

OPERATIONS
MANUAL

LSU | VOLLEYBALL

TABLE OF CONTENTS

Gameday Information

Introduction	3
Game Operations Phone List	4
General Information	5
Clear Bag Policy.....	7
Emergency Action Plan	8
Marketing Schedule	10
Match Timing Sheet.....	11
Parking Map.....	12
PMAC Locations	13
PMAC Seating Chart.....	14
2021 Volleyball Schedule.....	15

Internal Areas of Operations

Athletic Communications	16
Athletics Training	18
Broadcast Television	19
Athletic Operations.....	20
Fan Experience/Marketing	24
Sport Productions	26
Team Operations	27

External Areas of Operations

Aramark	28
Landmark Event Staff.....	29
LSU Sport Properties.....	31
LSU Sport Shop	32

INTRODUCTION

Louisiana State University and LSU Volleyball is pleased to make available this Game Day Operations Manual. The material provided is to familiarize you with the various attributes and operational conditions associated with an LSU Volleyball matches at the Pete Maravich Assembly Center. The LSU Athletics Department is committed to ensuring a high standard of athletic excellence for all home events so we hope you find the subject matter useful and informative.

In addition, please remember, game day adjustments may be necessary based on weather conditions, local, and/or national events. Depending on the situation, subsequent changes will be formulated in conjunction with coaching and administrative assessment.

If you have any questions, concerns or changes regarding any of the supplied material, please contact the Athletic Operations Department at 225-578-4085.

GAME OPERATIONS PHONE LIST

LSU

ATHLETICS ADMINISTRATION

SR. ASSOCIATE AD/SR. WOMAN ADMINISTRATOR

MIRIAM SEGAR
225-578-5785 (O) | 225-936-8538
Msegar@lsu.edu

ARAMARK

MANAGER

PHIL WEST
225-329-5744
West-Phillip@aramark.com

ATHLETIC TRAINING

ASSISTANT ATHLETIC TRAINER

MADISON AMAYA
225-578-2050 (o)
mfoust@lsu.edu

COMMUNICATIONS

ASSISTANT COMMUNICATIONS DIRECTOR

KEONTE' HERRERA
225-315-9624
kkh@lsu.edu

OPERATIONS

ASSISTANT DIRECTOR OF FACILITY/EVENT

OPERATIONS
JEREMY ARNOLD
225-218-5939
jarno17@lsu.edu

ATHLETIC OPERATIONS INTERN

MIKE DENTON
225-578-4085 (o) | 615-739-2720
fdenton1@lsu.edu

EXECUTIVE DIRECTOR OF FACILITY/EVENT

OPERATIONS
BRYAN PAAR
281-923-1386
bpaar@lsu.edu

CALL REVIEW OFFICAL

RENEE PRICE
225-776-1161
Gigirl13@cox.net

ASSISTANT DIRECTOR OF FACILITIES & GROUNDS, AUDIO

TERRANCE BOLD
225-578-7211
tbold1@lsu.edu

LANDMARK

LANDMARK SUPERVISOR

MICHAEL MCDUGALL
225-200-8394
michaelm@landmarkeventstaff.com

MARKETING

ASSISTANT DIRECTOR OF MARKETING

ALEX SJOBAKKEN
225-773-7796 (o)
asjobakken@lsu.edu

MARKETING AND FAN ENGAGEMENT GRADUATE ASSISTANT

JULIA FECKE
504-952-9000

MARKETING AND FAN ENGAGEMENT GRADUATE ASSISTANT

SYDNEY HARRIS

TEAM OPERATIONS

HEAD COACH
TONYA JOHNSON
225-578-5058 (O)
tdj@lsu.edu

ASSOCIATE HEAD COACH

JILL WILSON
225-316-4175
jillwilson@lsu.edu

ASSISTANT COACH

KEVIN INLOW
310-650-8289
kinlow@lsu.edu

DIRECTOR OF OPERATIONS

BLAIRE HILER
225-578-7800
bhiler@lsu.edu

VOLLEYBALL MANAGER

AMY SQUIRE

VOLLEYBALL MANAGER

JANE WHALEN
225-578-7800

VOLLEYBALL MANAGER

DENNIS KEO
225- 578-7800

VOLLEYBALL MANAGER

MADELEINE TELFORD

NETWORK OPERATIONS

DIRECTOR OF SEC NETWORK TELEVISION OPERATIONS

JOHN SCHIEBE
225-578-1881(o) | 225-246-0392
Jwagne2@lsu.edu

RICKY MARSHALL

225-241-4450

VANCE VENABLE

225-328-8098

SPORT PRODUCTIONS

DIRECTOR OF VIDEO BOARDS/LIVE EVENTS

LEE SCIONEUX
225-326-8520
Lee@lsusp.com

LSU SPORTS PROPERTIES

SR. ACCOUNT EXECUTIVE, CLIENT SERVICES

LOGAN SCHROEDER
225-578-7530 | 225-892-7291
logan@lsuspo.com

LSU SPORTS SHOP

MANAGER

JACK DEVEREUX
985-259-0481
jdevereux@fanatics.com

GENERAL INFORMATION

LSU

ADMISSIONS

Admissions is \$5 for Adults and \$3 for youth Tickets. Doors to the PMAC will open to the public one (1) hour prior to the scheduled match time.

ALCOHOL POLICY

All alcohol sales will end the conclusion of the 2nd set.

ANNOUNCEMENTS

Public address announcements are restricted to emergency situations only and must be requested through LSU Police at (225) 578-3231.

ARENA ENTRANCES

The arena entrances for fans are located in the Lower SE, SW, & NW. The ADA entrance is located in the Lower SE. All credentials, staff, media, Visiting Team, coaches, and officials will enter at the Lower NE.

ARTIFICIAL NOISE-MAKERS

Southeastern Conference rules do not permit artificial noise-makers to be brought into or used in the arena.

BANNERS, POLES & SIGNS

Banners and signs may not be hung and poles may not be brought into the Maravich Center except as approved by LSU. Approved banners and signs must be removed after each match.

CAMERAS

Cameras are permitted in the Maravich Center for both fans and working news media. Video cameras are NOT permitted in the Maravich Center except for the working news media. Flash photography is not permitted during play.

CLEAR BAG POLICY

See clear bag policy on page 7.

FIRST AID

Acadian Ambulance personnel will be located in the Lower NE Corridor.

GAMEDAY WEBSITE

The official website for LSU Athletics is LSUsports.net. The official gameday website is LSUsports.net/Gameday

GATES

All gates will open 1 hour prior to the start of the match.

GUEST SERVICES KIOSK

Located on the PMAC pad when approaching the facility.

GUEST SERVICES HOTLINE

For assistance, fans should call the LSU Guest Services Hotline at (225) 578-4085. It is available on weekdays from 8:30 AM – 5:00 PM as well as gamedays before, during and after the game.

LOST & FOUND

Items found during the match will be held at the score table until the match concludes then turned over to LSU Police. Items found during clean-up will be turned over to LSU Police at the Public Safety Building on South Stadium Drive. Call (225) 578- 3231 to ask if your item has been turned in.

LOST OR MISSING PERSONS

Please stay with individual until the missing person is found. Mike's Tiger Tag wristbands are available at each entrance. Please use these wristbands to identify children or individuals that need special assistance.

MATCH DAY PROGRAMS

Programs are available FREE of charge at the Maravich Center concession stands, merchandise area and entrances.

MEDIA REQUEST

All media request will be directed to Athletics Communications.

PARKING

See parking map on page 8 for public and reserved parking. Team transportations parking will be provided near the Lower NE entrance in Lot 201 off North Stadium Drive.

