



### Mission Statement

“To provide a safe and enjoyable event for our guests and fellow team members in a courteous, professional, and efficient manner.”

### Value Statement

**Self-respect:** We emphasize integrity, honesty, loyalty, and a positive work ethic that can be measured by professional appearance, responsible actions, self-motivation, and self-discipline.

**Relationships:** We foster an environment of ownership and belonging in which team members can build long-term partnerships with clients, guests, and fellow team members.

**Competent Team Members:** We provide every team member with consistent training and education focused on personal and professional development for both corporate and career advancement.

**Teamwork:** We work in harmony toward common goals marked by mutual respect, trust, enthusiasm, and commitment.

**Communication:** We are committed to listening and responding to feedback and promoting communication vital to the success of our organization and its strategic partnerships.

Please initial if you have  
read and understand  
Staff Pro's Mission Statement

\_\_\_\_\_  
Initial and Date

# Is This Job For You?

Thank you for your interest in working with Staff Pro Inc. Before taking the time to complete the application and interview process, we request you read the following information so you will have a clear understanding of what your duties would include if you were hired, as well as what Staff Pro requires of all Team Members.

## Everyone we hire must:

- **Be able to obtain a Local or State Guard Card.** This includes having a clean criminal background (**NO FELONY CONVICTIONS**), being able to show valid identification, and be able to pay the State Security License fee that is required by the state. The State will run background checks and make the decision as to what is an acceptable criminal background check and what is not. Some clients/venues may require specific pre-employment background checks and/or annual background check for Team Members to work their event(s). **Staff Pro does not make the decisions regarding issuing security licenses.**
- Be 18 years of age or older, have a High School diploma or GED.
- Comply with our grooming and appearance standards.

If hired, please understand that **Staff Pro is hiring at this time for part-time positions only.** We cannot guarantee anyone a set amount of hours and hours can vary from week to week. This is due to the fact that the Entertainment Industry is very peak and valley related (i.e. lots of work, then little). We require our Team Members to obtain a guard license (regulated by a local or State government) which ensures premium positions and priority scheduling.

As an Team Member you would become part of an elite network of service groups that make up the Staff Pro Team. As members of this Team, we share the goal of providing our guests with a constant level of friendly, impressive services that enhance their entertainment experience. We want to impress our guests with our friendliness, attentiveness, responsiveness, actions and performances that exceed guests' expectations. This includes:

- **Initiating a sincere, friendly and personal greeting** to our guests as they arrive at your facility entrance, aisle, concourse area or other location.
- **Appearing upbeat, alert and attentive to your job;** not appearing distracted or disinterested. Making full eye contact with your guests so they know you are focusing your full attention on them.
- **Providing** our guests with **helpful directions and/or suggestions** that will enhance their entertainment experience.
- **Offering a sincere "Thank you for coming" or "We appreciate you coming tonight"** as you complete your encounter with each guest.
- **Every guest interaction should be accompanied by a smile, whether you speak or not.**
- Always use a natural speaking voice, with natural inflection and a friendly tone.
- As guests depart, smile, make eye contact and provide appropriate goodbye phrases. *Examples:* "Good night, thank you for coming" or "Good night, drive safely."

Staff Pro thrives on our Team Members to be customer service oriented to ensure our guests impressed with our professionalism so that they return back to the venue. **Satisfied customers are the reason for our existence.** It is up to each and every Team Member to ensure our guests are pleased with the service they receive. Some of your tasks as a Staff Pro Team Member are less than glamorous and exciting than others, but **as part of this team you will realize they all need to be done, such as:**

- Working shifts on holidays, nights and weekends that will extend later in the evening than other types of jobs.
- All Team Members must communicate in writing and orally in English.
- Dealing with disorderly and intoxicated guests.
- Walking up and down stairs and standing for long periods of time sometimes in excess of eight hours.
- Team Members must be able to lift a minimum of 25 pounds.
- Wearing the assigned uniform properly and in its entirety.
- Working outside in a variety of weather conditions depending on the assignment.

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

**Please sign as acknowledgement if you have read and understand "Is this job for you?"**

Signature \_\_\_\_\_

Date \_\_\_\_\_



## Grooming and Appearance Standards Revised 6/2010

The purpose of this Operational Policy is to clarify the proper grooming and dress code standards for all Staff Pro employees. Complete agreement to the following guidelines (front & back of this paper) is a pre-requisite for employment.

