



WORLD CENTER OF RACING



TRAINING

2022 G.I.V.E.S





A background image of a NASCAR race track during a race. Several race cars are visible on the track, including a prominent purple and black car on the left and a red and black car on the right. The track is surrounded by a chain-link fence and tall stadium lights under a cloudy sky.

# PACE LAPS

COMPANY INFO & INTRODUCTIONS

# GUEST SERVICES - SOUTHEASTERN REGION



**JOSH HARRIS**

SOUTHEASTERN REGION VP  
TICKETING & GUEST SERVICES



**PATRICK BARFIELD**

SENIOR DIRECTOR, TSS  
VENUE EXPERIENCE & GS



**DAN PEARSON**

SENIOR MANAGER  
ADMISSIONS & INFORMATION



**DAVE TLSTOVIC**

SENIOR MANAGER  
TOURS & GUEST TRANSPORTATION



**TYLER WALTERS**

MANAGER  
VENUE, WARDROBE & TRAINING



**HANNAH CONLISK**

COORDINATOR  
INFORMATION



**STEPHANIE EHRLMAN**

SR. MANAGER, EVENT OPS HMS  
VENUE / CROSSOVER GATES



**TREVOR WYLIE**

MANAGER, TSS  
CAMPGROUNDS / UNOH FANZONE



# **CREW CHIEFS**



**TYRONE BENFORD**  
ADMISSIONS



**RON CONTE**  
VENUE

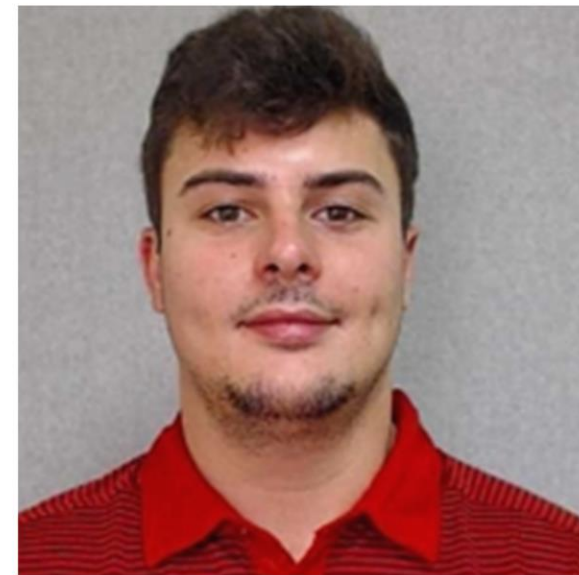


**PATRICIA MEADE**  
ADA CARTS / TRAMS

# 2022 INTERNS



**WILL LOVETT**

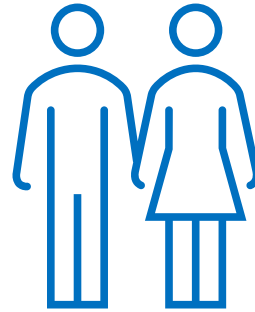


**SOPHIE MORRISON**

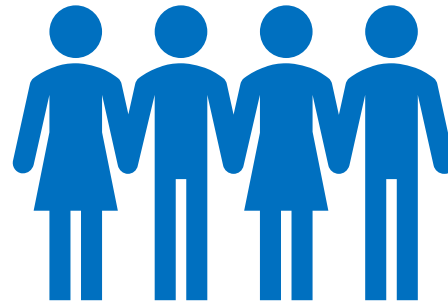




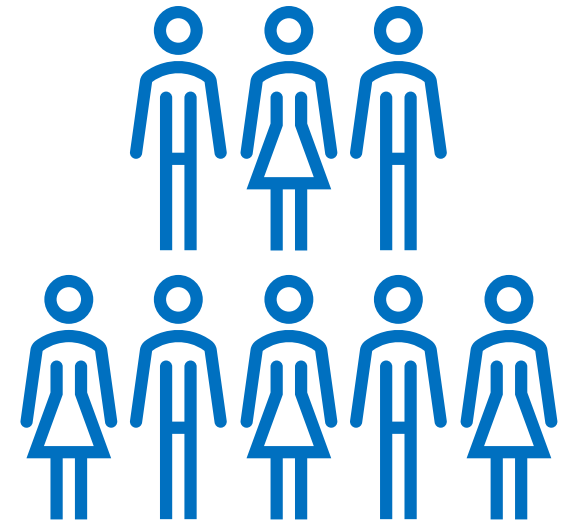
**ADMIN**



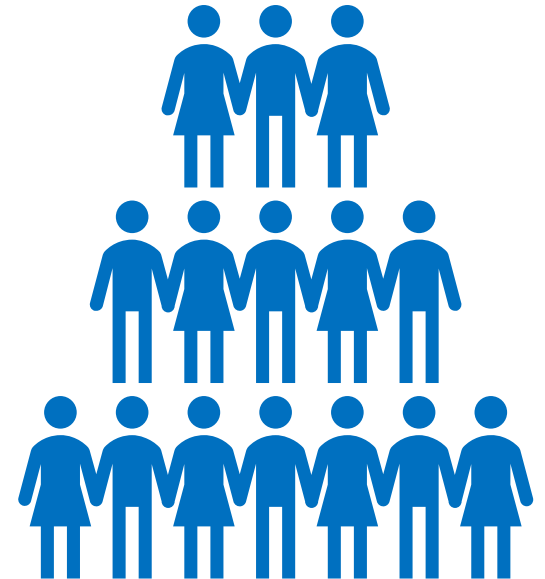
**CREW CHIEFS**



**SUPERVISORS**



**CREW LEADS**










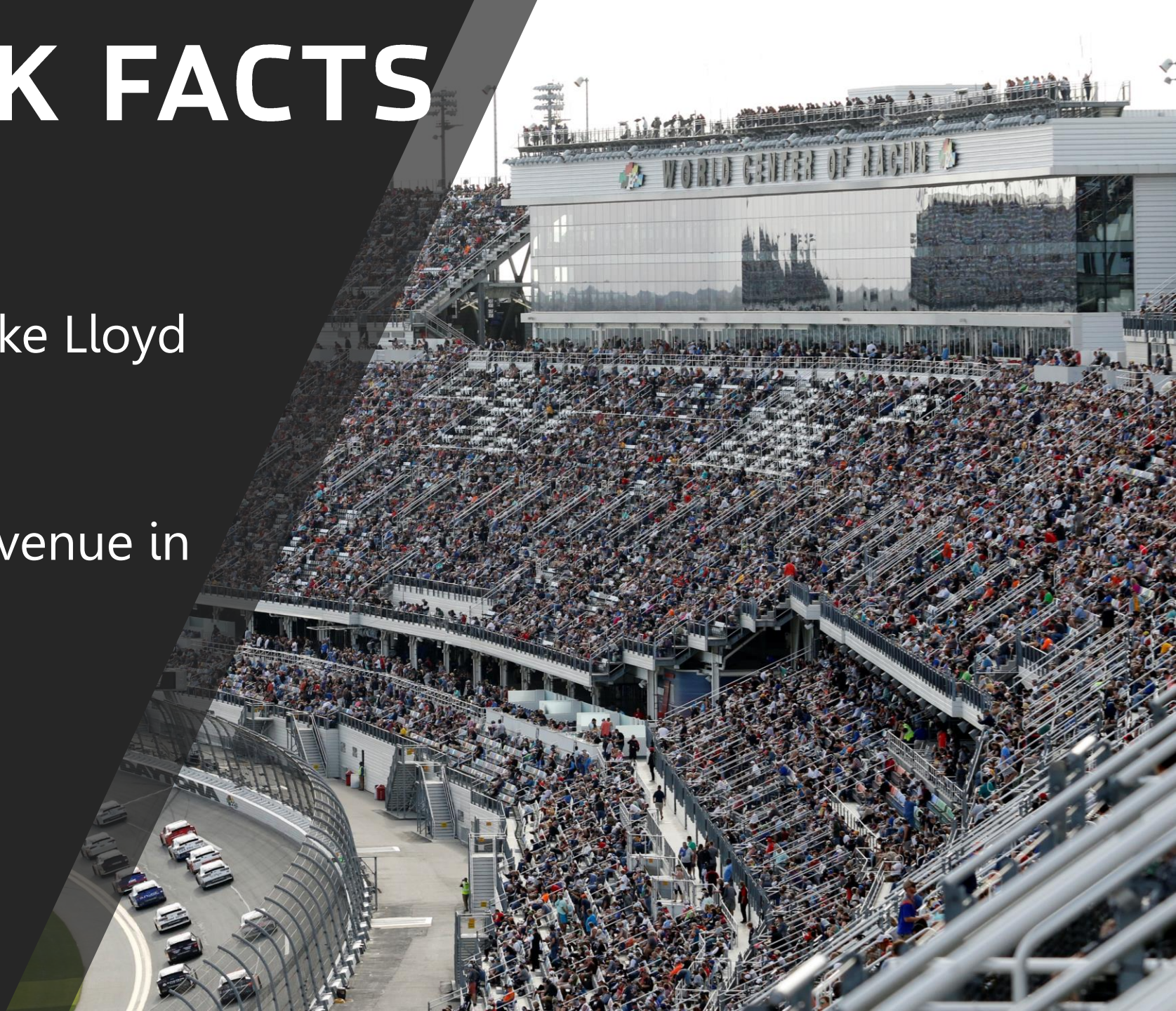
**FAN CREW / G.I.V.E.S.**

**ORG.  
CHART**