PROHIBITED ITEMS

Bookbags, outside food or beverages, containers, video cameras, selfie sticks, tripods, over-sized chair backs or large items, noise makers, umbrellas, bikes, skate boards, scooters, no weapons, no animals (except service animals), flags, signs, banners, illegal drugs, cigarettes or vape.

RE—ENTRY

Cameras are permitted in the Maravich Center for both fans and working news media. Video cameras are NOT permitted in the Maravich Center except for the working news media. Flash photography is not permitted during play.

RESTROOMS

Located in Lower SE, Lower SW, and Lower NW corridors and on the Upper Concourse.

SMOKING & TOBACCO USE

Smoking and the use of all tobacco products on the LSU Campus is prohibited. This prohibition applies to all individuals while on the LSU Campus, including faculty, staff, students, administrators, contractors, and visitors. Cigarettes, e-cigarettes, cigars, smokeless tobacco, snuff, pipes, and chewing tobacco are not permitted.

STANDING DURING MATCHES

LSU encourages fans to be courteous of other fans in choosing to stand during matches. Spontaneous reaction to plays or significant events is expected and encouraged. Continued standing during match action when other fans are sitting is discouraged and will be addressed by LSU Event Staff if complaints from other fans are reasonable and continuous.

UMBRELLAS

Umbrellas may be brought into the Maravich Center but may NOT be opened at any time inside the arena.

CLEAR BAGS ONLY

LSU ATHLETICS SUPPORTS A SAFE AND FAN FRIENDLY ENVIRONMENT

ALLOWED



CLEAR TOTE
Plastic, Vinyl, or PVC
and no larger than
12" x 6" x 12"



PLASTIC ZIP TOP BAG
No larger than
1 Gallon • Re-Sealable • Clear



SMALL CLUTCH PURSE
No larger than 4½ x 6½"



SEAT CUSHION
No pockets and
no larger than 16"



MEDICAL ITEMS
Items Related to
a Medical Condition



WATER BOTTLE
1L/32oz Factory
Sealed Water Bottle

PROHIBITED ITEMS

LSU ATHLETICS SUPPORTS A SAFE AND FAN FRIENDLY ENVIRONMENT

NOT ALLOWED



NO BACKPACKS



NO OUTSIDE FOOD
OR BEVERAGES



NO CONTAINERS



NO VIDEO CAMERAS,
SELFIE STICKS,
OR TRIPODS



NO OVERSIZED
CHAIRBACKS OR
LARGE ITEMS



NO NOISEMAKERS



NO UMBRELLAS



NO BIKES, SKATEBOARDS,
OR SCOOTERS



NO WEAPONS



NO INFLATABLES



NO ANIMALS
(EXCEPT SERVICE ANIMALS)



NO FLAGS, SIGNS
OR BANNERS



NO ILLEGAL DRUGS



TOBACCO FREE CAMPUS
NO SMOKING or
VAPING



GUEST SERVICES
(225) 578-4085

TEXT "LSU" <SPACE> ISSUE & LOCATION
TO 69050

SOCIAL UPDATES
@LSUgameops



PETE MARAVICH ASSEMBLY CENTER VOLLEYBALL

1. Follow the Event Planning Checklist Guidelines.
2. Check the location and the integrity of the following:

Telephones: (All area codes are 225)

578-2050	Broussard Center for Athletic Training
266-6307	Head Coach Tonya Johnson (office)
397-2849	Madison Amaya Staff Athletic Trainer (cell)
850-543-7308	Dr. Stephen Etheredge (cell)-on-call for all practices/games
921-4992	Dr. Carey Winder (cell)-on-call for all practices/games

Phone Number List:

Located in the Pete Maravich Assembly Center Athletic Training Room and the Broussard Center for Athletic Training.

Emergency Equipment:

Located in the Fluid Prep Room: AED (in Red bag in closet) , Spineboard, Crutches/Cane, Splints, Biohazard Supplies.

All equipment on arena floor during competition.

Gate locks:

Arena keys are held by game day management. Coaches have key to padlock for fire-escape door in auxiliary gymnasium. Glass door keys-ATC.

Check Competition Surface:

Inspect arena and auxiliary floor for dust, debris and moisture and sideline areas for obstacles, inspect athletic training room and locker room for possible hazards.

3. **Ambulance Entry:**

Main Arena:

*Turn R off Nicholson to North Stadium Drive. Turn L into gated parking lot at the East end of the Pete Maravich Assembly Center across from Tiger Stadium. Follow driveway around to the Northeast corridor. *This gated lot would be accessible to emergency medical services during restricted hours and opened after 4:30pm Monday - Friday.*

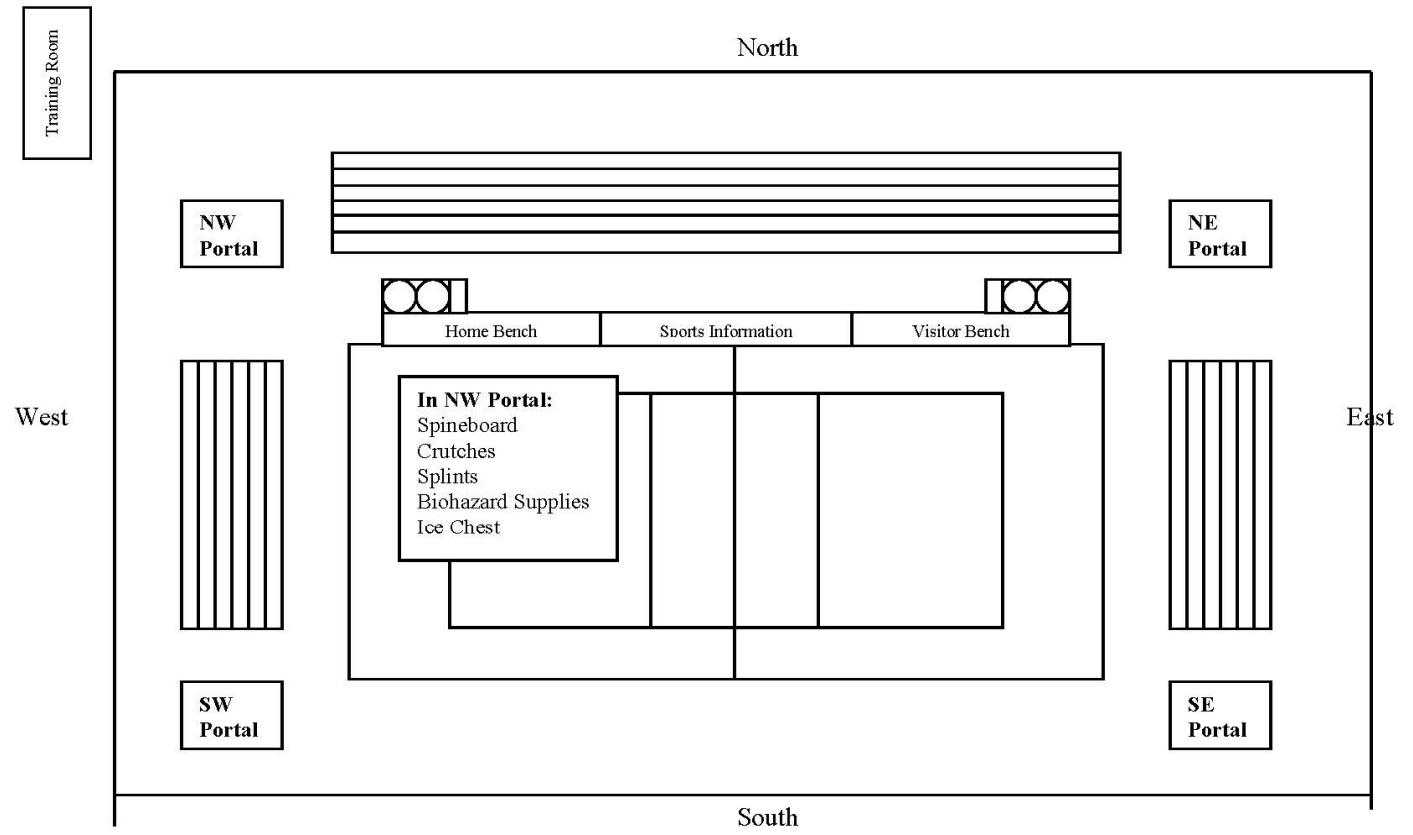
4. Map of Pete Maravich Assembly Center with Auxiliary Gymnasium