The appearance of each Team Member adds to the overall presentation and impression at each venue. **You will be required to adhere to Staff Pro's Grooming and Appearance Standards and may be requested to make changes in your personal grooming and appearance (hairstyle, makeup, and nails) in order to conform with these standards and to maintain a crisp, professional, and polished appearance.**

**UNIFORMS- Uniforms must be clean, neat, and ironed at all times.** It is your responsibility to make sure that your uniform, and your overall appearance, is in compliance with this policy. Should you have any questions or need clarification, please contact your scheduling manager or the HR Department.

The only pins or decorations that can be worn on uniforms are Staff Pro issued nametags, pins, or badges issued by Staff Pro.

**Staff Pro will issue a uniform at each event.** The uniform is the property of Staff Pro and is not to be abused or worn except under the scope of employment. It is the employee's responsibility to return issued uniforms at the end of the event.

Employees must return all Staff Pro property immediately upon request or termination of employment. Where permitted by applicable laws, Staff Pro may withhold from the employee's check or final paycheck the cost of any items that are not returned when required.

**PANTS: Must be Dark Solid BLACK color dress pants.** Faded black, dark grey, or blue are NOT allowed. No ankle length (no Capri's or shorts). All pants must be a professional fit (meaning nothing tight fitting/clingy or too baggy). Cargo pants are not allowed. Dress pants must be neatly pressed and ironed. A solid all black belt must be worn with the pants (no big belt buckles, studs, etc.).

**HAIR COLORING: Staff Pro will not permit unnatural dyeing, bleaching, or tinting of hair.** Complimentary highlighting is acceptable. The following colors are not acceptable in hair: pink, blue, bright red, green, purple, yellow, orange, teal, magenta, etc.

**TATTOOS:** Visible tattoos are unacceptable and must be covered at all times. **No tattoos on neck, face or hands. A visible tattoo is one that is not covered by the uniform.**

**SHOES: Employees in uniform, unless otherwise instructed, are required to wear plain closed heel and closed toe ALL black shoes with ALL black shoelaces, slip resistant soles recommended.** Plain ALL black socks are also required. When wearing the "Coat and Tie" or "Sweater and Tie" uniform, employees are required to wear a professional looking work shoe (i.e. something that can be shined/polished) Please make sure all shoes worn while working are slip resistant, closed toe/closed heel, flat (meaning no high heels), and are either professional looking work shoes, or appropriate walking shoes. Sandals, Steel toed, Crocs, Uggs, or other non-professional looking work shoes are strictly prohibited. Note: Should you elect to wear a solid black tennis shoe, it is to be professional in appearance and consideration should be paid to ensure that the shoe does not "dress down" or take away from the professional look of the "Coat and Tie" or "Sweater and Tie" uniform. Shoes that do not look professional with either uniform will not be permitted.

**HATS & FANNY PACKS: Only approved Staff Pro issued hats may be worn with your uniform.** Fanny Packs are not allowed unless provided as part of your uniform for positions such as a parking attendant to secure money and tickets.

**MEDICAL OR COSMETIC EXCEPTIONS:** Exceptions will be made for wigs, hair containment, and shoes if for medical or cosmetic purposes.

**CELL PHONES/PAGERS/PERSONAL ELECTRONIC DEVICES:** These are not permitted to be used while on duty. Cell phones and pagers must be left off while on post. The camera function is *strictly* prohibited.

**HAIR: A neat, natural haircut and a clean shave are essential.** The hair is to be neatly cut and tapered so that it does not extend beyond or cover any part of the ear. **For Male Team Members** - putting your hair behind the ear is not acceptable nor can the hair stick out over the shirt collar. **For Female Team Members** - Hair must be neatly combed and arranged in an attractive, easy to maintain style. If hair is teased, it should be kept to a minimum and should be for body and shape only. Those women who prefer long hair should take special care to keep it neat and well styled. Hair below shoulder length must be combed away from the face so that it will not fall forward or cover the face while performing normal job duties. Cornrows, mohawks, "twisty", and high-spikes are not permitted. Well maintained dreadlocks are permitted for women.

**HAIR CONFINEMENT AND ACCESSORIES FOR WOMEN:** The following accessories are acceptable: a plain barrette, rubber band, comb, or headband without ornamentation of any kind, including bows. **Nothing other than the above the mentioned hair accessories are allowed to be worn in the hair and this includes beads, bells, shells, etc.**

**SIDEBURNS:** Should be neatly trimmed and may be permitted to extend to the ear hole, following their natural contour. **Flares or muttonchops are not permitted.**

**MUSTACHES:** These are permitted if they are maintained in a neatly trimmed manner and do not extend below the corner of the mouth.

**BEARDS/GOATEE'S:** These must be neatly established and maintained. Beards and/or goatee's are acceptable. However, the Honda Center does not allow beards.

**SHAVE:** A clean shaved face is essential for those who do not have a neatly established and maintained beard and/or goatee.