# FAST TRACK FACTS

-  480-acre property
-  29-acre man-made Lake Lloyd
-  101,500 seats
-  40 escalators  
(most of any outdoor venue in the United States)
-  17 elevators
-  45 restrooms
-  87 concession stands





# HOW MANY FLORIDA SPORTS VENUES FIT INTO DAYTONA INTERNATIONAL SPEEDWAY'S INFIELD?



## VENUE LEGEND

1. BEN HILL GRIFFIN STADIUM (FLORIDA GATORS)
2. TROPICANA FIELD (TAMPA BAY RAYS)
3. TIAA BANK FIELD (JACKSONVILLE JAGUARS)
4. HARD ROCK STADIUM (MIAMI DOLPHINS)
5. RAYMOND JAMES STADIUM (TAMPA BAY BUCCANEERS)

6. MARLINS PARK (FLORIDA MARLINS)
7. CAMPING WORLD STADIUM
8. BB&T CENTER (FLORIDA PANTHERS)
9. BRIGHT HOUSE NETWORKS STADIUM (UCF KNIGHTS)
10. AMALIE ARENA (TAMPA BAY LIGHTNING)

11. AMERICAN AIRLINES ARENA (MIAMI HEAT)
12. BRAGG MEMORIAL STADIUM (FLORIDA A&M RATTLES)
13. DOAK CAMPBELL STADIUM (FLORIDA STATE SEMINOLES)
14. RICCARDO SILVA STADIUM (FIU PANTHERS)
15. AMWAY CENTER (ORLANDO MAGIC)





# MISSION STATEMENT

To create a positive environment in which employees are motivated and empowered to provide Daytona International Speedway fans with the best experiences in sports!



An aerial, high-angle view of a NASCAR race track. Several race cars are visible on the track, moving in a clockwise direction. The track is surrounded by a large, dark, curved grandstand area. The overall image is in grayscale with a dark, moody tone.

