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CALLING ALL AUTO SHOW ADMISSIONS EXPERTS!
Oregon Convention Center invites you to the Portland International Auto Show information meeting and dinner on Tuesday, February 18 from 6:00pm – 8:00pm in meeting room F150.

If you’re wondering why the Portland International Auto Show hasn’t shown up on your schedule yet, you aren’t alone. The show is scheduled later in February this year, kicking off on Wednesday, February 19 with their Sneak Peek. This is a shift from the late January dates we’ve seen the past few years. With these later dates come a chance to hopefully avoid the snow and have more time to prepare for our largest event of the year!

Each year, we invite every Admissions team member who is helping us put on this incredible event to a pre-event informational meeting and training. At that meeting you’ll have the opportunity to hear from the planners behind the curtain of Auto Show, from our Events and Guest Services team, and get to mingle with fellow Admissions team members all while enjoying another amazing dinner and desert cooked up by our very own pacificwild chefs. This meeting is the best way to get the most up to date information for this year’s show as well as get an update on Oregon Convention Center happenings, safety procedures and updates. We’ll even cover your parking in the garage that night. If you’re working Auto Show this year, you don’t want to miss out on this meeting or the dinner we’ll serve! We love getting to see all of you there each year and am looking forward to another great meeting and amazing Auto Show week. We could not do this event without each of you – thank you ahead of time. See you February 18 at 6:00pm!

Erin Jepson, CVP, CMP  Director of Events and Guest Services
Oregon Convention Center
777 NE Martin Luther King, Jr. Blvd | Portland, OR 97232
ErinJepson@oregoncc.org
P 503-731-7890
oregoncc.org
SHIFTS DURING THE PORTLAND INTERNATIONAL AUTO SHOW

The Portland International Auto Show runs February 20 – February 23, 2020. As in previous years, this event utilizes both gate attendants and ushers. If you are scheduled to work the Portland Auto Show please do not give away or attempt to trade any shifts. If you need to change your shift(s) due to an unplanned conflict, please contact Colleen Schultz before you give anything away. Shift changes must be approved before any changes are made.

AVAILABILITY AND SCHEDULING

Be accurate when entering the start and end time on your availability. For example, by listing your end time at 10:00pm, and the event actually ends at 10:15pm, the automated scheduling system will not recognize the earlier time. The staff person with a 10:00pm end time listed will NOT get the shift, regardless of seniority. The same is true for start time; if the shift begins at 6:00pm but the start time you entered is 6:15pm, you will not get the shift. Trying to manipulate your start and end times will not help you get a shift you want to work, and in fact may result in the negative consequence of not being scheduled at all.

KUDOS TO ADMISSIONS STAFF

From the Event Custodians re: John Oliver event at the Keller on Sunday, December 29th

Event Custodian Lead Benhard wrote in his shift report: “We turned the theatre after the first show smoothly and it was ready for the next performance on time. This was made possible by the help of the Ushers, and all the EC’s expressed their sincere gratitude.”

Way to go Usher team! Thank you all for stepping up to create a positive experience for Portland’s patrons and coworkers!

THE IMPORTANCE OF A FOND FAREWELL

Hello! Welcome! How may I help you? May I show you to your seats? – We have countless ways to greet our guests with a warm welcome. But what about the warm welcome’s oft-forgotten counterpart, the fond farewell?

Just as they say, ‘you only get one chance to make a first impression,’ you only get one chance to make a last impression as well. The fond farewell is our chance to send one more message of good will to our guests. It is our last opportunity to potentially right any wrongs that have occurred during their time with us, or add an exclamation point to an already incredible experience.

There are numerous reasons why the fond farewell is often abandoned. It happens when we are at our most exhausted at the end of our shift. It can also seem a bit ridiculous to spit out “Thank you for coming” or “I hope you enjoyed the show” over and over like a robot on the fritz. Though these are both valid points, I would ask us all to find the will to overcome exhaustion and to take the time to make eye contact and thank each and every one of our guests for visiting. That one extra step can be the difference between an ordinary and extraordinary experience.
Spotlight Award Winner for December 2019

And the winner is.....Patricia McLean-Rogers!

Patricia was recognized by a coworker for going above and beyond training a new gate attendant. Patricia provided very detailed information and went out of her way to make the new gate feel welcome. Thank you, Patricia, for demonstrating the Metro value of Teamwork!

As reminder you can find Spotlight Recognition Nomination Sheets in the checkrooms. You can also ask a Lead or House Manager for assistance, or directly email your nomination to Colleen or Jeanne.

Please keep the nominations coming! We love to hear about moments like these that highlight what a stellar Admissions team is all about!

EVACUATION DRILLS
Evacuation drills will be held on February 16 in the Schnitzer, Keller, Newmark, Winningstad and Brunish Theatres.

LAMA MEETING
The next LAMA Meeting will be held on Wednesday, February 5 at 5:00pm in the 5th floor conference room of the Antoinette Hatfield Hall. All are welcome to attend.
AS OF: 1/23/2020 15:44

NOTE: ALL LISTED EVENTS ARE SUBJECT TO CHANGE WITHOUT NOTICE

ASCH = Arlene Schnitzer Concert Hall       KA = Keller Auditorium       NMK = Newmark Theatre       WIN = Dolores Winningstad Theatre       AHH = Arlene Hannah Theatre       BT = Brunish Theatre
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**Minimum availability for the month of March**

Regular Days: 9 ÷ 50% = 3
Peak Days = 25

You must be available for a minimum of 20 shifts and if you fail you must fall on a peak day.

