 - Only network camera staff is allowed into the diamond patterns on the field.
 - Photographers may not lean over the bench to get photos. They must keep moving.
- **Fans on the Field:**

- The field for sports events, and the Dome floor for non-sports, is a highly restricted-access area. Be alert for unauthorized persons trying to gain access. If an unauthorized person enters the field:
 - Notify Dome Control (Ext. 8888) if you have radio communication. Do not chase the subject.
 - Move (walk) toward the person in a deliberate manner. Staff and police officers coming from all sides should corral the subject.
 - Follow the instructions of the police officers.
 - Use as little force as possible to remove the fan. Remember 72,000 people are judging your response. **Never strike the subject.**
 - Make sure to complete an incident report at the end of the game.

FAN MAIL

If a fan gives you fan mail addressed to players, performers, special guests, hand it over to your supervisor. Supervisors will hand it on to the Event Coordinator assigned to the event, who will see that it gets to the show promoter or team representative.

FIGHTS AND DISTURBANCES

For guests who become loud or troublesome, notify a supervisor or security **before** a major disturbance develops. In the event of a fight, help keep the area clear of other guests. Make every effort to avoid any physical confrontation. Striking anyone at the Georgia Dome is cause for immediate termination.

FIRE / SMOKE

See **EMERGENCY OPERATIONS PROCEDURES** section of the handbook.

FIRST AID

- Employee: If you are injured while on duty, notify your supervisor at once. Complete a worker's compensation first report and make yourself available for Dome Security for their report. All reports must be completed prior to leaving the Dome.
- Follow this procedure if a guest needs medical assistance during an event:
 - **Do not move the person, stay with them.**
 - Until help arrives, stay with the injured person and keep space around the injured person.
 - Have a supervisor contact First Aid via radio or red house phone and give the exact location of the person needing assistance.
 - Make sure a CSC supervisor is at the scene to collect all pertinent information for a correct and complete incident or accident/injury report.
 - If the injured person chooses **not** to be assisted by First Aid, alert a CSC supervisor so that they may record all information pertaining to the incident.
 - If the injured person chooses to walk to First Aid, offer to assist them or ask security to accompany them.
 - Do not discuss the incident/accident or its causes with anyone except your supervisor or Georgia Dome management personnel.

GENERAL GUIDELINES:

- Smile. Be polite and attentive.
- No consumption of alcoholic beverages is permitted prior to or while working.
- No smoking, eating or drinking while on post or in public view.
- NEVER leave your post without notifying your supervisor.
- DO NOT stand around in public areas or walk around the concourse when on a break.
- DO NOT lean or slouch while on duty. If you have a seated post, sit up straight. If you have a standing post, stand straight and with good posture.
- DO NOT stand on post with your hands in your pockets.
- NEVER shout or use foul language with a guest.
- NEVER get into a physical altercation or use physical force with a guest. Remain calm and maintain composure. Maintain a "hands off" policy. If physical force is necessary to protect yourself or to break up an altercation, use only enough force to restrain the guest(s). Physical force could subject you to arrest or civil prosecution.
- Unless it is your assigned position, the following areas are OFF LIMITS:
 - Locker Rooms
 - Press Box
 - Field
 - Gate E
 - Suite Levels
- Review and refer to your key locations map and learn the various Georgia Dome locations, so that you can assist a guest. If you do not know the answer, ask your supervisor. Study your EVENT INFORMATION SHEET and request one if you don't have one.
- At the end of the game, remain on your post until relieved by a supervisor.
- Verbal abuse is NEVER justified for the use of physical force. **YOU SHOULD -ALWAYS PROTECT YOURSELF; BUT NEVER RETALIATE AGAINST A GUEST WHO MAY HAVE PHYSICALLY ASSAULTED YOU. USE ONLY REASONABLE FORCE TO RESTRAIN YOUR ATTACKER.**

GIVEAWAYS AND PROMOTIONS

The Georgia Dome management and event organizer collectively establish procedures for giveaways.