## **WE ARE INCLUSIVE.**

We are a group of people with a common purpose who value all individuals. We are a diverse team whose identities, backgrounds, and talents allow us to go faster and farther, be that in our workplaces, at the race track, or in the stands. We celebrate the common bond that makes us unique, that strengthens us, and that brings us together—the need to race.

**Our tracks must be a welcoming and safe space for all fans to enjoy our sport. Their interactions with each of you will have a large impact on their overall NASCAR experience.**



# MISSION STATEMENT

To support local charitable organizations with opportunities to give back to the community by raising funds while providing Daytona International Speedway fans with the best experiences in sports!





# OUR EXPECTATIONS OF YOU

Arrive On-Time

Properly Prepared

- Correct attire
- Food & Drink in a soft cooler or grocery bag

Stay the entire shift

- If one person in the group has an unexcused departure, the higher rate is voided
- Emergencies happen, please communicate with your Crew Lead

Do not group

- You are in the assigned position for a reason
- Grouping in the break room is grounds for an immediate dismissal



## POSITIONS AVAILABLE

### ADMISSIONS FAN CREW

Ticket Takers

### TRAMS FAN CREW

Tram Ambassadors,  
Tram Attendants

### VENUE FAN CREW

Ushers, Escalator Attendants,  
Elevator Operators

## STAFF COMMITMENT AND POTENTIAL MONEY EARNED

- ✓ Minimum staff needed for each shift is 10 people  
Additional staff needs are based on the event and also the number of years the group has worked