**NOTE:** ALL LISTED EVENTS ARE SUBJECT TO CHANGE WITHOUT NOTICE

ASCH = Arlene Schnitzer Concert Hall
KA = Keller Auditorium
NMK = Newmark Theatre
WIN = Warneracres Theatre
AHH = Antoinette Hatfield Hall
BT = Brunish Theatre

**AS OF:** 1/22/2020 8:58
## Tentative Calendar for the Month of March

### Sunday
- **OSO Special**
  - Navy Poster/Guided Tour
  - 2:00pm (12:45pm)
  - 7:30pm (6:15pm)

### Monday
- **True West**
  - 9:00pm (6:45pm)

### Tuesday
- **OSO Youth Concerts**
  - 9:30 & 11:05am (8:45am)
- Two shows, one call time
- **WC**
  - 7:00pm (5:45pm)

### Wednesday
- **Literary Arts**
  - Everybody Reads
  - 7:30pm (6:15pm)

### Thursday
- **Emporium Presents**
  - Denzel Tapper's Neighborhood
  - 7:30pm (6:15pm)

### Friday
- **PYP**
  - 7:30pm (6:15pm)

### Saturday
- **OSO Classical**
  - 7:30pm (6:00pm)

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**NOTE:** All listed events are subject to change without notice.

**ASCH = Arlene Schnitzer Concert Hall**
**KA = Keller Auditorium**
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**WIN = Dolores Winningstad Theatre**
**AHH = Antoinette Hatfield Hall**
**BT = Brunish Theatre**

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**Minimum Availability for the Month of March**

Regular Days: 12 + 50% = 6
Peak Days: 14

You must be available for a minimum of 20 shifts and of those, 18 must fall on a peak day.
## Tentative Calendar for the Month of March

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Details</th>
<th>Venue</th>
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<tbody>
<tr>
<td>SUNDAY</td>
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<td>SATURDAY</td>
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</table>

### Minimum Availability
- For the month of March, you must be available for a minimum of 20 shifts and of those, 13 must fall on a peak day.
- Peak Days: 13
- Regular Days: 15
- You must be available for a minimum of 20 shifts and of those, 13 must fall on a peak day.

### Peak Month

**NOTE:** All listed events are subject to change without notice.

**ASCH:** Arlene Schnitzer Concert Hall  
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**NMK:** Newmark Theatre  
**WIN:** Dolores Winningstad Theatre  
**AHH:** Antoinette Hatfield Hall  
**BT:** Brunish Theatre
# Tentative Calendar for the Month of March

## Sunday
- **ASCH**
  - OSO Special
    - Heavy Petter/Guest of Par
    - 2:00pm (11:15pm)
    - 7:30pm (5:45pm)
- **KA**
  - True West
    - 8:00pm (6:15pm)
- **WIN**
  - Youth Concerts
    - 9:35 & 11:05am (8am)
    - Two shows, one call time
- **NMK**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)

## Monday
- **ASCH**
  - OSO Special
    - 9:00am (6:30am)
    - 7:30pm (5:45pm)
- **KA**
  - True West
    - 8:00pm (6:15pm)
- **WIN**
  - Youth Concerts
    - 9:35 & 11:05am (8am)
    - Two shows, one call time

## Tuesday
- **ASCH**
  - OSO Kids #3
    - Dance Party
    - 2:00pm (12:15pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **KA**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **WIN**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)

## Wednesday
- **ASCH**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **KA**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **WIN**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)

## Thursday
- **ASCH**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **KA**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
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- **WIN**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)

## Friday
- **ASCH**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
- **KA**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
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- **WIN**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
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## Saturday
- **ASCH**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
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- **WIN**
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)
  - Broadway Across America
    - Frozen
    - 7:30pm (5:30pm)

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**NOTE:** All listed events are subject to change without notice.

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**Minimum availability for the month of March**

- Regular Days: 14 + 50% = 7
- Peak Days = 14

You must be available for a minimum of 20 shifts and of those, 14 must fall on a peak day.
### Tentative Calendar for the Month of March

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<td>True West</td>
<td>OSO Special</td>
<td>Library Arts</td>
<td>Empire Present</td>
<td>PYP #3</td>
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<td>SUNDAY</td>
<td>Tim &amp; Eric</td>
<td>The Bachelor</td>
<td>Youth Concerts</td>
<td>Everybody Reads</td>
<td>Daniel Tiger's Neighborhood</td>
<td>Broadway Across America</td>
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**NOTE:** All listed events are subject to change without notice.

**Minimum Availability for the Month of March:**

- Regular Days: 14 = 50% = 7
- Peak Days: 14

You must be available for a minimum of 20 shifts and of those, 14 must fall on a peak day.

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**ASCH:** Arlene Schnitzer Concert Hall  
**KA:** Keller Auditorium  
**NMK:** Newmark Theatre  
**WIN:** Dobbes Wintergarden Theatre  
**AHH:** Antoinette Hatfield Hall  
**BT:** Brunish Theatre