

Welcome to Game Day USA!

Congratulations and welcome to the Game Day USA internship program!

This summer you will be assisting our different departments to see the inner workings of Game Day USA. We have multiple facets that are imperative to the success of our business and if one department fails, we all fail.

Some key qualities to working with Game Day USA include are the following:

- The ability to work under pressure and a fast-paced environment when necessary
- Clear communication and listening skills
- Organizational and time management skills
- On-the-job training will occur as we are ever changing from week to week

Like some internship positions, you may be wondering if you are going to be filing papers or other mundane tasks, but that is not the case with Game Day USA. All of you will be playing a pivotal role in our success as a company. This summer we have over 200 baseball and fast pitch softball events. That being said, there is ALWAYS something to do in the office, whether it is assisting with customer service phone calls, packing vans for the weekend, database entry for our multiple events, scheduling for all of the teams, and directing events!

There are many ins-and-outs of event management that you will continue to familiarize yourself with over the course of the summer. We are looking forward to having you on board and can't wait to get started on this fun journey!

If you have any questions or concerns throughout the summer, please do not hesitate to give me a call, text, or email.

Thanks,

Michelle Batts

Director of Softball/Internship Coordinator

michelle@gamedayusa.com

(630) 415 - 8854

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2015 Summer Goals and Expectations

Departments within Game Day USA

- Management and Operations (Rich Janor, President)
- Registration, enrollement and transfers (Karen Pugliese - Event Manager)
- Accounting & Finance (Mary Kay Lang – Vice President – Finance and Operations)
- Event Scheduling (Ryan Rosmonowski – Director of Events and Operations)
- Customer service and event information (John Binek – Director of Events and Development)
- Game Day USA Special Events (Mike Moyzis – Vice President – Special Events)
- Fast pitch softball (Michelle Batts – Director of Softball Events)
- Warehouse Management and Tournament Inventory (Eric Theilacker – Warehouse Manager)
- Marketing and Public Outreach (Mike Moyzis and Michelle Batts)

Goals/Objectives: (List here your own professional goals for this internship. Be specific and list reachable objectives. You may also list how you will measure your accomplishments – how do you define your success?)

(Use reverse side if necessary)

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Office Etiquette and Attire

Game Day USA is a professional setting where we have many clients and customers that come in and out of the store. Here are some rules to remember while in office:

- Please refrain from being glued to your cell phone throughout the day. We have a lot happening and need your upmost attention.
- We are a business casual environment, so jeans are allowed (please bring a change of clothes for unpacking on Monday morning) in addition to polos and collared shirts.
- Please be ON TIME or early for work. It is crucial in event management to make sure you are well prepped for your daily and weekly tasks.
- Body language, emotional intelligence, and attitude is a key factor to success, so in high pressure situations please remain calm and collected.
- Please make the most of your time, especially while on the internet.
- Remember this is an unconventional 9-5 job, so remember to have FUN! 😊
- Customer service is crucial to this position, so please make sure to be well prompted before receiving or making phone calls.
- Remember, call or email Michelle at any time with any questions or concerns that you may have regarding your internship or work-related issues.

TOURNAMENT AVAILABILTY

- Please double-check your availability for weekend tournaments.
- Most tournaments will be on a case-by-case basis, so if you are available please be ready for a phone call later in the week to assist with tournaments.
- Located in your folder is every weekend Game Day USA is hosting events, please familiarize yourself with the schedule.