EXPERIENCES MAKE THE GRADE

A LETTER FROM
MOLLY SIGERICH
Spring Training with the
New York Yankees

Game days are all about the game operations and making sure things go smoothly. That means working the will call window (player's families, special guests, and scouts come here and need to have their tickets ready), making sure parking lists are completed and correct, and making sure the suites are ready to go for game time. When the madness calms down around the 6th or 7th inning, we walk around the stadium passing out flyers and information for Tampa Yankees season information. They are, after all, the team I work with most of the year.

One of my favorite things during March is "Yankees Spring Training Inside Experience." For $500-$800 per pass, fans get to tour the field, have a breakfast in our pavilion, and do a meet-and-greet with two roster players before game time. Then, they get an exclusive pass to watch batting practice and even stand on the field.

It's great getting to interact with all of the big-time players on a daily basis. (My office door leads right into the underground tunnel where all the players walk in and out!) The first day of practices I ran into Lou Pinella on my way to lunch and it was so awesome!! Little did I know I would see him like 20 more times over the course of March. I've learned a lot more about game operations on a larger scale and what it takes to get a sold out stadium of 11,000 people ready for a big game. It takes an army, as they say, to make everything go smoothly. I've also learned it rarely ever does go perfectly smoothly! But it's how the staff reacts to the problems that make the event run well.

THANK YOU
MATT FISHER!
Matt Fisher is an Assistant for Athletics at University School as well as a NSU grad. We thank Matt for giving our SPT students opportunities to gain experience. Professor Olson recently visited with Matt and Nikko Echevarria, who is doing a practicum, prior to and during a U School baseball game.
OPPORTUNITIES

Youth Programs and Operations Summer Staff Assistant - Miami Dolphins (Miami Gardens, FL)

SUMMARY:
Assist the Youth Programs Department with the development of community events and summer camps.
Assist team operations with the execution of training camps.

ESSENTIAL FUNCTIONS:
Assist with operations of the Miami Dolphins High School 7 on 7 Tournament.
Assist with the operations of the Miami Dolphins football and cheerleading camps.
Assist with the operations of the Miami Dolphins Training Camp and Gatorade Junior Training Camp.

ESSENTIAL REQUIREMENTS:
Education: Working towards College Degree or Masters Degree
Work Experience: 1-2 years of relevant work experience. Knowledge of football preferred.
Communication Skills: Excellent written and oral communication skills
Computer Skills: Microsoft Office and basic Internet knowledge
Other: Ability to lift 100 lbs. Ability to work outside in an active environment. Proven time management and prioritization skills.

Note: When you apply for this job online, you will be required to answer the following questions:

1. Do you have experience working with children?
2. Do you have experience working in events?
3. Are you available to work the entire summer (June 7th – mid August)?
4. Can you pass a drug test?

Interested candidates can forward their resume to me at mlopez@dolphins.com.
OPPORTUNITIES

SUN LIFE STADIUM / MIAMI DOLPHINS
JOB DESCRIPTION

POSITION: Associate, Ticket Sales

DEPARTMENT: Ticket Sales
REPORTS TO: Senior Sales Manager

Status: 30 hours per week, flexible days/evenings

Summary: Assist the Miami Dolphins Sales Department by maintaining an active role in the sale of Dolphins Season Tickets, Partial Plans and Group Tickets.

ESSENTIAL FUNCTIONS:
• Prospect potential full season, partial season and group ticket clients through daily phone calls, emails and appointments.
• Adhere to department guidelines in relation to call volume, prospecting and productivity
• Help maximize renewal business and maintain a high level of customer service to new and existing clients
• Work with related departments to improve communication and the fan experience
• Consistently enter client data into CRM system throughout the sales process to aid in information sharing between sales and service personnel
• Represent organization at various networking and/or offsite community events promoting ticket sales
• Assist with administrative functions for the department
• Facilitate special projects as assigned
• Additional related duties as assigned

ESSENTIAL REQUIREMENTS:
• High School diploma/GED. College degree preferred.
• Strong customer service and interpersonal skills
• Archtics ticketing system and Microsoft CRM experience preferred
• Telephone sales and/or customer service experience preferred (previous experience with a sports franchise or in the sports industry a plus)
• Excellent written and oral communications skills
• Ability to handle heavy outbound/inbound phone volume
• Basic understanding of Microsoft Word and Outlook
• Bilingual (English/Spanish) a plus
• The ability and desire to work flexible hours including evenings, weekends/holidays

Contact: Ariel Gonzalez at agonzalez@dolphins.com
Last week the Facility and Event Class took two field trips. On April 3rd they went to the BankAtlantic Center where they got a tour and learned about the behind-the-scenes operation of this multi-use facility thanks to Tom Embrey, Director of Event Services, and Graham Caplinger, Ice Technician.

Students and tour guides pose on the edge of the ice. The BankAtlantic Center had hosted the Red Hot Chili Peppers the night before and preparations were being made for a Panthers game that night.
On April 5th the students headed to downtown Fort Lauderdale for a tour of the Broward Center for the Performing Arts. Peter Neirouz, Manager of Guest and Volunteer Services, made the theatre come “alive.”

The students pose with Peter Neirouz outside the Au Rene Theatre.

Peter Neirouz explains that every space in the facility can be utilized to serve customers and bring in revenue.
Intern Omar Garcia is all smiles as the Fort Lauderdale Strikers had a successful Opening Night with nearly 4,800 fans and a 1–0 victory over Edmonton. The Strikers have given NSU students a chance to learn many facets of their operation. If you want a fun evening, try a Strikers game this season. You can cheer for former NSU soccer player Aly Hassen.

Dr. Finley and Dr. Fountain enjoyed Opening Night at Lockhart Stadium thanks to Omar’s hospitality.
The Marlins kicked off a new era in their relative young history with a festive Opening Night on April 4, 2012. A retractable roof will protect the fans as well as the players from our rainy summers. Hopefully, attendance will improve and the team will respond in a positive way.