**FINGERNAILS:** Clean, presentable fingernails are a must. **Nail care for men** – must be clean and well groomed. **No polish is permitted;** buff is permitted. Nail length should be short, never extending past fingertip. **Nail care for women - Fingernail tips should not extend one half inch beyond the fingertip (Not only for appearance, but also for safety reasons).** Polish is to be a solid color. No blue, black, orange, purple, or green polish colors. No designs, other than French manicures, are allowed on fingernails. Nail jewelry is not permitted.

**AFTERSHAVE, COLOGNE, PERFUME & DEODORANT:** Due to close contact with guests and fellow team members, **the use of a deodorant or antiperspirant is required.** The use of heavy cologne and perfume should be avoided.

**JEWELRY:** Staff Pro strongly discourages wearing jewelry at events. However, wedding bands and wristwatches are permitted. Only one ring per hand, which may be worn on any finger, is allowed. Female team members may elect to wear a single, matching set of stud style earrings. Hoop or other styles are not permitted. **NO EAR OR NOSE PLUGS, TONGUE RINGS, FACIAL PIERCINGS, NECKLACES, BRACELETS, ANKLETS, OR DENTAL JEWELRY OF ANY KIND ARE PERMITTED. Band-Aids used to cover piercings or tattoos are not acceptable.**

Staff Pro understands that style and professionalism is subjective; therefore, Staff Pro reserves the right to council all team members on what is and what is not acceptable in regards to grooming and appearance. Those team members who are not in compliance with our grooming and appearance standards may face disciplinary action up to and including termination.

Please sign if you have read, understand, and are willing to adhere to the above standards throughout your employment with Staff Pro.

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Sign

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Date

# Example of Crew Uniform

**Solid Plain Black Belt**



**Solid White Dress Shirt Long Sleeve**



**Classic Work Pants Black Color**



**Solid White Crew T-Shirt Long or Short Sleeve Plain Front & Back**



**Pant Hem To Hit Just Above the Shoe/Boot. No Cuff.**



## Pants

- Dickies or "Dockers Style" Pants.
- **Pants MUST be Dark Solid Black Color** (no faded black, dark grey or blue allowed. Must be the color of traditional Dickies Pants).
- Fabric must be similar to Dickies or Docker brands.
- Ankle length (no Capri's or shorts).
- Must be worn fitted (no baggy pants, no skin tight pants, no leggings, no stretchy materials, no linen, no extra long pants, or "sagging" pants allowed).
- **Cargo style pants are not permitted.**
- Must be neatly pressed & ironed!
- Solid all black belt required (no big belt buckles, studs, etc.)

## Shirts

### Crew Uniform

- **Plain white, long or short sleeved crew T-Shirt must be worn at all times.** Scoop Neck, V-Neck are not permissible.
- No graphics, colors or pockets permitted. No turtle neck shirts.
- Shirts must be fitted. No baggy, extra long, or tank- top style shirts allowed.
- A Staff Pro polo shirt, or jacket will be issued to you at each event as part of the crew uniform and must be worn tucked into your pants. This article of clothing must be returned to Staff Pro when checking out after each event.

### Coat & Tie Uniform

- **Plain white, long sleeved, button-down collared dress shirt is required.**
- 100% Cotton. No Silk!
- Shirt must be tucked in at all times.
- Men must wear straight ties & women must wear bow-ties.

## Shoe

- **Solid, ALL Black Shoes Required.**
- Must be closed ankle & closed toe
- No high-heels, sandals, slippers, steel toed shoes allowed
- Shoes can be athletic or dress style as long as they are comfortable walk in, run in, and stand in for long periods of time
- Slip resistant soles recommended.
- Plain BLACK socks required.

### Coat & Tie Uniform

- Solid, **ALL Black Shoes Required.**
- Must be closed ankle & closed toe
- No high-heels, sandals, slippers, steel toed shoes allowed
- Must be professional looking shoe (something that can be shined/polished).
- Slip resistant soles recommended.
- Plain BLACK socks required.

## Tools

- Valid Photo ID
- Flashlight
- Pen and Paper
- Valid Guard Card (if you are a guard card holder).
- Staff Pro Employee ID Card

Please sign if you have read, understand, and are willing to adhere to the above standards throughout your employment with Staff Pro.

\_\_\_\_\_  
Sign

\_\_\_\_\_  
Date

FOR OFFICE USE ONLY

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

DEPT: \_\_\_\_\_

DIST.#: \_\_\_\_\_



**STAFF PRO**

# Application for Employment

All questions must be answered completely. A resume may be attached to the application form, but does not take the place of the information requested on this form.

