

Welcome to the circus! Please read thoroughly and ensure submission of availability.

Customer Service Positions Expectations

As you all know these are all customer service positions, and our interactions with customers make a lasting impact. Please remember to always be communicative, professional, and approachable in all guest interactions. A warm smile, and excellent customer service skills go a long way in ensuring positive experience for everyone.

Company Overview

TSC is a third-party company that provides staff for our client at this location. We do not manage the site. All payroll, attendance, and schedule details will be handled by the TSC team listed below. Please only direct questions about job duties and expectations to your Cirque training supervisor as they do not handle payroll, attendance, or scheduling.

Communication:

For any questions other than job duties, **you can reach out to us as a group using email hsluzia@theservicecompanies.com, or shared text number 855.258.5953**

Jenna "Jay" Thomas Onsite Supervisor Email: jenna.thomas@theservicecompanies.com Phone: 337-527-6240 (not textable)	Adam Guerra Overall Assistant Email: adam.guerra@theservicecompanies.com Phone: 562-774-8974
Michelle Horne FOH Scheduler Email: michelle.horne@theservicecompanies.com Phone: 858-757-2190	Justin Rozzi BOH Scheduler Email: justin.rozzi@theservicecompanies.com Phone: 415-550-2777

Location: Atlantic Station: 241 20th St. Atlanta, GA 30363

Employee entrance and exit: Gate 1

Note: There is no employee parking available. You will need to arrange your own transportation. Public transportation is the best option. If you choose to park in surrounding area, please read any signage to ensure not parking in unauthorized locations.

Training:

On your training day, focus your questions on job details, expectations, and duties with the training supervisor. Training Day is Monday November 3rd, 2pm-6pm. If you do not arrive to training day, you will be unable to be scheduled until training. Additional training days are never guaranteed.

Uniforms:

Wearing a uniform unites us as a team and makes it easier for a guest to find us for help. Wear it with pride.

How you present yourself to your colleagues and guests: your personality, attitude, physical appearance, and general hygiene, is critically important to providing an exemplary guest experience. In this, you are expected to arrive for your shift ready to work and in full uniform, without exception. If you are not wearing the correct uniform, you may be sent home, and your future shifts may be cancelled.

- **Box Office, Usher:** Black t-shirt/dress shirt, black pants, black shoes
- **Merchandise:** Black t-shirt/dress shirt, black pants, black shoes
- **VIP & Concierge:** Black button-down shirt with collar, black pants, black shoes
- **F&B:** Black t-shirt/sweater, black pants, black shoes

Shorts are not permitted unless the temperature is excessively hot. On colder days or evenings, you are permitted to wear a black thermal or long-sleeved top underneath your

uniform t-shirt. You may also wish to purchase an approved-for-uniform Cirque du Soleil sweater from the Merchandise team at a 40% discount.

If you are uncertain if your personal items fit within the uniform guidelines, your supervisor or the on-site manager will be happy to provide clarification.

SHOES	
• A sneaker-style is recommended as you will be on your feet for a long period of time. • All black shoes – black logos only • No contrasting colors with logos • Sturdy, low-heeled, closed-toe shoes – no slippers, ballet flats, sandals, high-heeled shoes, or shoes with an open back	 NO WHITE LOGOS OR LACES NO WHITE SHOES - BLACK SHOES ONLY NO CONTRASTING COLOURS
TOPS	
• Box Office, Usher, Merchandise: CDS shirt (provided) • VIP and Concierge: black, button-down shirt with collar. This shirt is not provided – you must wear your own. • F&B: CDS shirt and apron (provided). Both items are required to complete your uniform. • No visible shirts under t-shirts (except for a black, long-sleeved shirt) • No personal hats or caps	 NO TANK TOPS NO CROP TOPS NO T-SHIRTS
BOTTOMS	

