

# LEGENDARY FOUNDATIONS

VOLUME 1

UPDATED SEPTEMBER 2022



Amway CENTER

TRULY LEGENDARY

AmwayCenter.com

BOX OFFICE

MAGIC





# TABLE OF CONTENTS



## INTRODUCTION

### INTRODUCTION

WELCOME	4
COMMON PURPOSE	6
HISTORY	7
PEOPLE & PARTNERS TO KNOW	8



## KNOW BEFORE YOU SHOW

### KNOW BEFORE YOU SHOW

PARKING INFO	12
PEDESTRIAN SAFETY	14
EMPLOYEE ENTRANCE	15
STAFF CHECK IN	16
EMPLOYEE LOUNGE	17



## SAFETY

### SAFETY

BADGES/CREDENTIALS	19
PROHIBITED ITEMS	20
SECURITY SCREENING	22
SAFETY PROTOCOLS	23
CODE OF CONDUCT	25
ALCOHOL & SMOKING POLICIES	27
INCIDENT REPORTING	28



## SERVICE

### SERVICE

LEGENDARY SERVICE	30
GUEST ASSISTANCE CENTER	31
EVENT INFO SHEET	32
RADIO COMMUNICATIONS	34
DOS AND DON'TS	35



## SHOW

### SHOW

WAYFINDING EXTERIOR	38
WAYFINDING BY LEVEL	39
TEAM SHOP	45
BOX OFFICE	46



## SENSE OF BELONGING

### SENSE OF BELONGING

ADA SERVICES	48
SENSORY INCLUSION	49
LEGENDARY 365 PROGRAM	50
LEGENDARY PLAYMAKER PROGRAM	51
EMPLOYEE APPRECIATION	52



## **INTRODUCTION**

If you're on a computer or laptop, to quickly move to each section use your mouse to click on the icons.



If you're on your mobile device or a tablet simply tap or touch the icon to move to each page.



**WELCOME**



**COMMON PURPOSE**



**HISTORY**



**PEOPLE TO KNOW**



**PARTNERS TO KNOW**





**WELCOME!**

*"Training is a cornerstone of every successful operation and being both knowledgeable and proactive are key ingredients."*