Only two conditions permit Team Dome members to have event giveaways in their possession:

1. They are attending the event as a ticketed guest.
2. Event Organizer chooses to make giveaway items available to Team Dome Members and Dome supervisors have distributed these items. Team Dome Members who are found in possession of giveaways without permission will be subject to suspension and/or termination.

GRATUITIES AND TIPS

The Georgia Dome is happy to provide services to our guests at no charge, including tips. Tips may only be given at the designated concession stands, where a Levy has provided a container. Team Dome members who solicit or accept tips other than at designated concession stand, will be reprimanded.

GUEST SERVICES SPECIALISTS INSTRUCTIONS

- Guest Services Specialists (Gs) should be at their post before gates open. Posts include the Dome Service Center Desk, Smoking Re-Entry and Lifeguard positions.
- Make sure your area of responsibility is clean and complete with the supplies you need to perform your job.
 - Do you have an EVENT INFORMATION SHEET? Have you read it?
 - Is your post clean?

- Does your Dome Service Center have a large map of the seating bowl?
 - Do you have enough wheelchairs? The combination to the lock?
 - Does your phone work?
 - Do you have smoking wristbands, markers, and wristband sign-out sheets?
 - Do you have a cushion and umbrella for your lifeguard stand?
 - For leads, do you have a notepad for notes for the Leads Report?
- Greet each guest with a smile and a friendly welcome.
 - Keep track of smoking wristbands and ensure that each guest's ticket is marked correctly.
 - Guest Services Specialist and Leads may not, ever, make statements to any media representative regarding incidents at the Georgia Dome. Direct all inquiries to our Public Relations Department at (404) 223-4200.
 - Assist guests with any questions they may have. If there is a question you cannot answer contact Event Services (404) 223-8600.
 - Guests may not check such prohibited items as large bags, backpacks, luggage and coolers at the ESC or DSCs. Items such as baby strollers and cameras may be checked, if space is available. Place an ID tag on the item, with guest's name, phone number, date, seat location, description of the item including any obvious defects. Give the guest the lower portion of the tag with the gate location.
 - Exemplify the four principles of customer service:
 - Greet your customer.
 - Listen to your customer's question or problem.
 - Answer to the best of your ability or find someone who has the answer.
 - Honor your commitments.

HOUSE PHONES / RED PHONES

Red house phones provide an alternative means of communication within the building. They are located on all levels at the fire exits, and Dome Service Centers.

IDENTIFICATION BADGES

Every Georgia Dome employee and Georgia Dome partner employee must wear visible and appropriate identification at all times. To enter the Dome on event day, present your identification badge at the loading dock employee entrance to receive a wristband, which allows access into the building.

INCIDENT REPORTS

If you or a guest is involved in any altercation, incident, medical problem or sustain an injury, notify a supervisor immediately. Be prepared to assist with an incident report; you may have to give a statement to security.

INTOXICATED GUEST

If there is an incident involving an intoxicated guest, determine if they or anyone around them is in immediate danger. Do what you can to bring the guest out of the dangerous area without harm to anyone involved, including yourself. Call Dome Control (Ext. 8888) for Security or Police personnel to assist, depending on the severity of the situation. If the intoxicated guest is merely being annoying, or if another guest complains, follow the steps for warnings detailed under "CODE OF CONDUCT".

LEVY RESTAURANTS

- Full-time and permanent part-time employees: Enter at loading dock employees' entrance. Show ID badge to receive event-day wristband.
- Volunteer groups: Check in at Employee Services. Sign liability release form and pick up event-day ID badge. Show badge at the loading dock employees' entrance to receive event-day wristband. Proceed to Dome labor pool to receive uniform and post instructions.

LOST CHILDREN / PERSONS PROCEDURE

- Stay with a lost child at the same spot for approximately 10 minutes. Then bring the child to the designated Dome Service Center for lost persons. Generally this is Gate B or Gate C. *Please refer to the EVENT INFORMATION SHEET or call Dome Control (Ext. 8888) for specific event day location.*
- If the Team Dome member is unable to leave their area, a CSC supervisor should escort the child to the designated Dome Service Center.
- The DSC staff will call Dome Control (Ext. 8888) with the child's name and description.
- Dome Control distributes description, name and location of child to staff using the radio.
- If a friend or family member does not pick up the child within 60 minutes of the end of the event, the Security Manager will notify the police.
- Be as helpful as possible to any person who is lost or separated from their party; we DO NOT do paging except in cases of extreme emergency.