- ✓ Admissions Fan Crew - Must be 16 years of age or older  
Trams/Venue Fan Crew - Must be 18 years of age or older

Hourly RATE:  
**\$9.25**

**\$9.50/HR** ◀ If 100% of  
your group  
works the event

Mandatory pre-event training will also be compensated

## EXAMPLES OF POTENTIAL EARNINGS

10 person group working a **one day**,  
12 hour shift

10  
x 1  
x 12  
x \$9.50  
\$1,140

----- PEOPLE -----  
----- DAYS -----  
----- HOURS -----  
-- 100% COMMITMENT --

10 person group working **all days**  
of Speedweeks

10  
x 4  
x 12  
x \$9.50  
\$4,560

AN AVERAGE SHIFT IS ESTIMATED AT 12 HOURS

## DATES NEEDED\*



January 29 & 30, 2022  
**ROLEX 24 AT  
DAYTONA**



February 17, 2022  
**BLUEGREEN  
VACATIONS DUEL**



February 18, 2022  
**NEXTERA ENERGY 250**



February 19, 2022  
**DOUBLEHEADER  
LUCAS OIL 200  
DRIVEN BY GENERAL TIRE**



**BEEF. IT'S WHAT'S  
FOR DINNER. 300**



February 20, 2022  
**63RD DAYTONA 500**



August 26, 2022  
**WAWA 250  
POWERED BY COCA-COLA**



August 27, 2022  
**COKE ZERO SUGAR 400  
POWERED BY COCA-COLA**

\*SCHEDULE SUBJECT TO CHANGE



# WHAT TO WEAR



***ADMISSIONS***



***VENUE***



***TRAMS***

- Black pants or knee-length shorts are required
- Tennis shoes are required
- Shirts & jackets are issued and returned every shift
- You are issued one hat at the start of your first shift\*

\*Wear the same hat for each shift after your first as you will not be issued another one

