



## **Greater Nevada Field**

APPLICATION PACKAGE INSTRUCTIONS FOR 2017

*To submit an application please follow these instructions:*

1. **Read “Is This Job For You?”** first. If this job is not for you, we at Reno Aces understand not all applicants will want to continue beyond this point. If you want to continue, **sign at the bottom of the page.**
2. **Read “Grooming and Uniform Standards”** second; this will further inform you of what Reno Aces expectations are. If you want to continue, **sign at the bottom of the page.**
3. **Read “Drug Testing Program”** third; this will further inform you of what Reno Aces expectations are. If you want to continue, **sign at the bottom of the page.**
4. **Read job description(s) prior to completing this application package.** This will allow you to select the position that you feel you can best qualify for.
5. Complete the entire Reno Aces application including the Application page front and back.
6. **Read Last “Acknowledgement Form”, and sign at the bottom of the page.**

**You can return the completed application to the following address: NO FAXES**

**Greater Nevada Field**

**Attn: Ballpark Operations**

**250 Evans Avenue**

**Reno, NV 89501**

**For more info call:**

**NO PHONE CALLS**

You can also visit us for all information at: **[www.RenoAces.com](http://www.RenoAces.com)**

Qualified applicants are encouraged to appear in person at the address above - between the hours of 10:00 AM and 12:00 PM on Monday's- to obtain an application for employment. Only those applicants that best meet the qualifications for each position will be contacted for interviews. No phone calls or agencies, please.

The Reno Aces is an Equal Employment Opportunity / Affirmative Action Employer. We adhere to a policy of making all employment decisions without regard to race, color, sex, religion, national origin, age, disability, veteran status, sexual orientation, citizenship or any other protected classification.

EEO/AA M/F/D/V



## Is this job for you?

Thank you for your interest in working with the Reno Aces. Before taking the time to complete the application and interview for a Guest Services position, we want to inform you more about working as a Reno Aces Team Member.

If chosen, you will become part of a service group that makes up the Reno Aces Guest Services Team. As members of this team we share the goal of providing our guests with a consistent level of friendly, impressive service that enhances their entertainment experience. We want to impress our guests with our welcoming attitude, attentiveness and responsiveness and have our actions and performance exceed guests' expectations. This includes:

- Initiating a sincere, friendly and personal greeting to our guests as they arrive at your ballpark entrance, entrance aisle, concourse area or other location.
- Appearing upbeat, alert and attentive to your position. Making full eye contact with your guests so they know you are focusing your full attention on them.
- Providing guests with helpful directions and/or suggestions that will enhance their visit to the ballpark.
- Offering a sincere "thank you" for coming, such as "we are glad you are here" or "we appreciate you coming to the game" as you complete your encounter with each guest.
- Every guest interaction, whether you speak to or not, should be accompanied by a smile.
- Always use a natural speaking voice, with a natural inflection and a friendly tone.
- As guests depart, smile, make eye contact and provide an appropriate phrase. Examples: "Good night, have a safe drive home." "Good evening, thank you for coming."

The Team Members we hire have to do a lot of different tasks to ensure that our guests are impressed and want to return to an Aces game or event. Some of the tasks you will perform as a Guest Services Team Member are less glamorous and exciting than others, but as a Team Member you realize they all need to be done, such as:

- Working shifts on holidays, weekdays and weeknights that will extend later in the evenings than other types of jobs.
- Dealing with disorderly and intoxicated guests.
- Wearing the assigned uniform properly and in its entirety.
- Walking up and down sections and standing for extended periods of time.
- Working outside in a variety of weather conditions (i.e. sun, rain, cold and wind).
- Working various parts of the ballpark, which are not always in view of the game.

Guest Services Team Members are sincere and positive. They really care about their work and want to do it as seriously and as professionally as possible. This job will provide valuable work experience and will give you the opportunity to work events and make new friends.

