

GIVE YOUR GUEST THE BEST



STAFF



A PREMIER STAFFING EXPERIENCE FOR EVENTS & VENUES



WELCOME TO THE



FAMILY

Introducing “unique”

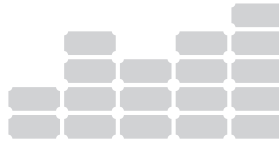
Stadium People® event staff solutions combine traditional turnkey event staffing with a new hybrid service platform. Our a la carte stand-alone services meet the needs of venues not looking for a total outsourced solution, delivering power to existing investments.

Our Mission

Our mission is to offer our clients a unique experience; one that allows our Venue Managers to create a special environment for their guests while delivering the security of a knowledgeable workforce.

Our Philosophy

We have created a philosophy and work culture that sets high guest service standards, respect for our team members, and fosters learning and growth within our market.



SUPER BOWL • WORLD SERIES • NBA FINALS • NBA ALL STAR GAME

ESPN X GAMES AUSTIN • UNITED STATES FORMULA 1® GRAND PRIX 2012-2015

WORLD CUP SOCCER CHALLENGE • 2009 GOLD CUP SOCCER

WORLD FOOTBALL CHALLENGE • NCAA FINAL FOUR BASKETBALL 2014

2013 NCAA BASKETBALL REGIONAL FINALS • BOXING: PACQUIAO VS. CLOTTEY

DALLAS COWBOYS FOOTBALL • TEXAS RANGERS BASEBALL

DALLAS STARS HOCKEY • COLLEGE FOOTBALL NATIONAL CHAMPIONSHIP 2015

COTTON BOWL 2011-2014 • BIG 12 CHAMPIONSHIP • COLLEGE BASKETBALL

MOTOGP 2013-2015 • 2014 GRAND AM OF THE AMERICAS

AMERICAN LE MANS RACING • LONE STAR LE MANS • PROFESSIONAL BULL RIDING

What events **have we staffed?**

MONSTER SUPERCROSS • MONSTER JAM • ESPN COLLEGE KICKOFF CLASSIC

NOTRE DAME SHAMROCK CLASSIC • TEXAS A&M VS. ARKANSAS 2009-2012

OU VS. BYU • TCU VS. OREGON STATE • LSU VS. OREGON • BAYLOR VS. TEXAS TECH

MICHIGAN VS. ALABAMA • TEXAS STATE UNIVERSITY FOOTBALL, 2013-CURRENT

LONE STAR FOOTBALL CLASSIC

THE ROLLING STONES • 50TH ANNUAL ACADEMY OF COUNTRY MUSIC AWARDS

CIRQUE DU SOLEIL • MAROON 5 • PAUL MCCARTNEY • U2 360 TOUR

KEITH URBAN • WILLE NELSON'S 4TH OF JULY MUSIC FEST • TIM MCGRAW AND FAITH

HILL • TAYLOR SWIFT • KENNY CHESNEY • GEORGE STRAIT • JIMMY BUFFETT B.B.

KING • MIRANDA LAMBERT • ONE DIRECTION • MUMFORD & SONS

TOBY KEITH • JASON ALDEAN • MILEY CYRUS • DAVE MATTHEWS BAND

AVETT BROTHERS • ZAC BROWN • IRON MAIDEN • JOURNEY • NICKELBACK

PARAMORE • LIL' WAYNE • THE LUMINEERS • TRAIN • DIWALI FEST

ROCKSTAR ENERGY MAYHEM • WIZ KHALIFA • CHICAGO • JONAS BROTHERS

AMERICAN IDOL AUDITIONS • THE VOICE AUDITIONS

Our people are the lasting impression we leave behind, so we must offer our best each and every time out. We thank you for giving us that opportunity."

Andrew Jackson
General Manager
Stadium People®

Why Stadium People®?

No two event venues are exactly alike. Solutions must be unique, dynamic, and responsive to the individual needs of the client venue.

Who uses our solutions?

- PROFESSIONAL SPORTS FACILITIES
- PROFESSIONAL RACING VENUES
- UNIVERSITY ATHLETICS AND EVENTS
- CONCERT ARENAS AND AMPHITHEATERS
- NEW VENUE OPENINGS
- CONVENTION CENTERS
- STATE FAIRS AND AMUSEMENT CENTERS
- MINOR LEAGUE SPORTS
- SPECIAL EVENTS AND HOSPITALITY
- NIGHT CLUB SECURITY
- PRIVATE PARTIES



Need 2 or 2,500?
No event is too large.
No venue is too small.