# WHAT TO WEAR



**Black Cargo Pants/Shorts**



**Black Fleeces**



**Black Sweatshirts**



**Black Turtlenecks**



**Rain Pants (any color)**



**Gloves / Mittens**



**Jeans of any kind and any color**



**Crocs**



**Workout pants / leggings**



**Hooded sweatshirts / jackets**



**Modifications to uniforms / hats**



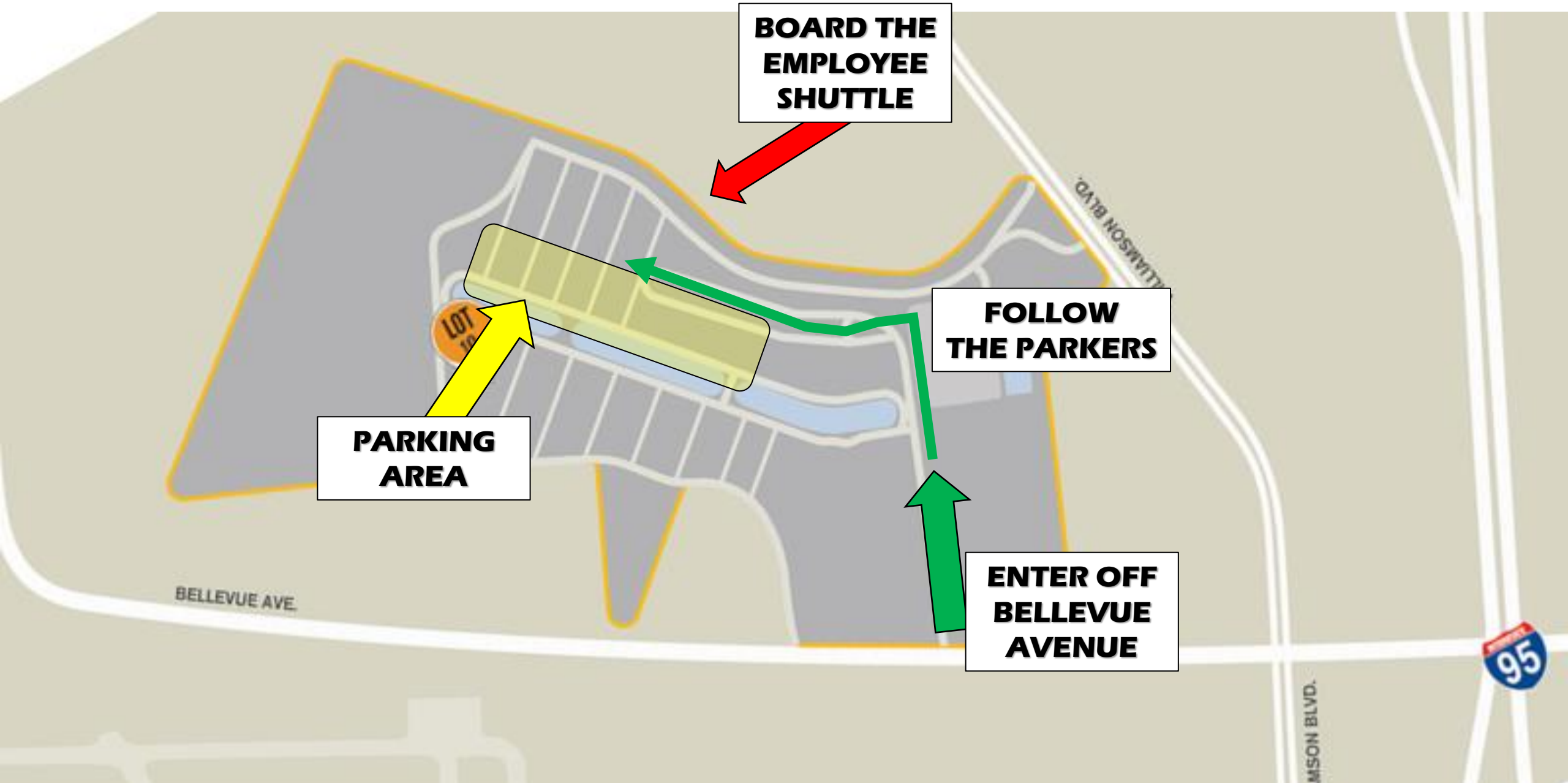
**Graphics on sleeves or collar**



# WHERE TO PARK – FEB 17 & 18






# WHERE TO PARK – FEB 19 & 20





# WHERE TO GO - ALL DAYS



		22
F		
I		
Name Affiliation		
		



# DURING YOUR SHIFT

- You will be given periodic breaks as determined by your Crew Lead or Supervisor
- The 2 hours before green flag are the busiest where we need all hands-on deck

## BREAKS



- Limited to breaks and away from fans
- Work related purposes
  - NASCAR APP
  - Google Translate
- Emergency purposes