Reno Aces conducts **Standard Pre-Employment Screening (background checks)** on all new hires to substantiate their qualifications for employment. The report will be generated for employment purposes only and in compliance with the Fair Credit Reporting Act, the Driver's Protection Act, and any applicable state statute(s). **Background checks will be prepared upon being offered a position with Reno Aces.**

**By signing and printing your name, you acknowledge that you have read and understood "Is This Job For You?"**

\_\_\_\_\_  
Applicants Name (Print)

\_\_\_\_\_  
Applicants Name (Signature)

\_\_\_\_\_  
Date



## Grooming & Uniform Standards

### Properly uniformed and attired

Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image Reno Aces presents to the client and guests. During business hours, Team Members are expected to present a clean and neat appearance and to dress according to the requirements of their position. Team Members who appear for work inappropriately dressed may be sent home. Under such circumstances, Team Members will not be compensated for the time away from work.

### Uniforms

Team Members are required to wear specific uniforms according to classification. Parts of uniforms will be provided by the Reno Aces. Cleaning and care of all uniform items are the responsibility of the Team Member. Uniforms are to be worn appropriately and appear in good order. Team Members may not alter uniform jackets, polos or other issued uniform pieces! The following items consist of your uniform:

- Solid black shoes with closed toes and closed heels must be worn and in good repair. Athletic sneakers may be worn, if they are solid black only, this includes the sole.
- A polo shirt will be issued prior to your first shift. Polo shirts are to be worn tucked into your pants. Undershirts beneath your polo must be solid white and have no design or printing show at any time.
- You will be given the opportunity to purchase a jacket, but they are **not** mandatory. Additionally, jackets are not to be tied over your shoulder, hooked on your belt, tied at the waist, lying on the seats, hanging from fencing, etc.
- A solid black or tan belt with small buckle, and Khaki colored “Dockers” style slacks are required as part of the uniform.
- Security team members are required to wear their assigned baseball cap at all times.
- Jewelry may be worn in a conservative manner, chains are to be worn out of sight. Security Team Members may not wear any earrings or jewelry at all. These policies are for the safety and health concerns of the Guest Services Team Members. Nose rings, eyebrow rings, tongue rings or any other facial or body piercing that is visible will not be permitted, except for the following: No more than two stud earrings per ear may be worn for both men and women. No earrings may dangle from the ear whether pierced or clip on style. • **All Team Members are to have a pen, pad of paper and a small flashlight at all times.**

The issued Aces’ uniform is not to be abused or worn except under the scope of employment. It is the Team Member’s responsibility to return issued uniforms at the end of the season or upon resignation or termination. The unauthorized sale of Aces’ equipment or uniforms could result in termination, criminal prosecution, and civil recovery procedures.

**Please sign if you have read and understand the above written policies.**

Applicants Name (Print)

Applicants Name (Signature)

Date



## **Drug Testing Program**

### **Notice to Applicants**

Reno Aces has a vital interest in maintaining safe, healthful and efficient working conditions for its customers and employees. Using or being under the influence of drugs and/or alcohol on the job may pose serious safety and health risks not only for the user, but to the public and all those who work with the user. The possession, use or sale of an illegal drug or controlled substance may also pose unacceptable risks to safe, healthful and efficient operations.

To meet this compelling interest, individuals who wish to be considered for employment must agree to Drug and Alcohol Testing during Employment.

By completing and signing this Notice and the attached Application of Employment, the applicant understands and agrees to submit to drug and alcohol testing during the course of employment as provided for in Reno Aces Drug and Alcohol Policy. The applicant further understands and agrees to release Reno Aces and its directors, officers, agents, employees, parents, subsidiaries and affiliated concerns from any and all liability, claims, demands, damages and causes of action of every kind and nature arising out of or resulting from or in connection with submitting to drug and alcohol testing and any decision concerning employment made by Reno Aces in whole or in part, based upon the results of drug and alcohol testing.

Submission of an altered or adulterated specimen or the substitution of a specimen by the applicant will result in a withdrawal of the employment offer. Any applicant who is unwilling to agree to these conditions should not apply for employment with Reno Aces.

**By signing and printing your name, you acknowledge that you have read and understood “Drug Testing Program”.**

\_\_\_\_\_  
**Applicants Name (Print)**

\_\_\_\_\_  
**Applicants Name (Signature)**

\_\_\_\_\_  
**Date**



## **Applicants acknowledgement**

I hereby certify that all statements made in this application are true and correct to the best of my knowledge and belief. I understand and agree that any misrepresentation or omission of facts in my application may be justification for refusal to hire, or termination of employment.