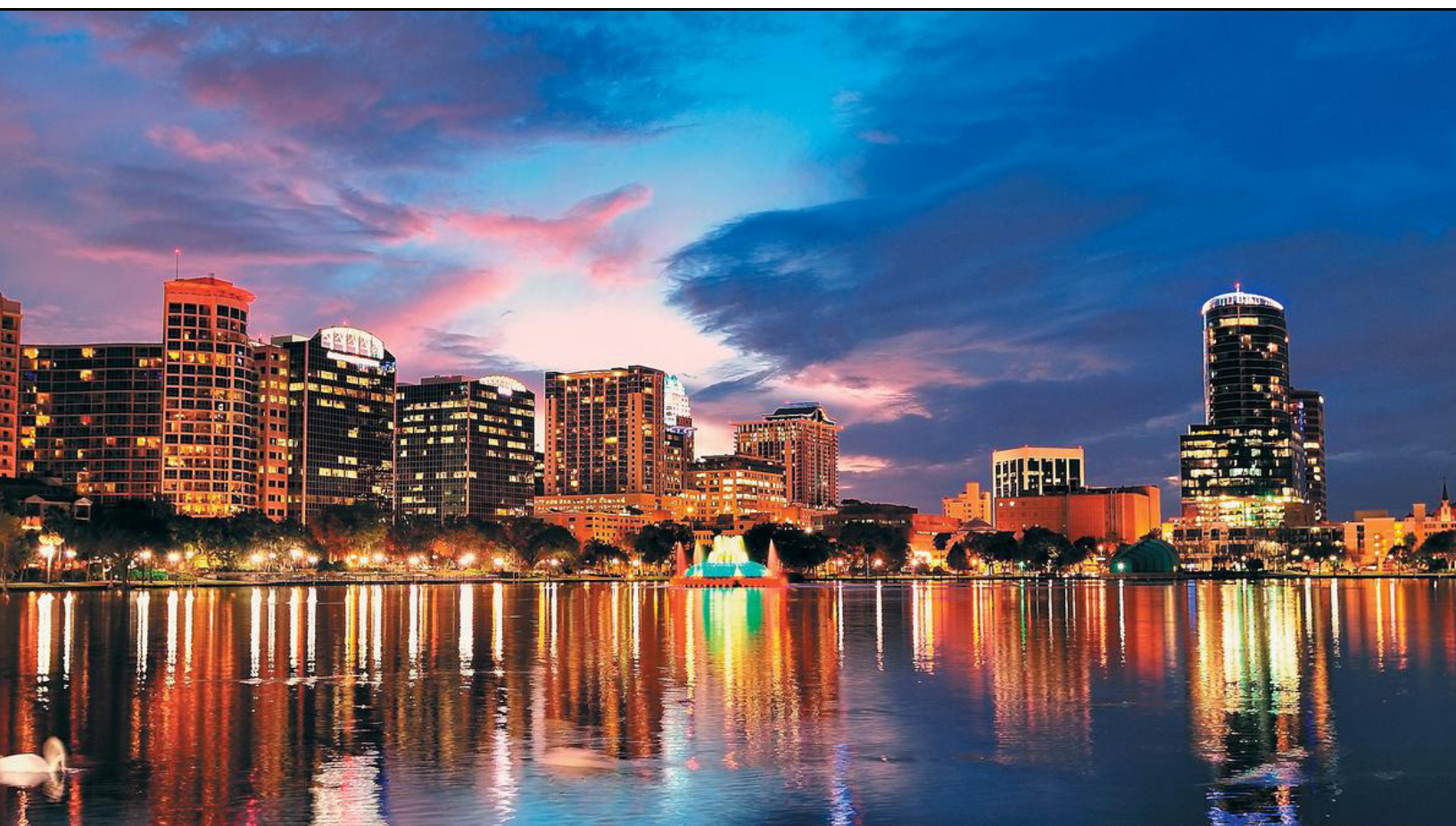
*Mayor Buddy Dyer*



**MAYOR BUDDY DYER**

*Click the link below for a message to our staff from the City of Orlando Mayor himself!*

**CLICK HERE**







# WELCOME!

## AMWAY CENTER WELCOME LETTER

*On behalf of Amway Center, the City of Orlando and the Orlando Magic, welcome to Legendary Foundations.*

*We are grateful to have you on our award-winning team and recognize that you are pivotal to our success. The level of service you provide to our Amway Center guests sets the benchmark for all sports and entertainment venues.*

*Your care for our guests and attention to every detail creates truly legendary service.*

*By taking great pride in our guests expectations, you demonstrate our unwavering dedication and commitment to service excellence.*

*Thank you for continuing in our tradition of placing a priority on the customer while creating moments that last a lifetime. We are proud you are part of our team!*

*Sincerely,*

*Allen Johnson CVE, CPM*

*Chief Venues Officer,  
Orlando Venues*



**ALLEN JOHNSON**



*Sincerely,*

*Alex Martins*

*Chief Executive Officer,  
Orlando Magic*



**ALEX MARTINS**







# COMMON PURPOSE



## **SAFETY IS OUR TOP PRIORITY.**

*The safety of our fans and employees is our top priority. We all play a role in creating a safe environment. If you see something, say something.*

## **SERVICE IS OUR CULTURE.**

*We welcome all fans and employees, deliver legendary experiences and provide our fans with world-class and efficient service.*

## **SHOW IS OUR STAGE.**

*The show is what our fans see. It's our appearance, cleanliness of our areas, and the entertainment we provide. It is what truly sets the stage.*

## **SENSE OF BELONGING IS OUR COMMITMENT.**

*Ensuring that all employees and guests feel welcomed, valued and appreciated.*





# HISTORY



Amway Center  
Opened

**2010**



Cost of  
Construction

**\$380M**



Owner &  
Operator



# of Construction  
Workers

**2250**



Total pounds of  
Steel

**\$9.4M**



Number of  
Levels

**8**



Number of  
Seats

**18,500**

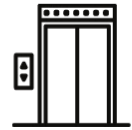


Primary Tenant



Miles of Cable  
used to wire Arena

**48**



Number of  
Elevators

**18**

OCTOBER 1, 2010

ONE LEGENDARY ARENA

OCTOBER 1, 2021

**18,500 SEATS**

**635,030** HOT DOGS  
SOLD

**13,303,169**  
PATRONS

**3** RESIDENT  
TEAMS



OVER  
**23**  
AWARDS  
WON

**2,373** EVENTS

**11** ACTION  
PACKED  
YEARS

**875,000 SQUARE FEET**

**6,449,828** DRINKS  
SERVED





# PEOPLE TO KNOW



**ALLEN JOHNSON**

**Allen Johnson**  
Chief Venues Officer

- Primary Executive in Charge
- Emergency Decision Maker
- Reports to the Mayor



**CRAIG BORKON**

**Craig Borkon**  
Deputy Chief Venues Officer

- Focus - FOH Operations
- On scene for emergencies
- Reports to Allen Johnson



**CHARLES LEONE**

**Charles Leone**  
Deputy Chief Venues Officer

- Focus - Building Operations
- Expert in our Building Systems
- Reports to Allen Johnson



**MICHAEL WEEMAN**

**Michael Weeman**  
Guest Experience Division Manager

- Focus - Guest Experience
- Supports Unified Command
- Reports to Craig Borkon



**AMANDA HORNING**

**Amanda Horning**  
Asst. Division Manager of Events

- Focus - Event Operations
- Supports Event Managers
- Reports to Michael Weeman



**KATHRYN CARLSON**

**Kathryn Carlson**  
Security Manager

- Focus - Safety and Security
- Liaison to building partners
- Reports to Michael Weeman



**TENILLE CALLAHAN**

**Tenille Callahan**  
Senior Event Manager

- Focus - Events & Solar Bears
- Liaison with Event Promoter
- Reports to Amanda Horning



**RYAN FITZGERALD**

**Ryan Fitzgerald**  
Senior Event Manager

- Focus - Events & Magic
- Liaison with Event Promoter
- Reports to Amanda Horning