You provide the event.
We'll provide the people.

Individualized staffing services we offer:

- BOX OFFICE
- TOURS
- PREMIUM CONCIERGE
- GUEST SERVICES
- HOST AND HOSTESSES
- PARKING STAFF
- 24X7 SECURITY
- ACCESS MANAGEMENT
- ALCOHOL CONTROL
- ADA ASSISTANCE
- USHERS
- TICKET TAKERS

Turn-Key/Full Venue Staffing

- EVENT PLANNING AND PRODUCTION
- STAFF RECRUITMENT AND SELECTION
- ONLINE AND ON-SITE SKILLS TRAINING
- STAFF SCHEDULING (ONLINE SOFTWARE)
- EVENT DAY MANAGEMENT
- PAYROLL AND CONSOLIDATED BILLING



A LA CARTE Services

Our a la carte solutions were designed for venues with an existing investment in event staffing and management but that need extra power to meet the changes in new hiring seasons or special events.

- STAFFING ON DEMAND
- SEASONAL REPLACEMENT STAFFING
- POLICE, FIRE, EMS PAYROLL AND RISK MANAGEMENT
- STAFF TRAINING
- STAFF LEASING AND PAYROLL SERVICES



A Winning Methodology

From opening brand new venues to building fresh and engaging experiences for existing facilities, we've created a process that is both small and large event tested. We partner with all critical decision-makers and game-day players, from guest services to security to make every event a success.

EVENT PLANNING LIFE CYCLE



Building a culture of service is our top priority.

Hiring and staff management

- ALIGN YOUR VENUE CULTURE TO OUR PROCESS
- BEHAVIORAL RECRUITING AND TESTING
- DEPARTMENTAL SKILLS TESTING
- SECURITY LICENSING
- TARGETED HOSPITALITY AND SERVICES RECRUITMENT CAMPAIGNS
- CRITICAL INDUSTRY LICENSING AND CERTIFICATION
- ONLINE VIDEO TRAINING TO SUPPLEMENT ONSITE SESSIONS
- ONGOING TRAINING PROGRAMS TO ENHANCE GUEST EXPERIENCE
- SURVEYS AND MOBILE PHONE OUTREACH

QUALITY PEOPLE

COLLABORATION

CONFIDENCE

DEDICATION

RESULTS

EXCELLENCE

CONSISTENCY

PROVEN SUCCESS





Employee Initiatives

Retaining quality employees

In order to keep our venues staffed at capacity, we have to find and retain quality people. If we are to meet our high standard of service, we have to treat our staff the same way we expect them to treat the guests.

- COMPETITIVE PAY SCALE
- PARTIES AND APPRECIATION EVENTS
- CONTESTS AND GIVEAWAYS
- REFERRAL BONUSES
- OPPORTUNITIES FOR PROMOTION
- VENUE TICKETS AND DISCOUNTS

*Happy employees
mean happy guests
at your venue.*

“As a retired athletic director and event director, I love events that are organized and centered to please the patrons. I was blessed to work almost all the events since we have started and I have been very happy. You have been so helpful since day one and I hope I can continue to serve Stadium People® in the future. Thanks again for being so caring to all of us.”

Ron Baker

Member

Stadium People® Event Staff

Benefits to using technology

Unlike other event staffing providers, Stadium People® delivers tools that empower venues. Whether part of our hallmark turn-key programs or sold as stand-alone solutions, our technology provides a powerful boost not found anywhere else.

- ATTRACT MORE STAFF YEAR ROUND
- BUILD OR ENHANCE YOUR VENUE'S HIRING IDENTITY
- CREATE EMPLOYEE LOYALTY DURING OFF SEASONS
- GENERATE MORE REFERRAL HIRING
- COMMUNICATE POLICIES AND PROCEDURES MORE EFFECTIVELY

Customized venue web portal

Online scheduling

- CONVENIENT ONLINE TOOLS AND PROCESS
- POST-EVENT SURVEYS FOR IMPROVEMENT
- HANDS-OFF MANAGEMENT
- WEB-BASED SCHEDULING
- MOBILE RESPONSE AND COMMUNICATION

Mobile communication and employee outreach

- BRANDED VENUE HIRING SITE
- JOBS MARKETING ENGINE
- WORLD-CLASS APPLICATION TRACKING
- MOBILE COMMUNICATION
- MEASUREMENT AND PLANNING TOOLS



“The professional, yet fun service culture that they have helped us create is hugely important to our over all success. This company understands the importance of hiring the right people, training them the right way, and providing them the tools and support to impress our guests.”