(SEE ENCLOSURE)

5. **Injury Management Procedure- See Emergency Management Plan and specific injury protocol.**

PETE MARAVICH ASSEMBLY CENTER VOLLEYBALL

VOLLEYBALL (PMAC) Set-up



2022 MARKETING SCHEDULE

26-Aug	FRI	TOURNAMENT: LSU VS. SAM-	10:00 AM		HOME OPENER	
26-Aug	FRI	TOURNAMENT: LSU VS. HOU-	7:30 PM			Chick-Fil-La
27-Aug	SAT	TOURNAMENT: LSU VS. RICE	2:00 PM			
2-Sep	FRI	TOURNAMENT: LSU VS. TROY	10:00 AM			
2-Sep	FRI	TOURNAMENT: LSU VS. IOWA STATE	7:30 PM			
3-Sep	SAT	TOURNAMENT: LSU VS. PENN STATE	2:00 PM			
21-Sep	WED	ARKANSAS	7:00 PM		SEC HOME OPENER Greek Night	Season T-Shirt Giveaway
30-Sep	FRI	OLE MISS	7:00 PM		Gold Match	Gold Pom Poms Student Food Giveaway
1-Oct	SAT	OLE MISS	6:00 PM		Alumni Day/50 Years of Women	
5-Oct	WED	AUBURN	7:00 PM		Faculty & Staff Appreciation Night	Cane's Giveaway Mug for Faculty
23-Oct	SUN	SOUTH CAROLINA	1:00 PM		Breast Cancer Awareness (Dig Pink) Girl	Cane's Food Giveaway Pink Rally
29-Oct	SAT	MISS STATE	6:00 PM		Hometown Heroes	Bucket Hat Giveaway
30-Oct	SUN	MISS STATE	1:00 PM		Mike's Kids Club Day/Voll-o-Ween	Trick or Treat with the team post-
25-Nov	FRI	GEORGIA	3:00 PM		Pack the PMAC	T-Shirt Giveaway
26-Nov	SAT	GEORGIA	12:00 PM		Senior Day	

SAMPLE TIMING SHEET

LSU

LSU VOLLEYBALL

Sunday, November 21, 2021

TV: SECN+



TEXAS A&M

vs.

LSU



FIRST SERVE

1:02 PM

COUNTDOWN	TOD START	TOD END	ACTIVITY
	10:55 AM	11:25 AM	LSU SERVE/PASS
	11:16 AM		START 99 MINUTE CLOCK
	11:25 AM	11:55 AM	TEXAS A&M SERVE/PASS
	11:55 AM		COURT AVAILABLE FOR SHARED WARM UP
0:30	12:25 PM		COIN TOSS
0:19	12:36 PM	12:40 PM	TEXAS A&M COURT
0:15	12:40 PM	12:44 PM	LSU COURT
0:11	12:44 PM	12:49 PM	TEXAS A&M COURT
0:06	12:49 PM	12:54 PM	LSU COURT
0:01	12:54 PM		FINAL TEAM HUDDLE
0:00	12:55 PM		NATIONAL ANTHEM
	12:57 PM		TEXAS A&M INTRODUCTIONS
	12:59 PM		LSU INTRODUCTIONS
	1:02 PM		FIRST SERVE

STARTING LINE-UPS

All players will go to their team bench at the end of warm-ups. As each starter is introduced, she will run from the bench to the end line of her court. Non-starters WILL NOT be introduced.

IN-GAME TIMING AND PROTOCOLS

- ESPN, SEC Network, and SEC+ will take one in-action break in each set.
- The break will be taken on the first team called timeout of each set, or when the first team reaches 15 on the scoreboard.
- Should a 5th set be needed to determine the match, an in-action break will be taken on the first team called timeout or the first team to reach 8 on the scoreboard.
- Each in-action break will total 1:45 in length. Each break between sets will be 3:00.

TIME-OUTS

All timeouts will be 90 seconds in length.

- Each team is entitled to a maximum of two timeouts per set. Consecutive timeouts may be requested by either team without a resumption of play between timeouts.
- Media timeouts occur in each set when the first team has scored 15 points (eight points in the deciding set), unless a team has requested a timeout prior to that point.
- Teams must return to the court and prepare to play immediately when the referees indicate that the timeout has ended.




MATCH OFFICIALS

- Referee 1 Andy Martin
- Referee 2 Scott Lowery
- Line Judge 1 Luis Herrera
- Line Judge 2 Kevin Wiemken