MEDIA / PRESS

- For most events, media entry and will-call/credential pick-up are at Gate E. The EVENT INFORMATION SHEET will identify exceptions for a specific event. The photographer's area is usually located next to the Media Suite at Gate E.
- For sports events, only photographers with field / court credentials will be allowed onto the floor.
- For Falcons' games, field photographers and runners will get press meals at the floor level photographers area. Working press will eat their meals in the Press Box.

PARKING FOR EMPLOYEES

Georgia Dome employees and Georgia Dome partner employees have access to park in the following lots:

- Full-time employees: designated area of the Red parking deck
- Falcons and Dome ticket office staff: Silver lot
- CSC employees: "Sports Lot" off Northside Drive and Simpson Street. GWCCA shuttle bus is generally running pre-game to shuttle employees from this lot to Gate D
- Levy employees: Purple lot

MARTA is always a good alternative on event days. Employee lots as well as public lots fill up quickly, and you may end up parking quite a distance from the Dome, at inflated prices. Dome/GWCC/Philips and Vine City MARTA stations offer the easiest access to the Dome.

PERSONAL APPEARANCE

Personal appearance is a very important component of customer service at the Georgia Dome. Well-dressed and well-groomed Team members reinforce our commitment to excellence and professionalism.

Wearing your uniform properly and professionally is the first step. On gamedays it is equally important to remember that Team Dome members are just that. We do not wear colors, pins, shirts, jackets, hats and so forth with rival team insignia. Falcons' pins are acceptable and official pins or buttons issued for other events such as the Chick-Fil-A Bowl and the SEC Championship.

PRESS BOX PERSONNEL INSTRUCTIONS

- Introduce yourself to the police officer assigned to the Press Box and to the designated Falcons media representative. Ask if he or she has any special instructions or information for this game.
- Check the posted credential boards, and be familiar with them before gates open. You should be able to identify immediately which credentials allow Press Box access. Notify your supervisor or the police officer if you spot someone in the Press Box with inappropriate credentials.
- Make sure you have an Event Information Sheet. Request one from your supervisor if you don't.
- Remain on post until your supervisor releases you.

RADIO ETIQUETTE

Two-way radios are for communication between Team Dome members only. It is important to always practice radio etiquette when transmitting.

- Guests can hear radio transmission; therefore always use appropriate language and discretion at all times.
- Be succinct. Take longer conversations to a telephone.
- Listen to radio traffic before speaking; do not "step" over other traffic.
- Never use the word "emergency" when transmitting. For true emergencies, try to get to a red house phone.

SAFETY HAZARDS

Report any safety hazards to a supervisor or Dome Control (Ext. 8888) immediately. Examples of safety hazards are spills of any kind on walkways or stairs; broken seats or railings; loose or exposed electrical wires; stuck elevators or escalators. Confirm that Dome Control (Ext. 8888) has received the transmission, and remain at safety hazard location until another team member takes over.

SECRET SHOPPERS

Report to your supervisor and receive instructions on the specific area you are to cover. Ask for explanations if you don't understand. Maintain a written record of each secret shopping encounter on the form provided. Remember to get the names and/or badge numbers of each employee you encounter.

SECURITY

The Georgia Dome provides 24-hour security to ensure the safety of their guests and employees. The Security Office (Ext. 8900) is located on Floor Level and can be reached from any red house phone.

SERVICE STAIRS

Only credentialed Dome staff is allowed access to the stairwells except in an emergency. Check credentials thoroughly to ensure guests are on the appropriate level. Note that the landing doors remain locked for safety purposes except on Lower and Upper Levels, where they may lead to alternate emergency exit routes.