• Full-length, tailored, chino-style or straight pant, black in color (only) • Shorts, in hotter weather, where the length ends a maximum of a few inches above the knee • No yoga pants, baggy pants sweatpants, tights, bike shorts, mini skirts • No track pants, jeans/denim, cargo pants/shorts	 NO BAGGY PANTS NO SWEATPANTS / JOGGING PANTS NO YOGA PANTS OR TIGHTS
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Grooming and Presentation Requirements

You must ensure that your uniform is cleaned before every shift, without creases or wrinkles. Exceptional personal hygiene is a requirement of the job, including:

- Hair - clean, well-groomed, and tidy; tied back when your role requires manual labor or the service of food and drink.
- Fingernails - clean and neat (no dirt); colored polish permitted except in F&B (no polish).
- Jewelry – minimal; one set of small earrings or rings; necklaces tucked into your shirt; facial piercings are permitted but should be subtle and not create a safety risk.
- Tattoos – permitted if they are not offensive; otherwise, they must be covered with clothing.
- Facial Hair – permitted but to be neatly trimmed or clean-shaven.

Smoking Policy:

Smoking is only permitted in the designated smoking area. This information will be provided while on-site during training, any questions please ask Jay.

Attendance:

Allow yourself some time before training or your shifts to ensure you can arrive on time. Any tardiness, call-offs, will be logged and no-call-no-shows are grounds for

immediate termination. Any shift cancellations once schedule is sent out will be considered a call off. **Please call the 24-hour call-off line at 916.634.0383 for any call off's or tardies.**

Availability:

Please provide your availability immediately for more accurate scheduling. The link is below if you have not provided this information yet. Any changes on your availability after it has been submitted will need to be informed to the **email** **hsluzia@theservicecompanies.com, or text to 855.258.5953.**

Your first schedule for the week of 11/6-11/9 will be sent Tuesday morning 11/4.

Availability link:

All must complete link in order to be scheduled after training day.

[Luzia ATL Staff Availability Form – Fill out form](#)

Lockers:

We provide small lockers, but you must bring your own lock. You must take your items and locks at the end of your shift to ensure there is enough locks for all employees scheduled the following day.

Lunch:

A refrigerator is available for your lunch. Please provide your own lunch in a tightly sealed Tupperware container, as there are no nearby restaurants or stores available. Also ensure to return to your work area promptly after break and lunch.

Performance and Scheduling:

Performance and attendance are crucial and considered for scheduling purposes. Please keep in mind that we schedule by client needs.

Clock in and Clock Out:

Jay will clock you in and out for your scheduled time in the TSC Cirquador office, If the onsite is gone there will be a time clock for you to clock out. After clocking in for your shift remain in the trailer and be prepared to head to your department as soon as your supervisor calls for you.

Direct Deposit:

Direct deposit should be set up through the Dayforce app. Alternatively, inform me if you would prefer, I set you up with a Comdata card for direct deposit, to avoid waiting for a check that will mailed with regular USPS delivery to your address on file after payday.

Pay Cycle:

The pay cycle runs Sunday to Saturday with payments the following Friday.
For example, hours worked Sunday November 2nd thru Saturday November 8th will be paid Friday November 14th.

Some Onsite Rules:**Badges:**

Bring your badge daily for access through the main employee gate, and premises. **If you haven't sent your photo for the badge, please do so immediately by using the photo submission link that has been sent to your email.**

- Please store your phone and earbuds in your locker, as they are not permitted during your shift and may only be used during your break time or when off the clock.
- Bags are not allowed in the concession area or any other location than locker room area.
- We provide lockers but we don't provide locks for lockers; you must bring your own.
- Bag checks will be conducted randomly throughout the event or when entering or exiting the main gate.

Personal Hygiene:

- Maintaining good personal hygiene for all departments required.
- Maintaining good hygiene is not only about personal health but also about showing respect for your colleagues. By practicing proper hygiene, you contribute to a

professional and considerate workplace culture.

Please review this information carefully and reach out if you have any questions. We look forward to having you on our team!