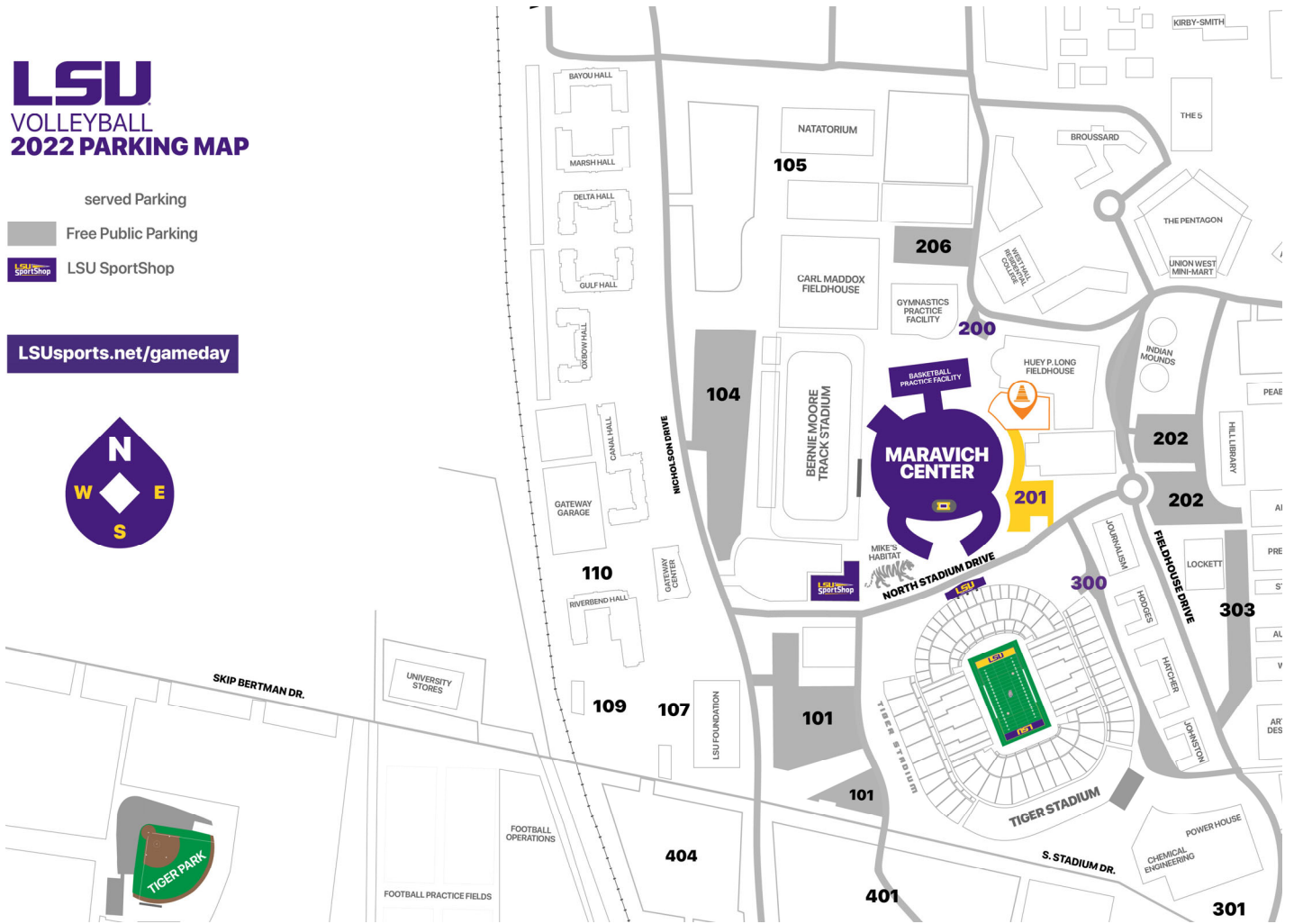
2021 PARKING MAP

LSU

LSU VOLLEYBALL 2022 PARKING MAP

-  served Parking
-  Free Public Parking
-  LSU SportShop

LSUsports.net/gameday



ATHLETIC TRAINING ROOM

Located in the Lower NW corridor across from the Women's Basketball Locker Room

ATM

Located at the LSU SportShop on North Stadium Dr. next to Mike the Tiger's Habitat

BAND SEATING

Located in Section 117 & 118

CONCESSIONS

Operated by Aramark and located throughout the south concourse

COURTSIDE CLUB

Located at the Lower NW corridor across from the Women's Basketball Locker Room

CURTAIN ROOM

Located in the Lower SW corridor across from the LSU Volleyball Locker Room

LSU VOLLEYBALL LOCKER ROOM

Located in the Lower SW corridor across from the Curtain Room

MEDIA WORK ROOM

Located in the Lower NE corridor across from the Visiting Team Locker Room

MEDIA WILL-CALL

Located at the Lower NE entrance next to Lot 201. A guest service representative will be at the entrance to check bags and manage credential pick-up

MERCHANDISE

Located on the concourse near the SW entrance

SPIRIT

Located in sections 106 & 107

STUDENT SEATING

Volleyball matches are general seating. There is not a specific section for students

VISITING TEAM LOCKER ROOM

Located in the Lower NE corridor. Visiting Teams will enter through the Lower NE entrance next to Lot 201

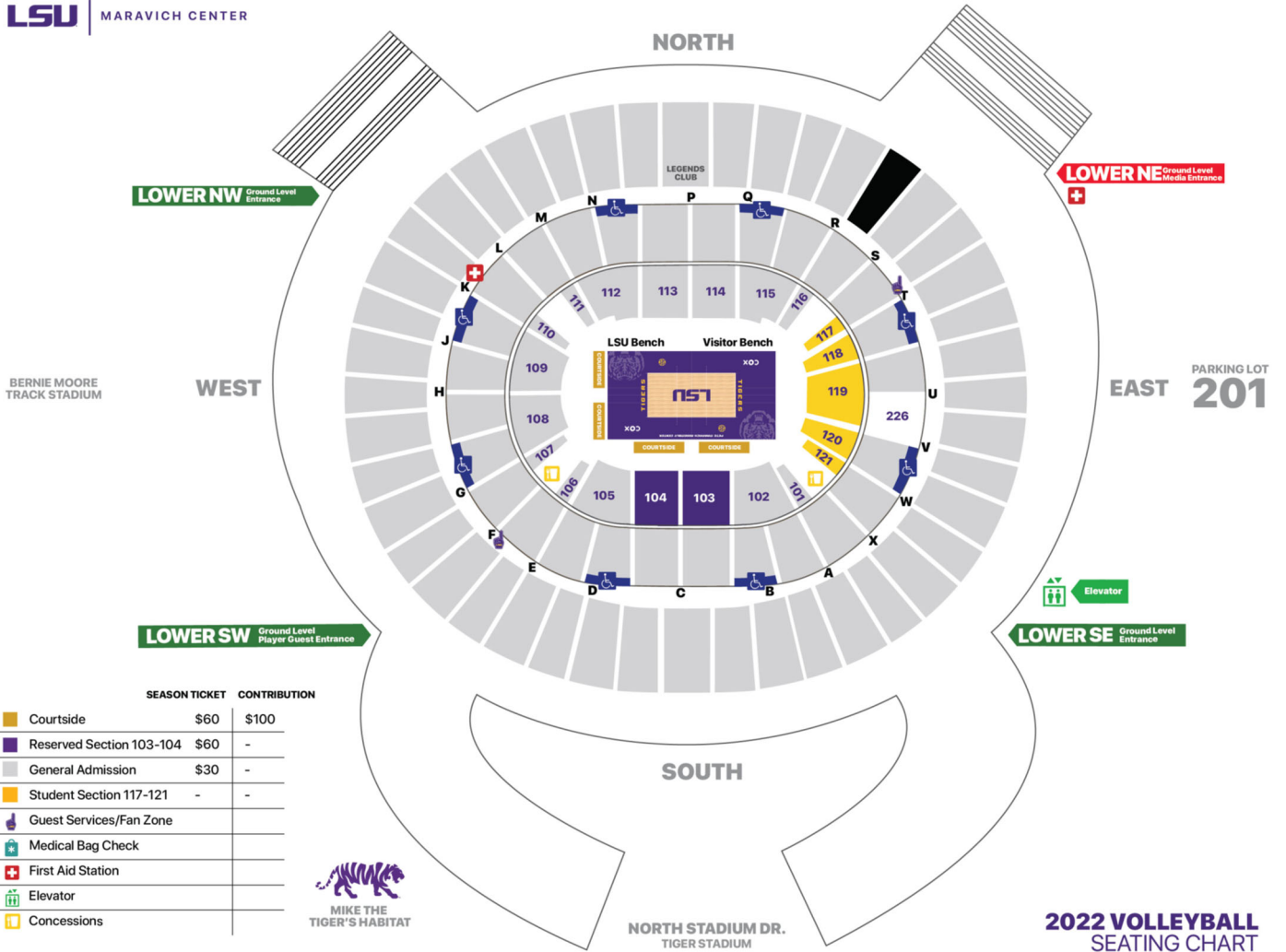
WORKING WILL-CALL

Located at the Lower NE entrance next to Lot 201. A guest service representative will be at the entrance to check bags and manage credential pick-up

2022 PMAC SEATING CHART

LSU

LSU | MARAVICH CENTER



SEASON TICKET CONTRIBUTION

	SEASON TICKET	CONTRIBUTION
Courtside	\$60	\$100
Reserved Section 103-104	\$60	-
General Admission	\$30	-
Student Section 117-121	-	-
Guest Services/Fan Zone		
Medical Bag Check		
First Aid Station		
Elevator		
Concessions		