SEXUAL HARRASSMENT

The Georgia World Congress Center Authority prohibits sexual harassment of its employees by other employees or by outside parties in connection with the employee's job related duties. No employee, either male or female, should be subjected to unsolicited and unwelcome conduct or sexual overtures that are verbal, nonverbal or physical. No person shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect that employee's employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development.

The definition of sexual harassment includes unwelcome verbal behavior such as comments, suggestions, jokes, or derogatory remarks based on sex; improper nonverbal behavior such as staring, blocking, following or gesturing; physical behavior such as pats, squeezes, hugs or other uninvited contact; visual harassment such as the posting of sexually suggestive or derogatory pictures, cartoons or drawings, even at one's work station; unwanted sexual advances, pressure for sexual favors and/or basing employment decisions (such as an employee's performance evaluation, work assignment or advancement) upon the employee's acquiescence to sexually harassing behavior in the workplace.

Any employee who believes he or she has been the subject of sexual harassment should report the alleged charge immediately, in accordance with the following procedures:

- The individual alleging sexual harassment will report the incident to the Director of Human Resources within a reasonable period of time.
- Director of Human Resources will instigate an investigation if it is deemed necessary. Any investigation conducted will be prompt, impartial, and discreet and will culminate in a recommendation for appropriate action.

SMOKING

Employees on break should smoke at the loading dock. Employees may not smoke in the customers' smoking areas outside each gate. Be aware that if you go outside

the building for any reason, you will be asked to re-enter at the loading dock.

STANDARDS OF CONDUCT

Team Dome members assume the responsibility to represent the Georgia Dome in a professional, courteous and customer-focused manner. By incorporating the guidelines, policies and procedures in this handbook into every action we take, we fulfill this responsibility.

SUPERVISOR RESPONSIBILITIES

Please refer to the employee handbook or guidelines issued to you by the specific Dome associate company that employs you – CSC, Levy, AAA, FMI, Dome Productions, Georgia State University and so forth. Each associate has varying specific responsibilities and procedures for its supervisors.

All supervisors should ensure their employees receive an EVENT INFORMATION SHEET.

TICKET OFFICE ATTENDANTS

Show ID to receive event day personnel wristband. Clock in at Dome Security or at the Ticket Office. Receive event-specific instructions from Ticket Office Manager / Assistant Manager.

Ticket Office attendants generally perform the duties of ticket sales, will-call operation, answering phones and other general customer service functions. If assigned to ticket sales, attendant will reconcile his/her tickets and money at the end of the shift.