## PHONES & HEADPHONES



- At break areas only (Service Level)
- Smoking in front of fans is prohibited

## SMOKING








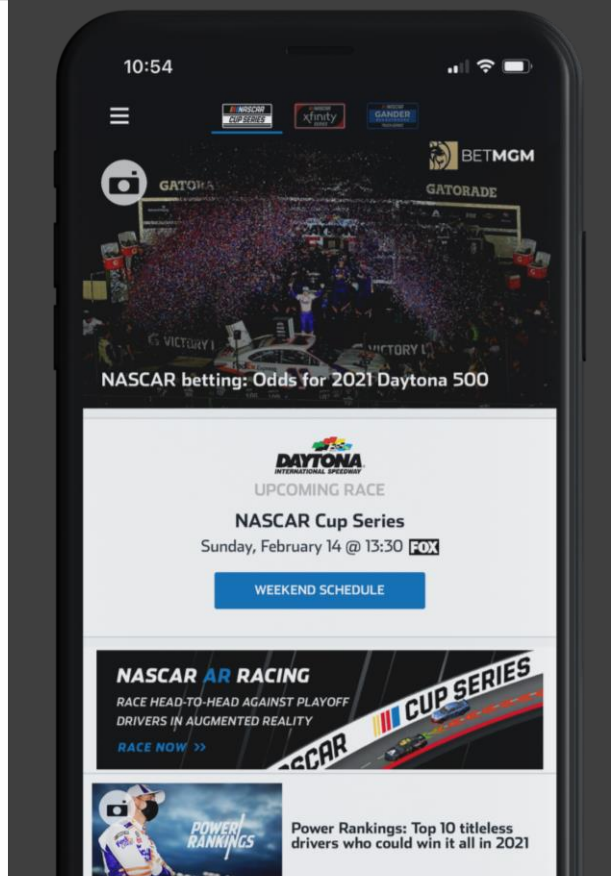
## GUEST SERVICES FAN CREW HANDBOOK

# DAILY BRIEF SHEET

Saturday, August 28<sup>th</sup>, 2021  
Coke Zero Sugar 400

FAN COMMENT FORM

PARKING				TICKET OFFICE HOURS						
PARKING LOT	LOT OPENS	PRICE	PARKING USED BY	Main Ticket Office	9:00 AM – END OF STAGE 2	Ticket & Tours Building				
Lot 1	12:00 PM	\$40	ADA (General/Bus)	UNOH Fanzone Ticket Office	1:00 PM – END OF STAGE 1	UNOH Fanzone Entrance				
Lot 3	24 HRS	FREE	Hospitality / Bus Drop Off							
Lot 4	12:00 PM	\$40	General							
Lot 6	24 HRS	FREE	Employees/NIR/ADA Overflow	Venue Ticket Offices	2:00 PM – END OF STAGE 2	Chevy, Axalta, Toyota Gates				
Lot 7	11:00 AM	FREE	General							
*FREE parking in Lot 1 & 4 for guests with an ADA placard				Will Call Pickup is available at any of the Ticket Offices						
TRANSPORTATION				TICKET PRICES						
ADA CARTS				ADMISSION TICKETS	ACCESS TO	ADULTS	KIDS (12 & Under)			
Turn 4 Tunnel Cart	ADA West Lot Carts	ADA Carts Frontstretch		8/28 (SAT) Coke Zero Sugar 400 	UNOH Fanzone	\$60	FREE			
9:00 AM – CLEAR	11:00 AM – END OF RACE	12:00 PM – CLEAR								
ADA Lot 6 Carts	ADA Wheelchair Vans									
11:00 AM – CLEAR	7:00 AM – CLEAR				Reserved Frontstretch	\$49	\$10			
BUSES				*Two-day reserved frontstretch seating can be purchased for \$84						
Employee Shuttle	Purple Line			ADMISSION OPENING TIMES						
6:00 AM – CLEAR	10:00 AM – LAP 130			I1 TUNNEL	I4 TUNNEL	MIDWAY	UNOH FANZONE	VENUE GATES		
Green Line	Red Line	Yellow Line		24HRS	9:00 AM – EOR #1	12:00 PM – 7:00 PM	2:00 PM	3:00 PM		
8:30 AM – CLEAR	1:45 PM – CLEAR	1:45 PM – CLEAR		CROSSOVER GATES						
JOYRIDE (833-654-RIDE) \$3 PER PERSON/ PER RIDE 8 AM – MIDNIGHT				3:00PM-6:40PM All Gates Post-Race: Gate E (For Hard Cards, Infield Camping, Infield Parking)						
GUEST SERVICES HOURS				TEXTING SYSTEM						
F.A.C.T. (info) 986-881-4185	Tour Lobby Guest Services Desk			For event info & updates text DISINFO to 69050						
11:30 AM – END OF RACE	9:00 AM – END OF STAGE 2			For assistance, text DISFAN <space> your issue & location to 69050						
Guest Services Booths	10:30 AM – EOR	Infield East Booth		For reporting facility issues: 1801 <space> then the issue to 69050						
	12:00 PM – EOR	Midway Booths		CREDENTIAL HOURS						
	12:30 PM – EOR	Infield Tram Plaza Booth		DATE	DES CREDENTIALS	NASCAR CREDENTIALS				
	1:30 PM – EOR	UNOH Fanzone Booth		SAT 8/28	8:00 AM – 5:00 PM Suite 9-210	11:30 AM – 7:30 PM Suite 9-220				
2:15 PM – EOR				RACE INFORMATION						
HOSPITALITY				Grand Marshal						
HOSPITALITY	HOURS	LOCATION								
Lodge Boxes	3:00 PM – EOR + 1	Venue (200, 400 Levels)								
Highbanks Suites	3:00 PM – EOR + 1	Venue (200 Level)								
Midway Suites	3:00 PM – EOR + 1	Venue (200 Level)								
Harley's	3:00 PM – EOR + 1	Venue (200 Level)								
Roles 24 Lounge Sky Suites	3:00 PM – EOR + 1	Venue (400, 500, 600 Levels)								



# HOW TO HELP A GUEST

Employee Handbook - Daily Brief Sheet - NASCAR App - Nearest Guest Services Booth



# DIS... DIY

Make them **KNOW** that they made the right decision to attend this race!