2022 VOLLEYBALL SEATING CHART

2022 VOLLEYBALL SCHEDULE



DATE	TIME	OPPONENT	LOCATION
PRE-SEASON			
FRI. AUG. 26 TH	LSU HOME TOURNAMENT		BATON ROUGE, LA
	10:00 AM CT	LSU vs. SAMFORD	
SAT. AUG. 27 TH	12:30 PM CT	RICE vs. HOUSTON	BATON ROUGE, LA
	5:00 PM CT	RICE vs. SAMFORD	
FRI. SEPT. 2 ND	7:30 PM CT	LSU vs. HOUSTON	BATON ROUGE, LA
	LSU HOME TOURNAMENT		
SAT. SEPT. 3 RD	10:00 AM CT	LSU vs. TROY	BATON ROUGE, LA
	12:30 PM CT	IOWA ST. vs. PENN ST.	
SAT. SEPT. 3 RD	5:00 PM CT	PENN ST. vs. TROY	BATON ROUGE, LA
	7:30 PM CT	LSU vs. IOWA ST.	
FRI. SEPT. 9 TH - SAT. SEPT. 10 TH	11:00 AM CT	TROY vs. IOWA ST.	MILWAUKEE, WI
	2:00 PM CT	LSU vs. PENN ST.	
FRI. SEPT. 16 TH - SAT. SEPT. 17 TH	TBD	MARQUETTE / UW-MILWAUKEE MARQUETTE UW-MILWAUKEE	NEW ORLEANS, LA
	TBD	TULANE TOURNAMENT Tulane Oregon State TBD	
SEC			
WED. SEPT. 21 ST	7:00 PM CT	ARKANSAS	BATON ROUGE, LA
SAT. SEPT. 24 TH	4:00 PM ET	KENTUCKY	LEXINGTON, KY
SUN. SEPT. 25 TH	1:00 PM ET	KENTUCKY	LEXINGTON, KY
FRI. SEPT. 30 TH	7:00 PM CT	OLE MISS	BATON ROUGE, LA
SAT. OCT. 1 ST	6:00 PM CT	OLE MISS	BATON ROUGE, LA
WED. OCT. 5 TH	7:00 PM CT	AUBURN	BATON ROUGE, LA
SAT. OCT. 8 TH	4:00 PM ET	FLORIDA	GAINSEVILLE, FL
SUN. OCT. 9 TH	2:00 PM ET	FLORIDA	GAINSEVILLE, FL
WED. OCT. 19 TH	7:00 PM CT	ALABAMA	TUSCALOOSA, AL
SUN. OCT. 23 RD	1:00 PM CT	SOUTH CAROLINA	BATON ROUGE, LA
SAT. OCT. 29 TH	6:00 PM CT	MISSISSIPPI ST.	BATON ROUGE, LA
SUN. OCT. 30 TH	1:00 PM CT	MISSISSIPPI ST.	BATON ROUGE, LA
SAT. NOV. 5 TH	5:00 PM ET	TENNESSEE	KNOXVILLE, TN
SUN. NOV. 6 TH	1:00 PM ET	TENNESSEE	KNOXVILLE, TN
SAT. NOV. 12 TH	2:00 PM CT	MISSOURI	COLUMBIA, MO
WED. NOV. 16 TH	7:00 PM CT	TEXAS A&M	COLLEGE STATION, TX
FRI. NOV. 25 TH	3:00 PM CT	GEORGIA	BATON ROUGE, LA
SAT. NOV. 26 TH	12:00 PM CT	GEORGIA	BATON ROUGE, LA

GAMEDAY CONTACTS

Keonte' Herrera Assistant Communications Director
Chris Parent Photography Director

GAMEDAY STAFFING

Keonte' Herrera
Chris Parent
4 Communication Student Workers
Libero Tracker
Stat Inputter
Scoreboard Operator
Official Scorer
Stat Caller

PRE-SEASON PREPARATION

1. Develop season long social media plan
2. Coordinate gameday media needs such as credentials and parking needs/ request with event management

OPERATIONS AND RESPONSIBILITIES

- MEDIA AREAS
 - Media areas are located in the courtside seating table on the south side of the facility.
 - Media work room will be located in the lower NE corner directly across from the visiting team locker room
 - Photographers are allowed access on the courtside seating area or around court
- INTERVIEW AREAS
 - No pre-game interviews
 - Postgame interviews done on the court. Interviews at the discretion of the SID
- MEDIA CREDENTIALS
 - Media request will be directed to SID
 - All credentials are season long and are granted access to the media areas of the facility. Landmark Staffing will enforce access into these areas
 - Media Will Call is located at the Administration Building with Communications or at the Lower NE entrance on gamedays
- STATS CREW
 - Hire and manage Stat Inputter, Stat Caller, Official Scorer, Libero Tracker, Scoreboard Operator
 - Provide stats computer
 - Coordinate with marketing during match for stat input
- TELEVISION
 - Coordinate all media requests including television, media outlets, and photography
 - Finalize stats and send to SEC, NCAA and opposing teams

GAMEDAY OPERATIONS

1. Hire, schedule, and manage Stat Inputter, Stat Caller, Official Scorer, Libero Tracker, Scoreboard Operator
2. Issue all media credentials – Communications staff will monitor for people with credentials that do not belong

GAMEDAY OPERATIONS (cont.)

3. Assign seating at the scorer's table
4. Place challenge cards on visiting and home bench
5. Provide meals or meal vouchers for media members
6. Coordinate with Athletic IT and Facility staff to make sure that internet connections are up and operational
7. Assist in the coordination of computer stats and supplying stats to media crew and visiting team during the match
8. Responsible for troubleshooting any issues dealing with the stat monitors and distribution of stats
9. Set up post match interview area if needed
10. Set-up stat computer, team iPads and printers at the scorer's table
11. Assign and place name cards on scores table
12. Oversee gameday social media
13. Update the home team schedule on the LSU Sports website

GAMEDAY CONTACTS

Madison Amaya Assistant Athletics Trainer

GAMEDAY STAFFING

Madison Foust
1 Student Trainer
1 Team Doctor

OPERATIONS AND RESPONSIBILITIES

- TRAINING ROOM
 - Training Room will open 2 hours prior to match start
 - Sideline setup will be completed before pregame meal
 - Athletic trainer handles team health and wellness areas including athletic training and medical appointments. Trainer also coordinates with the visiting team's athletic trainer for their game day needs. Practice and game day set up for home and visiting teams.
- VISITING TEAM LOCKER ROOM
 - Visiting Team Locker Rooms will be placed with towels, drinks and any additional medical items
 - Setup and available before pre-game meal
- DOCTORS
 - Coordinate gameday coverage to include team physicians/doctors, athletic training students, assistant athletic trainers, Acadian ambulance
- VISITING TEAM
 - Coordinate with the visiting team athletic training staff on any special needs
- OFFICIALS LOCKER ROOM
 - Provide ice and towels

GAMEDAY OPERATIONS

1. Coordinate with Phil West on all Ice Orders
2. Coordinate injury replay personnel and procedures
3. Coordinate pre-season training with Acadian Ambulance and team doctors for catastrophic injury and player transport
4. Communicate with Event Management on any specific training room needs for either team
5. Provide ice for both the home and visiting team locker rooms and bench area as well as the official's locker room.
6. Meet with Acadian Ambulance staff and Visiting Sports Medicine Team on the court prior to the game
7. Coordinate the assignment of student trainers to the home and visiting teams on game day
8. Ordering and placement of all emergency equipment for all injuries to players (fractures, heart failure, head injuries, etc.)
9. Provide medical service to game officials
10. Coordination with LSU team doctor
11. Coordinate staffing, policies and procedures for injury replay officials

GAMEDAY CONTACTS

John Schieve	Director of SEC Network Television Operations (ATHLETIC ADMIN BUILDING)
Ricky Marshall	(IN-VENUE)
Vance Venable	(IN-VENUE)