FOR OFFICE USE ONLY

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

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

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

**Street Address** **Apt. #**

**City** **State** **Zip Code**

**P** **Home Phone** **Cell Phone** **Alt. Phone**

**E** **Fax** **E-Mail Address**

**R** **Name of person to be notified in case of an accident or emergency** **Telephone Number(s)**

**S** Do you have a current Guard Card?  Yes  No If yes, give number & ALL date information below:

Guard Card #: \_\_\_\_\_ Date Issued: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

**O** Are you employed now?  Yes  No If so, please provide Company name \_\_\_\_\_

**N**

If you are under the age of eighteen (18), do you have a work permit? <input type="checkbox"/> Yes <input type="checkbox"/> No
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If hired, can you provide verification of your legal right to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No
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If hired, do you have reliable transportation to and from work? <input type="checkbox"/> Yes <input type="checkbox"/> No
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If required for the position, do you have a valid driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Have you ever applied for or been employed by Staff Pro? If yes, give dates and position applied for:

**A**  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, arena, amphitheatre, stadium or special event venue? If yes, give dates and location of employment:

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

Are you able to perform the essential functions of the job for which you are applying without accommodation?  Yes  No  
If accommodations are needed, please list: \_\_\_\_\_

After employment, can you provide proof that you are allowed to work in the U.S.?  Yes  No

Have you ever plead guilty or "no contest" to, or been convicted of a criminal offense (felony or serious misdemeanor)? (convictions for marijuana-related offenses that are more than two years old need not be listed)  Yes  No How many times? \_\_\_\_\_

If yes, give date & details: \_\_\_\_\_

Please Note: All applicants are subject to a pre-employment screening prior to receiving job offer. Per the Bureau of Security and Investigative Services, (BSIS) or any other state regulating agency, Staff Pro Inc. **may** not be permitted to hire those individuals with a criminal history. 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 years ago.

**Staff Pro Inc. is an Equal Opportunity Employer**

**I** Position desired or area of interest: \_\_\_\_\_ Date you can start: \_\_\_\_\_

**N** Type of employment you are seeking:  Full Time  Part Time  Temporary  Summer

**T** **Availability**  Work weekends  Work holidays  Work morning shifts  Work day shifts

**R** **Check ALL that apply:**  Work night shifts  Work overtime  Work remote locations  Work consistently

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

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

**T**  Current Employee: \_\_\_\_\_  Internet: \_\_\_\_\_

**E** School and address \_\_\_\_\_ Course of study \_\_\_\_\_ Last grade completed \_\_\_\_\_ Did you graduate? \_\_\_\_\_ Degree or diploma \_\_\_\_\_

**D** High School \_\_\_\_\_  Yes  No \_\_\_\_\_

**U** College \_\_\_\_\_  Yes  No \_\_\_\_\_

**C** Other \_\_\_\_\_  Yes  No \_\_\_\_\_

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

**T** Speak \_\_\_\_\_ Read \_\_\_\_\_ Write \_\_\_\_\_

**I**

**O**

**N**

**P** List former employers, starting with the most recent. You may attach a resume; however company policy requires the following information to be completed in full.

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

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

**V** Telephone \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

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

**O** Duties: \_\_\_\_\_

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

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

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

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

**P** Telephone \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

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

**O** Duties: \_\_\_\_\_

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

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

**E**

**N**

**T**

**REFERENCES**

Personal Reference: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Acquainted: \_\_\_\_\_

Personal Reference: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Acquainted: \_\_\_\_\_

**ACKNOWLEDGMENT**

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 SPI to make any investigation deemed necessary for employment consideration and promotions with the company.

I understand and acknowledge that my employment will be at-will, and may be terminated with or without cause, and with or without notice, at any time at the options of myself or the Company. Only the President and CEO of the Company has the authority to enter into an employment agreement for a specified period of time or for the termination only for cause, and any such agreement must be in writing. Except to the extent I am covered by such a written agreement, I understand and acknowledge that this constitutes the entire agreement between me and the Company regarding the term of my employment and supersedes any other oral or written agreement.

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 SPI does not constitute any type of contract, implied or expressed, and such employment will be terminable at SPI's will. My continued employment is dependent on satisfactory performance and the continued need for my services as determined solely by SPI.

I agree to immediately notify the Company if I should be convicted of any crime while my job application is pending or during my period of employment, if hired.

I grant SPI approval, after my termination of employment to release information, which is deemed appropriate regarding my employment with or termination from SPI to anyone who has reasonable basis for making such inquiry. So long as the information disclosed is not known by SPI to be inaccurate, SPI 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 \_\_\_\_\_

**Staff Pro Inc. is an Equal Opportunity Employer**