## FAN ENGAGEMENT EXAMPLES

- Thanking a Military Veteran
- Taking a picture for a group
- High-Fiving a kid
- Commenting on driver apparel
- Commenting on buttons
  - First Race
  - Birthday





A high-angle, night-time photograph of a NASCAR race track. Numerous race cars, featuring various sponsor logos like FedEx, Mobil 1, and Monster Energy, are visible on the track. The cars are arranged in a line, suggesting a race in progress or a pit stop. The track is illuminated by bright lights, and the surrounding area is dark. The image is framed by a white, hand-drawn style border.

# POLICIES & PROCEDURES

# CURRENT MASK POLICY



## AREAS INCLUDE

- Meeting Rooms
- Break Rooms
- Suites
- Guest Services Office
- Restrooms
- Elevators

**FACE COVERINGS ARE REQUIRED  
INDOORS OR IN ENCLOSED SPACES.**

For guests who may need an accommodation in order to comply with any facility rules and/or protocols, please contact our Guest Services team for further information.



# G.I.V.E.S INCIDENT POLICY

---

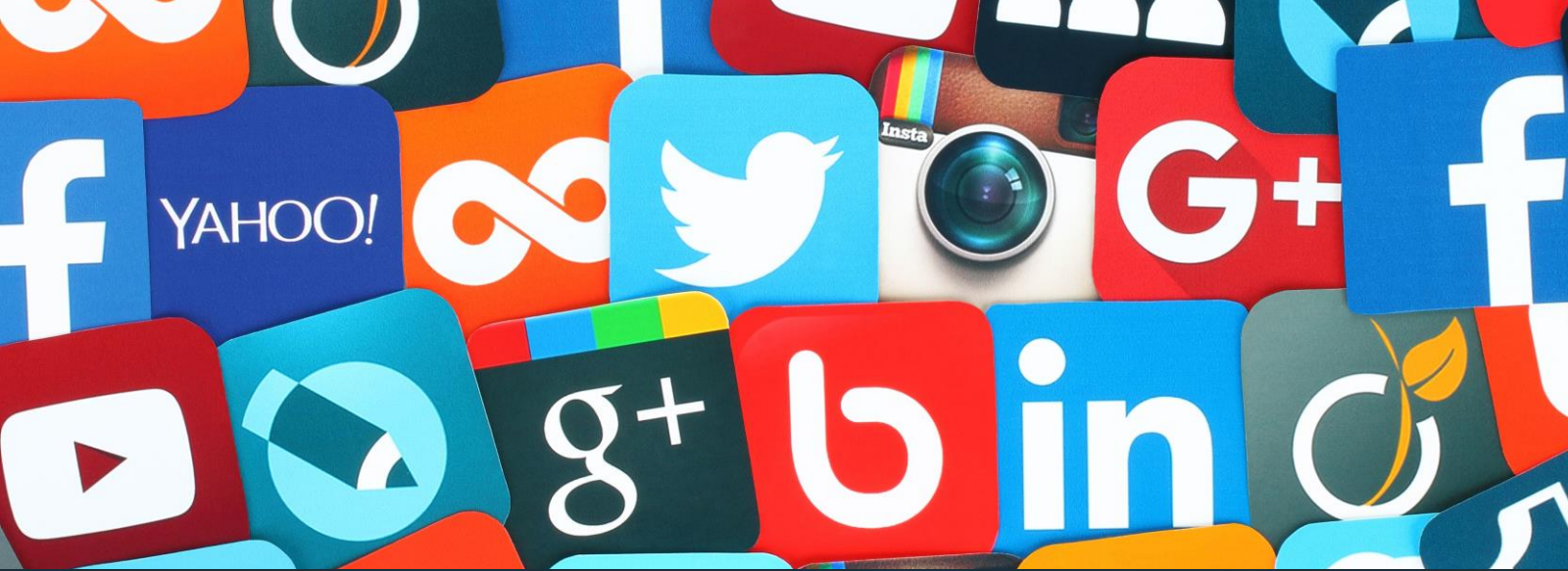
If you are injured on the job, notify a Crew Lead or Supervisor immediately.