GAMEDAY STAFFING

John Schiebe
Ricky Marshall
Vance Venable
10 Gameday Crew

PRE-SEASON PREPARATION

1. Coordinate with LSU and respective networks to ensure everything needed for season is in place and ready

OPERATIONS AND RESPONSIBILITIES

- TELEVISION ANNOUNCERS
 - Announcers arrive approximately 1.5 hours prior to first serve
 - Announcers scheduled based on network viewing
 - Postgame interviews conducted at the conclusion of the match after the Alma Mater
- TELEVISION COMPOUND
 - Television Crews arrive approximately 7.5 hours prior to first serve
 - Power hook ups located in the Lower NE
 - TV truck stationed in Lot 201 next to Lower NE entrance
- CAMERA LOCATIONS
 - Camera on the base of North End
 - Slash
 - Handheld on Court
 - Left End Zone
 - 2 Net Cameras (DV Sport)
- PMAC SETUP/BREAKDOWN
 - Crew begins setting up 3 hours prior to match
 - Camera crew begin arriving 3 hours prior
 - Set-up of courtside equipment and net cameras
 - Postgame breakdown will begin immediately following the conclusion of the game. Cameras may be left depending on the next event

GAMEDAY OPERATIONS

1. Responsible for all ESPN/SEC Network television broadcast for matches
2. Manage communications between Timeout Coordinator and DVSport Technician
3. Issue all SEC/ESPN Non-Ticketed Working Credentials
4. Place camera in designated locations prior to the start of each match
 - 4 Camera locations with personnel at each location
 - 2 Net Cameras

GAMEDAY CONTACTS

Jeremy Arnold Assistant Director of Athletic Operations
Mike Denton Operations Intern
Bryan Paar Executive Director of Athletic Operations
Terrance Bold Assistant Director of Facilities & Grounds (Audio)

GAMEDAY STAFFING PROVIDED

Jeremy Arnold
Bryan Parr
Trey Lowry
Terrance Bold
Interns
Jani- King
5 Geaux Team/ Ball Krewe
DV Sport Replay Tech

PRE-SEASON PREPARATION

1. Create visiting team guide: send out to all departments and teams
2. Deliver meal tickets
3. Order signage for PMAC
4. Order credentials
5. Schedule pre-season operations meetings (monthly)
6. Create Landmark Staffing Guide
7. Schedule Acadian Ambulance and LSUPD
8. Create operations manual
9. Meet with Volleyball Coaching staff to go over any expectations for upcoming season
10. Test and repair all audio equipment
11. Deep clean all restrooms, upper and lower level seating, staircases, and arena concourse

OPERATIONS AND RESPONSIBILITIES

1. SAFETY AND SECURITY

- Medical
 - Acadian ambulance service will be on site for emergencies 1.5 hours prior to the start of the match
 - Located in the Lower NE portal near the visiting team
- Police
 - LSU Police will serve onsite and will arrive 1.5 hours prior to the start of the match
 - Located in the Lower NE portal near the visiting team

2. PARKING

- Team and Staff Parking will be in Lot 201. A request will be sent prior to the season.
- Visiting Team Parking will be located in Lot 201. Event Management and Director of Operations will work with team on arrival times and practice schedules.
- Parking lots open 3 hours prior to first serve

3. GUEST SERVICES

- Guest service kiosks will be available outside of the PMAC 1.5 hours prior to match time between the ramps on the South Pad

4. OFFICIALS

- Event Management will email officials timelines, event day sheets, and any special instructions a week prior to match day
- Officials will arrive at the NE entrance to the PMAC
- Officials Locker Room is located in the Lower SW corridor entrance across from the LSU Volleyball Locker room
- Event Management will be responsible for Official's meals post-game
- Officials will enter the court from the Lower SW and exit from same area

5. VISITING TEAM

- Visiting team will arrive at the lower NE entrance to the PMAC and bus parking will be located in this lot
- Team meals will be delivered to the Visiting Team Bus
- Event Management will work with Visiting Teams and Director of Operations for LSU on practice schedules and gameday operations

6. INSTANT REPLAY

- Event Management will be responsible for scheduling a DVSPORT Replay Technician
- Event Management will need to ensure equipment is functioning with DVSPORT system and television
- DVSPORT Replay Technician will be responsible for the set-up and breakdown of equipment
- DVSPORT Reply Technician will be responsible for troubleshooting any issues dealing with DVSPORT

7. CREDENTIALS

- Event Management staff will send a credential request form to necessary departments and order credentials prior to the start of the season and distribute to Working Personnel
- Media and Broadcast Communications will distribute to Media
- Landmark Staffing will enforce access into these areas

8. BALL KREWE

- Geaux Team will serve as Ball Krewe members. Ball Krewe responsibilities include collecting game balls that are out of bounds, giving new game balls to the officials and players and mopping floors after an athlete makes contact with the ground or between sets

9. OPERATIONS WILL SUPPLY ALL OF THE FOLLOWING:

- Extra radio batteries and chargers
- Office Supplies
- Campus & Facility Maps
- Timing & Game Day Personnel Sheets
- Emergency Action Plan
- Phone & Radio Contact List
- Event Day Sheets

GAMEDAY RESPONSIBILITIES

1. Set-up all lower entrances with bag check tables and signage
2. Brief Landmark Staffing before deployed to positions
3. Handout clickers and bag check tags at each entrance
4. Place timing and personnel sheets in visiting team, home team, officials, and media areas
5. Brief Ball Krewe / Acadian / Police on Game Day responsibilities
6. Verify that the official's locker room is properly set up
7. Conduct walkthrough of the facility several hours prior to doors opening
8. Manage visiting and home team food arrivals and ensure they are delivered and placed properly
9. Deliver parking list for Lot 201
10. Placing mop in middle court area for Ball Krewe
11. Take attendance and deliver via text messaging to Sport Administrator, Director of Operations, Assistant Director of Communications, Facilities Manager, and Assistant Director of Marketing
12. Pre-event preparations: set up floor, cleaning
13. In-event monitoring: addressing areas of concern (i.e. custodial operations/competition surface issues, electrical/elevator issues)
14. Post-event breakdown: depending on the next event in the facility, the facility will be cleaned then converted to the next event

OPERATIONS AND RESPONSIBILITIES

- **FACILITY MAINTENANCE**
 - Handles any HVAC, power/electrical, housekeeping, event setup/conversions
 - Assess and address situations pre-emptively and acutely
- **SOUND**
 - Maintenance and upkeep of all audio equipment including control units (mixer, cables, etc) as well as the speakers and amplifiers
 - PSS handles the majority of routine maintenance as well as in-game audio operations
- **CUSTODIAL SERVICE**
 - Oversight of day-to-day and event day custodial operations
 - Day -to-day operations are controlled by full-time custodial staff
 - An external group, Jani—King, handles event-day cleaning services
 - All facility operations are responsible for traditional custodial services such as trash cans, restroom cleaning, and seat cleaning
- **RESTROOMS**
 - Responsible for all restrooms both in terms of custodial services as well as maintenance and repair
 - Jani—King will clean and maintain the restrooms during events as well as post-event cleaning and full-time staff will handle any repairs if they arise to toilets, sinks, etc.
- **COURT SET-UP AND CLEANING PROCEDURES**
 - Install Teraflex court prior to each match, remove court at the conclusion of each home weekend
 - Tape lines for game court before each match—must place dash lines that extend the attack line
 - Set Scorer's table and place chairs
 - Place 15 chairs for visiting and home team bench
 - Set band stage in section 117
- **ELEVATOR OPERATIONS**
 - Consults with University Facilities Maintenance or external contractors
- **POWER**
 - Facilities works in conjunction with the University Facilities Maintenance staff to handle any power issues if they arise
 - Power issues require more trained professionals so they are responsible for day-to-day and for event day
 - Responsible for powering TV/production trucks when they are on-site for events