TURNSTILE ATTENDANT INSTRUCTIONS

- A turnstile attendant's primary responsibility is to greet guests, check and scan their tickets. A secondary function is to answer guests' questions. Remember that if your turnstile is crowded or backed up, refer guests with questions to the Dome Service Center.
- Upon arrival at your section, closely inspect your section for any loose articles or other suspicious packages.
- Report any issues to your supervisor or call Dome Control (Ext. 8888).
- Stand upright and maintain a friendly, professional demeanor. Your uniform should be complete and correct, including name badge and employee wristband.
- Greet each guest with a smile and a friendly welcome. "Hello", "Good afternoon", "May I help you" or "Welcome to the Georgia Dome" are examples of good greetings.
- Make certain you understand the operation of your turnstile and scanner wand; ask your supervisor for instruction if necessary. In most cases, you will NOT have to press the trigger on your scanner wand.
- To be certain that each ticket is valid, pay attention to the green and red lights located on the backside of the turnstile. If **GREEN**, the ticket is valid and will allow access to the Dome. You will also hear a "beep" from your scanner wand, to go along with the green light. If **RED**, the ticket didn't scan correctly or the ticket is invalid. Raise your hand for a supervisor or a 'trouble' scanner. Do not allow a **RED** ticket entry into the dome.
- Do not tear the stub off the ticket off, unless your supervisor briefs the staff that tickets are being torn for a specific event.
- Press and Media enter at Gate E (between Gates C and B) or event specific location.
- Direct guests in the general direction of their seats.
- Be able to answer guests' questions and try to solve their problem. If you cannot answer the question or solve the problem, summon your supervisor. Never leave the guest without a solution or passing them to a CSC supervisor or Dome Service Center. Make sure you receive an EVENT INFORMATION SHEET to help you answer fans' questions.
- Staff left at the gate during the game should monitor the gates to ensure that only guests with tickets or staff members with credentials are admitted to the Dome and that no guests leave the building holding alcoholic beverages.
- **Never take giveaway items from the gate area. If available the Dome will work on obtaining extra giveaways for staff.**
- Assist Guest Relations staff with smoking re-entry.
- There is a NO RE-ENTRY policy at the Georgia Dome. Please refer all guests wanting to exit the building and return to your supervisor.
- As guests leave the Georgia Dome, it is important to be aware of the following:
 - Alcoholic beverages may not leave the building
 - Identify any intoxicated patrons and notify Dome Control (Ext. 8888) for assistance.
- Fans inside the Dome may try to open doors to let groups of people "CRASH THE DOOR" and enter the Georgia Dome without a ticket. **ALL FANS WITH TICKETS MUST ENTER THE DOME THROUGH A TURNSTILE AT AN ENTRANCE DOOR.**
- In an emergency, you are responsible for making sure that your doors are opened to allow fans to exit the Georgia Dome without being injured.
- It is very important to watch carefully to see that credentials are not being taken or passed out of the Dome to someone else who will try to use it to get in. Note that this includes both event credentials and Dome/CSC/Levy employee credentials and ID badges.
- Never accept money from anyone and allow him to enter the Dome. **THERE IS A TEAM OF UNDERCOVER POLICE OFFICERS WHO WILL TRY TO ENTER THE DOME BY OFFERING YOU MONEY. ANYONE CAUGHT ACCEPTING SUCH OFFERS WILL BE ARRESTED AND TERMINATED FROM EMPLOYMENT.**

- Remember these simple rules when you are posted at an exit door:
 - Your doors must remain closed, but unlocked during the game.
 - Always stand so you can see what is happening inside and outside your door.
 - Never leave your door unattended.
 - Keep your hands out of your pockets.
 - Do not lean on door or walls.
 - Do not allow guests to leave with alcohol.
 - At the end of the game, stay at your position until a supervisor has given you permission to leave.
 - Thank guests for coming and wish them a safe trip home.

TURN IT UP!

This is not just a slogan. Make it a personal challenge to yourself to maintain a high level of enthusiasm and positive attitude. Remember that your contributions to our fans' event-day experience are important – you do make a difference.

UNIFORM STANDARDS

Your supervisor or department manager will advise you of the correct uniform for your duties and any prohibited items. Take responsibility to wear it professionally and proudly. Make sure shirts are tucked in, shoes are clean and correct for your uniform and personal grooming is impeccable. Remember, the image you present in your uniform represents the Georgia Dome to our guests.