- They will be able to provide instructions on where to seek medical treatment (if needed)
- Fill out an incident report
- Take photos if necessary

\*A medical release must be provided to administrative staff before returning to work\*







# G.I.V.E.S MEDIA POLICY

## DO NOT:

Answer any questions  
from the media  
Be interviewed as an  
employee by the media

## INSTEAD:

Refer to **Russell Branham** »

- (Director  
Track Communications,  
Southeast Region)
- The closest GSB will have his  
contact info

Save your phone for breaks, work-related tasks, or emergencies  
**Remember, you represent Daytona International Speedway!**





# KEY EXAMPLES OF G.I.V.E.S. CODE OF CONDUCT VIOLATIONS



- Absenteeism without adequate notice
- Damage to DIS property
- Sexual or other unlawful harassment
- Theft of any property
- Falsifying of timekeeping records
- Accepting or soliciting tips
- Working under the influence of drugs or alcohol
- Fighting or any threatening of violence
- Smoking in prohibited areas
- Violation of health or safety rules

# G.I.V.E.S PROTOCOLS

if you  
**SEE**  
something

**SAY**  
something™



- Active Shooter
  - Run, Hide, Fight
- Reminder – do not prop open doors
- Safety
  - Crash/Fire
  - Remain calm
  - Assist safety personnel
    - Provide directions and help evacuate fans
- Inspecting credentials/tickets
  - Check items for correct date, name, and photo if applicable





\*GROUP LEADER TO SIGN ACKNOWLEDGEMENT FORM AT CONCLUSION OF CLASS

**BLOODBORNE PATHOGENS &  
HEARING CONSERVATION**

# ADA CARTS

6 LOCATIONS ACROSS THE MIDWAY

BILL FRANCE BLVD

SUNOCO

TOYOTA

AXALTA

CHEVY

ADVENTHEALTH

1 ROUTE THAT GOES THROUGH  
TURN 4 TUNNEL

\*SPECIFIED ROUTE WITH SET STOPS\*

## EVENT

## HOURS



N/A



**Check  
Brief Sheet**



**Check  
Brief Sheet**



**Check  
Brief Sheet**



# TRAMS

## LOT 6 TO LOT 1

## LOT 1 TO INFIELD

## LOT 6 TO INFIELD

## INFIELD SHUTTLE

### EVENT



### HOURS

**Scouts  
Only**

**24  
Hours**

**Check  
Brief Sheet**

**Check  
Brief Sheet**

# JOYride

➤ What is it?

Think Uber or Lyft – using golf carts

➤ How much does it cost?

**\$3 per person / per ride** – guests can tip if they would like

➤ How do guests get a ride?

The best way is to hail one down NYC taxicab style

**833-654-RIDE (7433)**

**\*All guests on Joyrides will still have to stop at all tunnels and access points to scan tickets\***

**ROLEX  
SPEEDWEEKS  
SUPERCROSS**





# ADA

---

POLICIES & COMFORTABILITY

SOME DISABILITIES LOOK LIKE THIS



SOME LOOK LIKE THIS



# ADA INTRODUCTION

---

- Equal access to amenities such as concessions, restrooms, viewing areas, and more
- When purchasing an ADA seat through DIS, that guest is provided a parking pass for the nearest ADA lot
- Because of high volume, each ADA guest is allowed one companion for services like ADA golf cart transport and elevator use during peak times



# SERVICE ANIMALS

The only question that we can ask is:

What **specific** task or action is the animal trained to do?
















## Common answers include:

- Alerting handler to take medication
- Identifying an oncoming seizure
- Retrieving needed items
- Helping to brace before a fall

Qualified animals:

- ☐ Dog
- ☐ Small Pony



	Service Dogs	Therapy Dogs	Emotional Support Dogs
Comparison	Service Dogs	Therapy Dogs	Emotional Support Dogs
ADA Covered: Rights to bring animal into public establishments.			
Needs to tolerate a wide variety of experiences environments & people.			
May live with their disabled owners, even if "No Pets" policy in place.			
Primary function is to provide emotional support, through companionship.			
Specifically trained to assist just one person.			

# SOLD OUT



Additional Events during Speedweeks  
Presented By AdventHealth are still available  
**TO BUY OR SELL RESERVED GRANDSTAND SEATS**  
**FOR THE DAYTONA 500, VISIT SEATGEEK.COM**

**SEAT  
GEEK**

# DAYTONA 500 GRANDSTANDS SOLD OUT!



# SPEEDWEEKS SCHEDULE

