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## IS THIS JOB FOR YOU?

Thank you for your interest in working for CSC. Before taking the time to complete the application and interview for the *Guest Services* position, we want to tell you what it is like to work for our company.

As a *Guest Services Team Member*, your required duties may vary greatly as CSC strives to continue providing the high levels of service that our clients and guests have come to expect at events. Some of the things you will do as a *Guest Services Team Member* are not glamorous, exciting or as convenient as others, however, it is part of the job. As a *Team Member*, you may be required to:

- Work shifts on holidays, weekends.
- Work night events that may extend later in the evening than other types of jobs.
- Deal with disorderly or intoxicated guests.
- Walk up and down stairs and stand in one place for long periods of time.
- Work outside in cold and rainy weather, depending upon your assignment.
- Be assigned a post, which may not afford you a view of the show or game.

Professional appearance is an important part of the CSC Guest Services' image. You will be given a dress code for events. At the event a CSC shirt or jacket will be assigned to you, which you are required to wear properly and in its entirety.

There are networks of service groups, which make up the Contemporary Services Corporation *Guest Services Team*. As a member of this Team, you will share our Company's goal of providing Guests with an impressive, consistent level of *friendly, attentive and responsive* service that will enhance the Guest's entertainment experience. As a Guest Services Team Member, you are also *sincere, positive* and *dependable*. You take your position seriously, care about your work and act as professionally as possible. Through your actions and professional performance as *Guest Services Team Members*, we can exceed Guest expectations.

Your important contribution will include:

- Initiating a sincere, friendly and personal greeting to guests as they arrive at the venue entrance, aisle, concourse area or other location.
- Being upbeat, alert and attentive to your job, not appearing distracted or disinterested. Making full eye contact with a guest so that the person knows you are focusing your full attention on him or her.
- Providing guests with helpful directions and/or suggestions, which will enhance their entertainment experience.
- Offering a sincere "*Thank you for coming*", "*We are glad that you are here*" or, "*We appreciate you coming tonight*", as you complete your encounter with each guest.
- Smiling! Whether you speak or not, your warm, sincere (not phony!) smile will make every guest feel welcome. This is a very important guest interaction.
- Using a natural speaking voice, with natural inflections and a friendly tone.
- Being as friendly with guests when they are departing, as you were upon their arrival. This means making eye contact, smiling and providing an appropriate phrase, such as "Good night, have a safe drive home" or "Good night, thank you for coming".

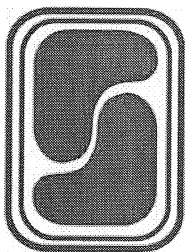
This position will not only provide you with valuable work experience, but will give you the opportunity to work events and make new friends.

I have read and understand the above guidelines. I wish to apply to become a part of the CSC Guest Services Team and agree to comply with these outlined requirements.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

PRINT YOUR NAME: \_\_\_\_\_



**NOTIFICATION AND AUTHORIZATION  
TO OBTAIN INFORMATION AND GENERAL WAIVER & RELEASE**

CSC strives to provide reliable employees with a background that is appropriate in relation to our business, our clients and the general public. It is also necessary in order to assure employees that their co-workers are reliable and trustworthy. To that end, we may complete a thorough background investigation of applicants before making an offer of employment, after making an offer of employment, or during employment. To assist with such an investigation, prospective applicants/employees must review and sign this Notification where indicated below.

In consideration of and as a condition of my employment with CSC, I hereby acknowledge and agree to the extent permitted by law, to submit to drug and alcohol testing, polygraph testing, a criminal background check, credit investigation, driving record check and/or personal background investigation prior to, during, or after I am hired.