Tom Schneider

**SVP Consumer Operations
Circuit of the Americas**

“Because of Stadium People®, our fans were provided with the best game day experience in central Texas. Without their skills and effort, our success would not have been possible.”

Dr. Larry Teis

**Director of Athletics
Texas State University Bobcats**

“We needed a large labor force that could really bring this building together and help us deliver a consistent high quality guest experience and Stadium People® was the resource that made it happen!”

Paul Turner, CFE CSSP

**Director of Event Operations & Security
AT&T Stadium**

“The quality of employees representing Stadium People® is extraordinary and consistently put our patrons first.”

Marty MacInnis

**COO/CFO
Goodyear Cotton Bowl Classic**

CLIENTREVIEWS

STADIUM PEOPLE® STAFF



ANDREW JACKSON
General Manager

A graduate from Southern Methodist University, Andrew was a co-founder of Innovative-Stadium People in 1998 and leads daily operations, growth and development of the Events and Hospitality division.



T. SCOTT SALMON, CPC, CTS
SVP, Recruiting & Sales

A graduate of Texas Christian University, Scott has led the Recruiting & Sales Operations since 2002. His extensive background in hiring has led to the hiring and training of over 10,000 staff in twenty years.

JESSICA ANDERSON
Director, Strategic Services

A graduate of the University of Texas, Jessica joined the team in 2015 from Circuit of the Americas. Her ten year background in professional sports & events brings a wealth of knowledge in training, guest services and hospitality.



NATASSIA HERNANDEZ
Director, Event Operations

A graduate of Texas A&M University, Natassia leads the launch of new venue clients and oversees operational success for accounts. Prior to joining Stadium People, she worked for the Dallas Cowboys, Texas Rangers and San Antonio Spurs.

BETHANY ARMSTRONG
Manager, Event Operations

A graduate from Northwood University, Bethany has led Events for Stadium people in its fast-growing Collin County, Texas Region, at venues such as Ford Center, Dr Pepper Arena, Toyota Stadium, Eisemann Center, & Choctaw Grand Theatre.



SHANE SHELLEY
Manager, Event Operations

A graduate of Northwood University, Shane oversees the parking and transportation programs for Stadium People. Prior to joining Stadium People, Shane managed operations for several parking companies as well as Lone Star Park in Grand Prairie.



ANDREW WARD
Manager of Event Operations

A graduate of Texas A&M University, Andrew joined Stadium People in 2017 from several years in University Event Management. He has led full cycle hiring and event management for SMU and Virginia Tech with staffing templates in excess of 600.



SAM HUSAIN
Manager of Recruiting & Retention

Sam joined Stadium People after several years with AT&T Mobile Services and brings over 15 years of customer care expertise in leading the event staff recruitment & retention efforts for over 3,000 staff.

BRANDON YOUNGBLOOD
Manager, Event Operations

A graduate from Frostburg State University, Brandon has served in several key Human Resources projects in Onsite Recruitment and Employee Operations. Brandon currently manages the Event Operations at Ford Center at The Star for Stadium People.



Come join our family of venues today.

**TOLL FREE
1 (800) 859-1615**

**DALLAS/FORT WORTH METRO
(972) 392-1144**

**FAX
(972) 392-1196**

REQUEST FOR PROPOSAL (RFP) CONTACT:

SALES DEPARTMENT

**TOLL FREE
1 (800) 859-1615
Extension 107**

**DALLAS/FORT WORTH METRO
(972) 392-1144**

**CORPORATE HEADQUARTERS
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stadiumpeople.com



WE ARE PROUD MEMBERS OF



Stadium People® is a part of Innovative Solutions Advisors, LLC, founded in 1995 and is a recognized member of Women's Business Enterprise National Council.

Our organization issues over 3,000 event staff W-2s each year and is growing. We are part of one of the largest privately held employer organizations in the United States and have the financial and insurance backing that delivers our venues true peace of mind.

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