- **FACILITY ACCESS**
 - Oversees Facility Access credentials (keys, LSUID cards) and grants access as needed and approved
- **SCHEDULE STAFF AND INTERNS**
- **FACILITY WALKTHROUGHS**
- **MAINTAIN LOCKER ROOMS**

GAMEDAY CONTACTS

Alex Sjobakken	Assistant Director of Marketing
Julia Fecke	Marketing Graduate Assistant
Rhett Leblanc	Marketing Graduate Assistant
Sydney Harris	Marketing Graduate Assistant

GAMEDAY STAFFING

Alex Sjobakken
Julia Fecke
Rhett Leblanc
3 Gameday Interns

PRE-SEASON PREPARATION

1. Create a marketing plan
2. Work the team to formalize a plan for posters and schedule cards
3. Meet with Director of Ops/Coaches to go over plans for the season
4. Provide and manage game day staff
5. Create pre-game and in-game music playlist
6. Test videoboard to make sure everything is working
7. Communicate and schedule the PA Announcer

OPERATIONS AND RESPONSIBILITIES

- CHEER, BAND, AND SPIRIT
 - Tiger Band arrives at the time doors open. Must be ready at the 45 minute mark prior to match starting. Tiger Band located in section 117 and 118.
 - Spirit Squads arrive at the time doors open. Must be ready at the 45 minutes prior. Spirit Squads located in section 106 & 107
- PRESENTATIONS
 - Presentations elements may include: video presentations, on-court recognitions, fan giveaways, etc.
 - Presentations will enter the court from the lower NW portal as directed by a marketing representative
- AUTOGRAPHS
 - Coordinate with team to hold autographs in the Courtside Club following the end of the match
- GIVEAWAYS AND PROMOTIONS
 - Distribution for items will be located at the marketing tables in the Tiger Den Seating area (east of court) or at the Courtside Club.
- VIDEO BOARD/MUSIC
 - Marketing will produce the game presentation in the control room. A feed from broadcast may be requested and should be coordinated with Kevin Wagner
 - Control in-game video board operations
 - Control in-game music

PUBLIC ADDRESS

- Marketing will be in charge for scripting PA Announcements
- All emergency announcements must be available on match days for PA Announcers

GAMEDAY OPERATIONS

1. Coordinate on-court promotions and presentations for pre-game, timeouts, in between sets and post-game
2. Coordinate all rehearsal and production meetings
3. Schedule, prepare and manage PA Announcer

GAMEDAY OPERATIONS (cont.)

4. Send a marketing rundown of any needs to various groups (Event Management, Communications, Facilities, Spirit/Band, Production, Creative, and Photo)
5. Arrive 2hrs prior to first serve to begin playing music
6. Promotional items stored under bleachers
7. All experiences are managed and escorted by a Marketing Staff member
8. Provide interns to pass out giveaways
9. Coordinate with PSS and Athletic Facilities for music set-up and operations for match day
10. Communicate with band, spirit marketing, and production to ensure everyone is on the same page throughout the match
11. Run any sponsorship activations
12. Play music from laptop with a marketing representative to ensure they know when to play music

GAMEDAY CONTACTS

Lee Scioneaux Director of Video Boards/Live Events
Josh Green Video Production Specialist

GAMEDAY STAFFING

Lee Scioneaux
Josh Green

OPERATIONS AND RESPONSIBILITIES

- VIDEO BOARD
 - Coordinates with Marketing staff in the booth and at the PMAC on video board operations
- PRODUCTION ROOM (ATHLETIC ADMIN. BUILDING)
 - Crew call for an SECN+ is 3 hours prior to first serve
 - Crew call for a linear production is 3 hours prior to first serve
 - Meals delivered to Athletic Administration Building through Aramark
- IPTV
 - Conduct walk-through of facility 5 hours prior or after television is set up to ensure television monitors are correct and functioning

GAMEDAY OPERATIONS

1. Coordinates with Television Crews on feeds to the video board
2. Conduct audio check with PSS approximately 3 hours prior
3. Coordinate with IT on scoring feed if issues come up

GAMEDAY CONTACTS

Blaire Hiler Director of Operations

GAMEDAY STAFFING

Tonya Johnson
Jill Wilson
Kevin Inlow
Blaire Hiler
4 Managers

PRE-SEASON PREPARATION

1. Coordinate with date and time for team photoshoots & media day
2. Partner with event manager to update visiting team guides

OPERATIONS AND RESPONSIBILITIES

- LOCKER ROOM AND EQUIPMENT ROOM
 - Managers are responsible for facility and gym set up, locker room maintenance, placing towels in visiting and officials locker room, laundry, team gear and equipment, technology, pre- and post-game meal set up/break down
- AUTOGRAPHS
 - Coordinate with marketing to hold autographs in the courtside club following the match
- RESERVATIONS
 - Input practice & home tournament/game schedules into EMS for preseason and all of fall
 - Input LSU and visiting team practice request in to EMS
 - Reserve Courtside Room/ Legends Club for all pre-season meals
 - Reserve Curtain Room/ Legends Club for all pre-game meals
- PROMOTIONAL CALENDAR
 - Partner with Marketing on their promotional plan for the year
 - Coordinate special events such as: Kids Clinic, All-Staff meeting during preseason
- EQUIPMENT
 - Purchase necessary equipment/gear for the upcoming season
 - Design Ball Krewe tee shirts with creative services & partner with event manager for Geaux Team t-shirt order
- PERSONNEL UPDATES
 - Provide a list of updated team/staff members to the event manager
 - Provide new Tiger ID numbers to facilities for swipe access to PMAC
 - Coordinate

GAMEDAY OPERATIONS

1. Primary contact for LSU team and coaches during the week and on game day
2. Provide updated parking pass attendee list
3. Coordinate visiting team practice and gameday arrival times
4. Create home/away itineraries

GAMEDAY CONTACTS

Philip West Director of Operations

GAMEDAY STAFF

Philip West

PRE-SEASON PREPARATION

1. Meet with Event Management to discuss which stands will be used for the season

OPERATIONS AND RESPONSIBILITIES

- LOCATIONS
 - Concession stands located on the Upper South Concourse (Zoom and Tiger Classic)
 - Staff arrive 2 hours prior to match start
- STAFFING
 - Staff check in will be located in the Lower NE
 - Schedule staff members
- OFFICIALS' MEALS
 - Provide meals for each official on gameday
- MEDIA ROOM
 - Provide beverages and snacks to media personnel

GAMEDAY OPERATIONS

1. Aramark is the sole provider for Food and Beverage, including alcohol in the general concession areas
2. Manage and administer operations of all concession stands in the PMAC including portable carts and sub-vendors.
3. All alcohol sales in the PMAC will be conducted by Aramark staff
4. Ensure that the media room fridge and official's locker room fridge is stocked
5. Open Concession 1 hour prior to match start
6. Place snacks in the officials locker room 1.5hrs prior to start of match
7. Place meals in officials locker room at the start of the 2nd set.

GAMEDAY CONTACTS

Michael McDougall Administrative—Operations Manager

GAMEDAY STAFF

Michael McDougall

PRE -SEASON

1. Communicate with LSU to confirm the amount of staff and supervisors need for each game
2. Determine how many radios are needed and perform test around the PMAC on various channels
3. Begin building and scheduling each game 2 weeks prior to game date
4. Have staff called and confirmed at a minimum of 2 times during the week of a game to ensure attendance
5. Schedule a walkthrough with managers as to get/give a better understanding of positions and expectations of staff

OPERATIONS AND RESPONSIBILITIES

- LOCATIONS
 - See page 31 for locations, responsibilities, and report times.
- GUEST SERVICES
 - Provide a safe, entertaining and memorable gameday that celebrates history, enhances guest experiences and embraces the customer service skills and character of our Team Members.
 - See page 31 for HELP!