I further understand and authorize that investigative reports may be made by the Reno Aces to obtain any information relating to my activities from any current and/or past employers, schools, persons and organizations having any information or knowledge pertaining, but not limited to, my achievement, performance, attendance, personal history, disciplinary record, character, general reputation and other relevant information. I hereby direct you to release such information to the Reno Aces or its duly authorized representative for its use in deciding my suitability for an offer of employment and I specifically waive any other required written notification, regardless of any agreement, that I may have made with you previously to the contrary. I release any and all individuals and/or organizations (including records custodians) from all liability for damages that may result to me on account of compliance or any attempts to comply with this authorization.

I understand that nothing contained in this employment application or in the granting of an interview is intended to create an employment contract, agreement or obligation between the Reno Aces and me for either employment or for the providing of any benefit. If any employment relationship is established, I understand that the Reno Aces is an At-Will Employer and my employment can be terminated at any time, with or without cause, at the option of either the Reno Aces or myself.

Further, if employed by the Reno Aces, I will comply fully with all company policies and procedures as written. I understand that the Reno Aces is a Drug Free Workplace employer.

**By signing and printing your name, you acknowledge that you have read and understood “Applicants Acknowledgement”**

\_\_\_\_\_  
**Applicants Name (Print)**

\_\_\_\_\_  
**Applicants Name (Signature)**

\_\_\_\_\_  
**Date**

FOR OFFICE USE ONLY

FOR OFFICE USE ONLY

HIRE DATE: \_\_\_\_\_

EMP: \_\_\_\_\_

Employee #: \_\_\_\_\_

# Application for Employment

Please print in ink and answer all questions fully

RATE: \_\_\_\_\_

\_\_\_\_\_  
Name (As it appears on your Social Security Card)      First Name      MI      Last

\_\_\_\_\_  
Address      Apt. #      Street

\_\_\_\_\_  
City,      State,      Zip

**P**

\_\_\_\_\_  
Home Phone:      Cell Phone:      Alt. Phone

**E**

\_\_\_\_\_  
Fax      E-mail address

**R**

\_\_\_\_\_  
Emergency contact Name      Relationship      Telephone Number(s)

**S**

Guest Services: Do you have a current Alcohol Awareness Card? If yes give number & ALL date information below: Yes No  
Alcohol Awareness Card #: \_\_\_\_\_ Date Issued: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

**O**

Ticket Office: Do you have past/current ticketing experience? If yes give number & ALL date information below: Yes No

**N**

If you are under the age of eighteen (18), do you have a work permit?

If hired, can you provide verification of your legal right to work in the United States?

If hired, do you have reliable transportation to and from work?

If required for the position do you have a valid driver's license?

Yes No

Yes No

Yes No

Yes No

**A**

Have you ever applied for or been employed by SK Baseball LLC.?

If yes, give dates and position applied for:

Yes No Position previously applied for: \_\_\_\_\_

**L**

Have you ever applied for or been employed by any other Security or Crowd Management Company?

If yes, give dates and location of employment:

Yes No Location of previous employment: \_\_\_\_\_

Have you ever applied for or been employed by a Convention Center, \_\_\_\_\_ If yes, give dates and location of employment: Arena, amphitheatre, stadium or special event venue?

Yes No Location of previous employment: \_\_\_\_\_

**Circle ALL that apply:** Work weekends Work holidays Work Morning shifts Work day shifts  
Work night shifts Work overtime Work remote locations Work consistently

Have you ever plead guilty or "no contest" to, or been convicted of a serious misdemeanor or felony? Have you ever been arrested for any matters for which you currently are out on bail or on your own recognizance? (convictions for marijuana-related offenses that are more than two years old need not be listed)

Yes No If yes, give date & details: \_\_\_\_\_

Please Note all applicants are subject to a pre **may** not be permitted to hire those individuals with a criminal history. -employment screening prior to receiving job offer.

SK Baseball LLC.

