

## **EVENT STAFF EXPECTATIONS**

**Be on time or early for your shift.** No excuses/calls/texts - just be there when you are scheduled.

**Be flexible.** Call times and hours change at events. Those who go above and beyond are the ones who advance the quickest. Check your email daily for your next scheduled call time.

**Customer service is the main goal.** You are there representing the client and EPS at all times. Be friendly and helpful with everyone you encounter without exception.

**No drama zone.** Leave any drama off of our show site. If you are having an issue with anything, address with your direct lead.

**Chain of command** applies at all time. Consult your primary lead to address any questions or issues.

**Be honest with yourself and us about your ability to perform the tasks you are being hired to complete.** These kinds of jobs are not for everyone. It is hard work with long hours coupled with extreme weather at times. If you are hired for a labor position, you must be able to pick up heavy items (40+ lbs).

**Staffing messaging** is sent primarily using email. If you are hired for a gig, whatever the role, you will be required to check your email daily (if not more) and reply as requested. We don't have a ton of extra time to have to message individually.

**Your deployment.** Once deployed on a team, you must comply with all requests made of you from your lead. If you complete a task early, check in with your lead to be reassigned on another task. You must be given permission to take a break or leave your post.

**Smoking / using your iphone / sitting down** while on duty is not acceptable. That is to be done during your breaks.

**Don't be overly talkative.** You are there to work.

**Be aware of what's going on around you.** Keep an eye out for any potential safety issues, bad weather, and theft of rental goods from the site, security or medical issues, etc.

**Paperwork.** All staff must sign a simple independent contractor's agreement / non-disclosure agreement and W9 to work an event. EPS reports all wages paid; there is no paying "under the table".

**HAVE FUN!** We are a happy group who like to have fun at our events. Happiness is contagious.

**If hired for an event, you will be emailed a complete list of EPS Event Staff Guidelines.**