GAMEDAY OPERATIONS

1. Ensure parking lot is staffed properly
2. Print all deployment and event paperwork to be distributed in respective areas
3. Have all radio operations complete and ready to use/distribute
4. Distribute uniforms
5. Perform briefing with early staff members to inform them of the details of the event
6. Staff are checked in and directed to their respective locations with their event materials (radios, event day sheets, rosters, etc.)
7. A walkthrough is performed to see if any gates need staffing adjustment and to ensure uniforms are worn properly
8. Assist with any post game needs (autographs). A staff member is placed at each corner of the court to prevent anyone from entering the court
9. Once the PMAC starts to be cleared, ushers in the transverse area walk around and politely ask fans to exit the arena so cleaning can begin. Once the arena is cleared via the all-clear call from the usher supervisors and LSU, all ushers and upper gate staff are dismissed

LANDMARK EVENT STAFF



Game Time: 7:00 PM

LSU vs. MISSOURI
Oct. 6, 2021

SUPERVISOR: (3.0 HRS PRIOR)

EARLY CREW							
Position Type	Upper / Lower	Location	Report Time (Hrs. Prior)	On Post (Hrs. Prior)	Responsibilities	Notes	Preferred Staff
Security	Parking	Lot 201 - Entrance	3:45 PM	4:00 PM	Manage 201 parking admittance		
Security	Parking	Lot 201 - Pad	3:45 PM	4:00 PM	Assist in parking officials, VT team and LSU staff		
Security	Lower	L NE	4:15 PM	4:45 PM	Security - Lower Entrance Not Open	Visiting Team	
Security	Lower	L SE	4:15 PM	4:45 PM	Bag Check / Clicker	ADA Entrance	
Security	Lower	L SW	4:15 PM	4:45 PM	Security - Lower Entrance Not Open		
Security	Lower	L NW	4:15 PM	4:45 PM	Security - Lower Entrance Not Open	Home Team	
Security	Lower	Elevator	4:15 PM	4:45 PM	Bag Check / Clicker	Bag Checker / Ticket Taker	
Security	Lower	L NE Portal - Closer to Court	4:15 PM	4:45 PM	Restrict Access to Portal	Team / Credentialed Staff Only	
Security	Lower	L NW Portal - Closer to Court	4:15 PM	4:45 PM	Restricted Access to Portal	Team / Credentialed Staff Only	
Security	Lower	L SE Portal - Closer to Court	4:15 PM	4:45 PM	Fan Assist	Lower SE Concession Stand Will Be Open	
Security	Lower	L SW Portal - Closer to Court	4:15 PM	4:45 PM	Restricted Access to Portal	Team / Credentialed Staff Only	
Security	Upper	Roamer / Upper SW Entrance	4:15 PM	4:45 PM	Check credentials pre-doors opening, transition to SW entrance	Will transition to an Upper Entrance / Bag Checker	

A briefing will be conducted prior to being on post - 2 hrs., 15 minutes prior Briefing 4:30 PM

SUPERVISOR: (2.0 HRS PRIOR)

NORMAL CREW							
Position Type	Upper / Lower	Location	Report Time (Hrs. Prior)	On Post (Hrs. Prior)	Responsibilities	Notes	Preferred Staff
Security	Upper	U NE	5:00 PM	5:30 PM	Bag Check / Click Attendance		
Security	Upper	U NW	5:00 PM	5:30 PM	Bag Check / Click Attendance		
Security	Upper	U SE	5:00 PM	5:30 PM	Bag Check / Click Attendance		
Security	Upper	U E	5:00 PM	5:30 PM	No Entry, Exit Only		
Security	Upper	U W	5:00 PM	5:30 PM	No Entry, Exit Only		
Security	Upper	U S - East & West of TO	5:00 PM	5:30 PM	No Entry, Exit Only	Ensure Both East & West Are Exit Only	
Security	Lower	North Lower Seating Area Sec	5:00 PM	5:30 PM	Security - First 2 Rows Will Not Be Open For Public Seating		
Security	Lower	North Lower Seating Area	5:00 PM	5:30 PM	Security - First 2 Rows Will Not Be Open For Public Seating		
Security	Lower	Visiting Team Locker Room	5:00 PM	5:30 PM	Security - Men's Basketball Locker Room Hallway	Tournament Visiting Teams Using This Hall Only	

A briefing will be conducted prior to being on post - 1 hr., 45 minutes prior Briefing 5:15 PM

HELP!

HELP!

HELLO ENGAGE LISTEN PRIDE LAGNAPPE

The LSU Athletic Department strives to create a **safe,**

entertaining and memorable gameday that

celebrates history, enhances guest experience

and embraces the **customer service skills** and

character of you, our **Team Members.**

The **impact** of our **Team Members** is **tremendous,**

beginning from the **first interaction** of the day and

ending when the last guest leaves the venue. By

applying the principles of **HELP!, Team Members**

contribute to the **excellent level of guest service**

while also helping to **create moments that make LSU**

a place like no other.

H

HELLO

Say "Hello"! Every interaction should include a positive, welcoming greeting and farewell.

- Approachable
- Positive Attitude
- "Welcome to LSU!" / "Have a Great Night!" / "Geaux Tigers!"

E

ENGAGE

Engage our guests to create memorable experiences.

- Knowledgeable
- Proactive
- Willing to Assist

L

LISTEN

Listen to our guests and understand their needs.

- Body Language
- Invested
- Complete the Interaction

P

PRIDE

Take **Pride** in your appearance, behavior and role.

- Value Yourself
- Represent LSU
- Understand Your Impact

!

LAGNAPPE

Lagnappe represents a little something extra for our guests.

- Connect with Guests
- Add Your Louisiana Touch
- Create Memorable Experiences



GAMEDAY CONTACTS

Logan Schroeder Sr. Account Executive, Client Services

GAMEDAY STAFF

Logan Schroeder
2 Student Interns

OPERATIONS AND RESPONSIBILITIES

- PROGRAMS
 - All programs will be placed at the lower SE and SW entrances
- ACTIVATIONS
 - All Activations coordinated with Event Management to ensure that location and set-up are approved.
- COURTSIDE VIDEO BOARDS
 - Sports Properties is responsible for all courtside video board tables
 - Boards turned on and ready 1.5 hours prior to match

GAMEDAY OPERATIONS

1. Coordinate sponsorship activities on match days to include: Displays outside of the PMAC, Sponsorship signage in and around the PMAC, Radio Broadcast and Gameday Programs
2. Liaison to match day sponsorships and gameday promotional activities

GAMEDAY CONTACTS

Jack Devereux	General Manager
Tia Morgan	Assistant Manager

GAMEDAY STAFF

Jack Devereux
Tia Morgan

OPERATIONS AND RESPONSIBILITIES

- LOCATIONS
 - Portables are located in the Upper SW of the concourse
 - Main LSU Sport Shop located next to Mike the Tiger's Habitat
- STAFFING
 - Staff check in will be located in the Lower NE
 - Staff arrive 30 minutes prior to gates opening
- STAFFING
 - Hire and train staff for gameday operations

GAMEDAY OPERATIONS

1. Set up kiosk and counter
2. Merchandise kiosk/counter and test POS
3. Set up and open kiosk to customers
4. Coordinate retail restocking