Answering "Yes" to these questions does not constitute an automatic ban to employment. Factors such as age and time of the offense, seriousness and nature of the violation, and rehabilitation will be taken into account. In answering these questions, do not include the following: (1) minor traffic infractions, (2) convictions for which the record has been sealed or expunged, (3) referrals to or participation in any diversion program, or (4) marijuana-related offenses that occurred over two (2) years ago.

**I** Position \_\_\_\_\_ desired or area of interest: **(circle 2 Max ONLY)** Security Retail  
Box Office Production \_\_\_\_\_ Guest Services Custodial Promotions Other: Valet 24/7Security

**N**

**T** Type of employment you are seeking: Part Time Intern

**E** How were you referred to our company (circle and write the specific referral source, ad or website)

**R**

**E** Advertisement: \_\_\_\_\_ Other: Referral Source: \_\_\_\_\_

**S**

**T** Current employee: \_\_\_\_\_ Internet: \_\_\_\_\_

**S**

**E** School and Address Course of study Circle last grade Did you Degree or **D**  
completed graduate? diploma

**U** High School \_\_\_\_\_ 1 2 3 4 Yes No \_\_\_\_\_

**C** College \_\_\_\_\_ 1 2 3 4 Yes No \_\_\_\_\_

**A**

**T** Other \_\_\_\_\_ 1 2 3 4 Yes No \_\_\_\_\_

**I** Please indicate any **foreign** languages you:

**O**

**N** Speak \_\_\_\_\_ Read \_\_\_\_\_ Write \_\_\_\_\_

**P** Begin with most recent employer. You may attach a resume; however company policy requires the following information to be com in full.  
Thank you for your cooperation. pleted

**R**  
**E** Employer \_\_\_\_\_

**V** Address \_\_\_\_\_ City, State & Zip Code \_\_\_\_\_

**I** Telephone \_\_\_\_\_ Supervisors Name \_\_\_\_\_

**O** Employed from \_\_\_\_\_ (mo/yr) To \_\_\_\_\_ (mo/yr) Salary: Start \_\_\_\_\_ End \_\_\_\_\_

**U** Duties: \_\_\_\_\_ **S**

Reason for leaving /  
discharge \_\_\_\_\_ **E** If still  
employed, may we contact this employer? Yes No

**M**  
**P** Employer \_\_\_\_\_

**L** Address \_\_\_\_\_ City, State & Zip Code \_\_\_\_\_

**O** Telephone \_\_\_\_\_ Supervisors Name \_\_\_\_\_

**Y** Employed from \_\_\_\_\_ (mo/yr) To \_\_\_\_\_ (mo/yr) Salary: Start \_\_\_\_\_ End \_\_\_\_\_

**M** Duties: \_\_\_\_\_

**E** \_\_\_\_\_

**N** Reason for leaving / discharge \_\_\_\_\_

**T** If still employed, may we contact this employer? Yes No

**REFERENCES**

Personal References: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Personal References: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

**ACKNOWLEDGMENT**

I understand that as part of my application for employment with SK Baseball LLC. (SKB), or at any time during the course of my employment, SKB may require that I be examined concerning my ability to perform my job in a manner that does not endanger my own health or safety of others. I authorize all providers of health care who examine me to disclose to SKB all medical information revealed during such examination, and further authorize SKB to disclose such information to other persons as warranted.

I certify that all answers or statements I have made on this application or on my resume or other supplementary materials are true and correct without omissions. I acknowledge that any false statements or misrepresentations on this application, accompanying resume or supplementary materials will be cause for refusal to hire, or for immediate dismissal from employment at any time during the period of my employment.

I authorize SKB to make any investigation deemed necessary for employment consideration and promotions with the company.

I understand this employment application is not to be construed as a guarantee of employment for a specific time. I further understand that my employment with SKB does not constitute any type of contract, implied or expressed, and such employment will be terminable at SKB's will. My continued employment is dependent on satisfactory performance and the continued need for my services as determined solely by SKB.

I grant SKB approval, after my termination of employment to release information, which is deemed appropriate regarding my employment with or termination from SKB to anyone who has reasonable basis for making such inquiry. So long as the information disclosed is not known by SKB to be inaccurate, SKB shall not incur any legal liability of any nature in connection with furnishing of such information.

I acknowledge that I have read all of the above statements and that I understand them.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Equal Opportunity Employer