



THE SERVICE
COMPANIES

in partnership with

CIRQUE DU SOLEIL

LUZIA

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

jenna.thomas@theservicecompanies.com

337-527-6240 (not textable)

Justin Rozzi

Remote Support

justin.rozzi@theservicecompanies.com

415-550-2777

Adam Guerra

Remote Support

adam.guerra@theservicecompanies.com

562-774-8974

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 canceled.

- **Box Office, Usher:** Black t-shirt/dressshirt, 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 colours with logos

Sturdy, low-heeled, closed-toe shoes – no slippers, ballet flats, sandals, high-heeled shoes, or shoes with an open back



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-sleeve shirt)□

No personal hats or caps

Bottoms

Full-length, tailored, chino-style or straight pant, black in colour (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

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 labour or the service of food and drink.

Fingernails - clean and neat (no dirt); coloured 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.

Tops



NO TANK TOPS



NO CROP TOPS



NO T-SHIRTS



NO BAGGY PANTS



NO SWEATPANTS / JOGGING PANTS



NO YOGA PANTS OR TIGHTS

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 callout or tardy.

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.

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 us if you would prefer to be set up with a Comdata card for direct deposit, to avoid waiting for a check that will be 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 below

[**F&B Badge Photo Submission Link**](#)

- 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.

The Following 2 pages are directly from the client to assist in your preparation of expectations. Please review this information carefully and reach out if you have any questions. We look forward to having you on our team!



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LUZIA



Welcome to the LUZIA Guest Experience Team.

When on site, you'll be working Shawn Hernden (Guest Experience Director), Arno Ledru (House), Edonn Lérias (VIP), Megane Raimbault (Box Office), Laura Pinheiro (Concierge), Marina Guimaraes Moreira (F&B), Cesar Barrobes Bastus (Guest Experience), Toni Becheva (Merch), Vladi Miladinova (Inventory Supervisor) Frederic Lapierre (Executive Guest Services) and Rennan Almeida (Guest Experience).

As an associate, you will help us provide a guest-friendly and incident-free operation for your colleagues and our guests. Our desire is for you to feel safe and supported, and to have a memorable work experience. In return, we ask that you review, understand and follow these guidelines.

- Customer service safety and excellence is our top priority. We expect you to present yourself in the most professional and knowledgeable way: smile; stand-up straight (no crossed arms or hands in pockets, please); offer to help; answer questions (ask a colleague if you don't know the answer); say "please" and "thank you", be alert of your surroundings and tasks; ensure your area is always clean and neat; and, be respectful to everyone.
- Employees enter and exit only via Gate 1 Security. An ID badge will be issued to you, and you must wear it visibly on your chest when on site. If you lose your badge, notify your manager immediately.
- Phones can only be used in your staffing trailer/tent before your shift or when on break. Once you leave your staffing area, your phone must be put away and not used until you return to your break area.
- Uniform standards have been created so that you always look polished and professional. Generally, your uniform is head-to-toe black, though the guidelines do vary slightly by department. Speak to your Cirque Supervisor for more specific information. Because there are no changerooms on site, arrive on site wearing your uniform with the highest level of personal hygiene.
- Food hygiene and handling is also a top priority for Cirque. Anytime you enter a bar, handle food or change tasks in the bar area, you must wash your hands in the following way: wet and wash hands with hot water; apply soap and scrub your hands, nails and arms vigorously for 15 seconds; dry with a single-use paper towel; use paper towel to turn off faucet. You must wash your hands before you start work, after the rest room, after touching your hair/face/body/apron, after sneezing, before-and-after handling raw meat and after taking out the garbage. Remove your apron when you leave the bar area for breaks or to go to the washroom.
- Outside guests are not allowed on site. You cannot invite any guests or visitors to work.
- Drugs and/or alcohol are not permitted on or near the site. You cannot drink alcohol or do drugs on site, on breaks or on your way off the site. If you are found to be under the influence of alcohol or any other substance, you will be terminated and remove from the site immediately.
- Your site access is limited to the staff break area and the front-of-site. You cannot go to the artistic tent or the Cirque staff trailers or toilets.
- Breaks must only be taken at the staff area. Eating or drinking while working is not allowed. You must wait until your break to eat or drink.
- If you are not scheduled to work, you cannot be at the back-of-site.

- Bikes, scooters, skateboards (i.e. anything with wheels) cannot be ridden on site. You must park your sports equipment in the designated area by security and retrieve it after your shift. You are responsible for locking up your equipment.
- Lockers are provided in the staffing area - first-come, first-served - and can only be used for your shift. Bring your own lock. Any items left behind at the end of the day will be removed. Importantly, you cannot bring any bags into your work area.
- Theft can occur on site. Do not bring any valuables to work. We are not responsible for stolen items. Any associate found stealing food, items or cash will be terminated and removed from the site.
- Harassment and misconduct of any kind including verbal or physical violence, aggression, bad manners and language or general disrespect towards colleagues or supervisors will not be tolerated.
- Social media posts about Cirque du Soleil that are sensitive or confidential are not allowed and will lead to termination. If you're uncertain about posting Cirque content, speak to your manager.
- You may be asked to temporarily relocate to other FOH departments based on our operational needs or to take on different roles than you're scheduled for within your primary department.
- Finally, if you see something, do something. The job of our security team is to: monitor for any activities that look odd or out of the usual operations; take care of and assist to those in need; and maintain and enforce the Cirque du Soleil policies as stated in this document. Because you are in a unique position to help enforce our guests experience and security policies, you must immediately report anything that looks unusual or if you believe someone needs help.