I VOLUNTARILY AND KNOWINGLY AUTHORIZE ANY PRESENT OR PAST: EMPLOYER OR SUPERVISOR; COLLEGE OR UNIVERSITY OR OTHER INSTITUTION OF LEARNING; ADMINSTRATOR; LAW ENFORCEMENT AGENCY, STATE AGENCY, LOCAL AGENCY OR FEDERAL AGENCY; CREDIT BUREAU; COLLECTION AGENCY; PRIVATE BUSINESS; MILITARY BRANCH OR THE NATONAL PERSONNEL RECORDS CENTER; PERSONAL REFERENCE; OR OTHER PERSONS TO GIVE RECORDS OR INFORMATION THEY MAY HAVE CONCERNING MY CRIMINAL HISTORY, MOTOR VEHICLE HISTORY, SOCIAL SECURITY NUMBER, EARNINGS HISTORY, CHARACTER, OR EMPLOYMENT (INCLUDING REASONS FOR SEPARATION) OR ANY OTHER INFORMATION REQUESTED BY COMPANY.

I acknowledge and agree to hold CSC, its clients, the persons providing information pursuant to this Notification and their respective shareholders, directors, officers, employees, agents and their successors and assigns harmless, from any injury or damage of what ever nature arising from or caused by my submission to such testing and/or such investigation as the Company may request or require, including, but not limited to, the negligent administration of such test or such investigations. I agree that this waiver is to release the above named entities and individuals to the fullest extent permitted by law. I agree that any dispute that may arise out of, or relating in any way to this Notification, at the sole option of the Company, will be decided by an arbitrator under the rules of the American Arbitration Association governing labor arbitration and that any claim not commenced within 180 days of its accrual in a court of competent jurisdiction will be forever barred.

I ACKNOWLEDGE I HAVE HAD THE OPPORTUNITY, PRIOR TO SIGNING AND AGREENING TOITS TERMS, TO HAVE MY ATTORNEY REVIEW THIS NOTIFICATION AND HEREBY EXECUTE IT VOLUNTARILY AND WITH FULL KNOWLEDGE THAT IT IS BINDING ON MY LEGAL REPRESENTATIVES AND ME.

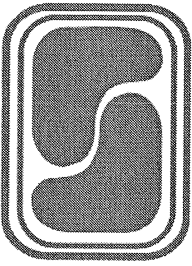
*Photocopies of this Notification are valid in lieu of the signed original.*

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Applicant/Employee Signature

Printed Name

Date



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## APPLICATION FOR EMPLOYMENT

CSC is an equal opportunity employer. CSC considers all applicants for positions without regard to race, religion, sex, national origin, age, disability, ancestry, physical and/or mental disability, marital status, gender, sexual orientation, pregnancy, veterans status, or any category protected by local, state and federal law.

**Instructions:** Print in ink; Complete all lines or indicate "N/A" (do not leave empty lines); Do not "refer to resume." Resumes are not acceptable substitutes for a completed application.

Position Sought: \_\_\_\_\_ Date: \_\_\_\_\_

### PERSONAL INFORMATION

Last Name (Please Print) \_\_\_\_\_ First Name \_\_\_\_\_ Middle Name \_\_\_\_\_

Home Phone \_\_\_\_\_ Alt. Phone \_\_\_\_\_ email address \_\_\_\_\_

Present Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

How were you referred to CSC?  CSC Employee  School  Agency  Self  Family Member  
 Other  Advertisement Name of referral source \_\_\_\_\_

Are you fluent in any foreign languages?  YES  NO If yes, what languages? \_\_\_\_\_  
Are you at least 18 years of age?  YES  NO (If "NO", please do not continue, you must be at least 18 years old)  
Can you, after employment, submit verification of your legal right to work in the United States?  YES  NO  
On what date are you available to work? \_\_\_\_\_  
When can you work: (Check all that apply)  Weekdays  Evenings  Overnight  Weekends

(For the next questions do not include convictions that were sealed, eradicated, erased, annulled, expunged or which were referred to a diversion program. CA residents may exclude marijuana related misdemeanors over 2 years old. CT residents may exclude absolute pardons. DC and WA may limit responses to the last 10 years. UT residents may limit responses to felonies only.)