USHER INSTRUCTIONS

- An usher's primary responsibility is to greet guests, check their tickets and direct them to their seats, answer guests' questions and solve guests' problems. A secondary function is to restrict patrons from entering non-public areas.
- Upon arrival at your section, closely inspect your section for any loose articles or suspicious packages, trash to be picked up or any situation that needs attention.
- Report any issues to your supervisor or call Dome Control (Ext. 8888).
- Stand upright and maintain a friendly, professional demeanor.
- Greet each guest with a smile and a friendly welcome. "Hello", "Good afternoon" or "May I help you" are examples of good greetings.
- Check each ticket completely, level section, row, seat and game. Know your assigned area and be able to direct guests to all other seating areas of the Dome. Know answers to questions about the Suite and Club seating areas as well.
- While checking tickets, only allow access to the aisle that you are working and direct everyone else to the correct aisle.
- Be aware that for some events the Mezzanine and Club Levels are one level. *Please refer to your EVENT INFORMATION SHEET for specific details.*
- Know the location of all disabled seating and the closest emergency exit from these seats.
- Receive and act upon guest complaints or problems. If you cannot answer the question or resolve the problem, take the guest to a supervisor or a Guest Services Specialist at the nearest Dome Service Center. Never let a guest's complaint or problem stop with you. Answer it, solve it or pass it up the chain of command.
- During the event, stand where you can be seen and look for situations that need an usher's attention. Do not block the view of guests. Be attentive to your job and our guests, not to the event.
- The Georgia Dome is a non-smoking facility. Smoking is only permitted at the designated smoking areas outside each gate. Guests must obtain a smoking wristband before exiting the building.
- In case of emergency, contact your supervisor. Know the closest exit and emergency procedures.
- On the Lower Level, keep the area behind disabled seating clear (behind the "line"). Ask violators for their ticket and direct them to their seats. Work with the usher to the left and right of you. If a guest will not comply contact your supervisor or a police officer.
- While checking tickets look for unacceptable guest behavior, smoking inside the building and use/possession of unauthorized items (such as bottles, cans or flagpoles).
- Make eye contact as you walk up and down. If you see anything out of place, stop and courteously give a warning or ask the guest to dispose of the items. A guest receives one warning for violations of the Code of Conduct; the second call can result in ejection. Notify your supervisor that you have issued a first warning and the location of the patron. If the guest is not cooperative, refer the problem to a supervisor.
- Do not comment or answer any questions from media of any kind. Refer all media inquiries to your supervisor or Dome Security.
- At the end of the event inspect your section and area for any lost and found articles. Please turn in those articles to your nearest Dome Service Center or Dome Security.

X-TRAORDINARY SERVICE

That is what Team Dome is all about!

YOU

YOU are a very important player in Team Dome's commitment to a great event day for our guests. You are the face and smile of the Dome and you are one reason our guests will visit us again.

EMERGENCY / EVACUATION PROCEDURES

At any time, an emergency or other situation that threatens our guests' safety or well-being, may arise. Emergency response officials may call for a whole or partial evacuation of the building. Your role as an employee is to follow the instructions of the emergency command post and to assist in a safe evacuation if required.

Some basics of an emergency response include:

- Remain calm.
- Listen to your supervisor's directions and/or public address announcements for instructions.
- Do not start moving guests out until specifically directed to do so.
- Direct guests to the nearest exit out of the facility, whether it is a ramp, gate, emergency stairwell or door with red "EXIT" sign. Only after they are out should you exit the facility.
- Event security and ticket takers: Remove any equipment that could impede exit paths (for example, turnstiles, trash cans, tables, chairs, barricades, etc.)
- Ushers near disabled seating: Assist disabled and other guests with special needs to the closest ramp or exit door. Only after they are out should you exit the facility.
- Lower Level ushers: Direct guests to the nearest gate to exit. Verify your section is clear before you exit the facility.
- Suite and Club Level usher: Direct guests to the nearest ramp or stairwell. Check suites and restrooms before you exit the facility.
- Upper Level ushers: Direct guests to the nearest ramp or stairwell. Verify your section is clear before you exit the facility.
- All remaining ushers: Clear public areas including restrooms.
- Other building personnel: Obey instructions from the Emergency Operations Office.

Emergency Evacuation Key Points:

- Know the primary and secondary exits in your area.
- Remain calm.
- Lead guests to stairways and ramps. Never use escalators or escalators.
- Verify your area is totally clear of guests.
- Give special attention to the disabled.



Campus and Parking Map

CAMPUS FACILITIES

- A,B,C GWCC
- D Georgia Dome
- E Centennial Olympic Park

PARKING KEY

- | | |
|-----------------------|-------|
| 1 International (Red) | 2,000 |
| 2 Orange | 580 |
| 3 Silver | 82 |
| 4 Blue | 722 |
| 5 Gold | 300 |

PARKING KEY

- | | |
|-----------------------------|-----|
| 6 Jones Ave. (Yellow) | 693 |
| 7 Marshalling Yard | |
| 8 Marietta St. lots (Green) | 200 |
| 9 Off Campus lots | |



GEORGIA WORLD CONGRESS CENTER AUTHORITY CAMPUS MAP

Dome Seating Chart