Have you ever been convicted of a misdemeanor?  YES  NO

If yes, list the dates and types of convictions: \_\_\_\_\_

Have you ever been convicted of a felony?  YES  NO

If yes, list the dates and types of convictions: \_\_\_\_\_

(A conviction will not necessarily disqualify you from employment; however, certain convictions may preclude licensing in some states.)

Are you currently on parole?  YES  NO Probation?  YES  NO

If yes, list the terms of parole/probation: \_\_\_\_\_

Have you been charged with an offense for which you are currently out on bail or on personal recognizance pending trial?  
 YES  NO If yes, state nature of the offense and the currently pending trial date: \_\_\_\_\_

### U.S. MILITARY SERVICE

Have you ever served in the U.S. Armed Forces?  YES  NO

Relevant duties and special training: \_\_\_\_\_

Rank held at discharge: \_\_\_\_\_

### EDUCATION

List education from High School to present:

Name and Address of School \_\_\_\_\_

Major \_\_\_\_\_

Graduate? Degree? \_\_\_\_\_

Do you have a high school diploma or GED?  YES  NO

Please list any technical skills, activities or training you feel may qualify you for the job being applied for:

### EMPLOYMENT HISTORY

Have you ever applied to CSC?  YES  NO Date / Position \_\_\_\_\_  
Have you ever been employed by CSC?  YES  NO Date / Position \_\_\_\_\_

Please provide record of employment for the last five years, listing the most recent position first:

Employer – Name, Address & Phone #	Job Title	Supervisor - Name & Phone #	Dates / Reason Left

Include any additional information on a separate sheet

References (include at least one co-worker from a prior employer): Name and Phone #

1. \_\_\_\_\_ 2. \_\_\_\_\_

Have you ever been discharged from or asked to resign from any job?  YES  NO; If "YES" how many times? \_\_\_\_\_  
Has your employment ever been ended by mutual agreement?  YES  NO; If "YES" how many times? \_\_\_\_\_  
Have you ever been given the choice to resign rather than be discharged?  YES  NO; How many times? \_\_\_\_\_  
If you answered "YES" to any of the three questions above, please explain the circumstances of each occasion:

I hereby certify that the information contained in this application is true and correct to the best of my knowledge and agree to have any of the statements herein checked by the company unless I have indicated to the contrary in writing. I authorize the references listed above to provide the company any and all information concerning my previous employment and any pertinent information that they may have. Furthermore, I release all parties and persons from any and all liability for any damages that may result from furnishing such information to the company, as well as from the use or disclosure of such information to the company or any of its agents, employees, or representatives. I understand that any misrepresentation, falsification, or material omission of information on this application may result in my failure to receive an offer or, if I am hired, may result in disciplinary action against me by the company, up to and including my immediate discharge.

In consideration of my employment, I agree to conform to the policies and procedures, rules and standards of the company, as amended from time to time at the company's sole discretion. I also agree that I may be required, as a condition of my employment, and for consideration for work at a company client's facility, be required to sign a confidentiality agreement, restrictive covenant and/or conflict of interest policy and arbitration agreement.

If employed by the company, I understand and agree that, to the extent permitted by federal, state and local laws, the company may exercise its right, without prior warning or notice, to conduct investigations of property (including but not limited to files, lockers, desks, vehicles and computers, whether on company or company client property) and, in certain circumstances, my personal property.

I further agree that my employment and compensation with CSC is "at will", and as such may be ended with or without cause, and with or without notice, at any time, either at my option or at the option of the company. I understand that no employee or representative of the company other than the President of the company has any authority to enter into any contrary agreement. Furthermore, the President of the company may not alter the at-will nature of the employment relationship unless he signs a written document in which he specifically and clearly indicates an intent to do so. **If I am offered employment, I agree it will be conditional on my signing a waiver and authorization for CSC to obtain information and my furnishing of the necessary information to facilitate an investigation of my background. I also understand that all offers of employment are expressly conditioned upon the receipt of satisfactory responses to reference checks, my background investigation and satisfactory proof of identity and legal authority to work in the United States.**

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

Applicant's Printed Name: \_\_\_\_\_