# PEOPLE TO KNOW



**Alex Martins**  
Chief Executive Officer

- Oversees Business and Basketball Operations
- NBA and Ownership Liaison
- Reports to Dan DeVos

**ALEX MARTINS**



**Charlie Freeman**  
President of Business Operations

- Drives Organizational based Business and Operations initiatives
- Unified Command Support and OMEST Support
- Reports to Alex Martins

**CHARLIE FREEMAN**



**Chris Heller**  
President - Orlando Solar Bears

- Oversees Orlando Solar Bears
- Solar Bears Emergency Lead
- Reports to Alex Martins

**CHRIS HELLER**



**Katie Miller**  
Senior VP Premium & Client Services,  
Fan Experience & Operations

- Leads Experience, Ops and Service
- Magic Emergency Support Team Lead
- Reports to Charlie Freeman

**KATIE MILLER**



**Annie Kosky**  
Asst. Director of Arena  
Experience and Operations

- Operations and Experience liaison to Orlando Venues
- Unified Command Lead
- Reports to Katie Miller

**ANNIE KOSKY**



**Gabi Shurina**  
Arena Experience and  
Operations Manager

- Manages Operations and Hospitality
- Unified Command Support
- Reports to Annie Kosky

**GABI SHURINA**



**Alexya Lago**  
Arena Experience and  
Operations Specialist

- Oversees Experience and Access; L365 Program
- Unified Command Support
- Reports to Annie Kosky

**ALEXYA LAGO**



**Shea Williams**  
Arena Experience and  
Operations Specialist

- Specializes in Hospitality and Operations
- Staff Support for Emergencies
- Reports to Gabi Shurina

**SHEA WILLIAMS**





# PARTNERS TO KNOW



### **Orlando Venues:**

- Department within the City of Orlando
- Owner and Operator of Amway Center
- In House Event Management and Ops Team
- In House Security Team



### **Orlando Magic:**

- The NBA Team in Eastern Conference
- Main Tenant of Amway Center
- Event, Founders, Club Level, Premium Services Staff
- Box Office and Team Store Staff



### **Andy Frain Services:**

- Front of House Staffing provider for Amway Center
- Licensed Security Guards
- Ticket Takers
- Ushers and Event Staff



### **Levy Restaurants:**

- Food and Beverage Provider for Amway Center
- Concession Stand and (F & B) Point of Sale Staff
- Suite and Club Attendants/Bartenders
- Kitchen Staff and Culinary Staff



### **Owens:**

- Cleaning Provider for Amway Center
- Pre, During & Post Clean Staff
- Bathroom Attendants, Bowl Cleaners, Roaming Cleaning Staff
- Set up/Break Down Staff



### **SP+ Gameday Parking:**

- Parking Solutions Provider for Amway Center
- Parking Lot Attendants
- Parking Garage Attendants
- Parking Cashiers and Ticket Scanning Staff



## ***KNOW BEFORE YOU SHOW***

*If you're on a computer or laptop, to quickly move to each section use your mouse to click on the icons.*



*If you are on your mobile device or a tablet simply tap or touch the icon to move to each page.*



***PARKING INFO***



***PEDESTRIAN SAFETY***



***EMPLOYEE ENTRANCE***



***STAFF CHECK IN***



***EMPLOYEE LOUNGE***







# PARKING INFO - TIER 1

## TIER 1 PARKING: CITY COMMONS GARAGE



### CITY COMMONS GARAGE

TIER 1 PARKING

### CITY COMMONS GARAGE

460 Boone Ave  
Orlando, FL 32801, US



Google  
Maps

SEARCH  
"City Commons Parking Garage"



Apple  
Maps

SEARCH  
"City Commons Parking"

**TIER 1:** (Refer to Tier 1 Parking Map above)  
This will be where you park for large events & ALL Magic games.

**Parking Location** = City Commons Garage  
(460 Boone Ave) beginning at 6:00 AM

**ADA/Mobility Parking Location** = ADA employees with FL State issued ADA placard/license plates will be granted parking access to the GEICO garage (400 W South St) for all Tier 1 events:  
(Exceptions should be submitted to and are managed by your internal companies Management)

Employees with a valid ADA placard or license plate will provide the following to the cashier upon entry:

- Employee ID (current)
- Valid ADA placard or license plate

Employee will receive a receipt from the cashier, which then must be placed on the vehicle dashboard.

After placing the receipt on the dashboard, the employee will be directed to park in the areas designated by the parking staff. The 1st, 4th, and 5th floors are restricted areas for most events. ADA placards will not grant you access to these areas. Please follow directions of parking staff.

All Employee parking is complimentary.

No reverse parking or parking in reserved, restricted, or blocked off parking spaces.  
Have your employee ID ready when leaving the garage. You may be asked to show your Employee ID upon exit.

## 360 DEGREE PHOTO OF CITY COMMONS

CLICK HERE





# PARKING INFO - TIER 2

## TIER 2 PARKING: GEICO GARAGE



**GEICO GARAGE**

TIER 2 PARKING

**GEICO GARAGE**  
400 West Church Street  
Orlando, FL 32801, US



Google  
Maps

**SEARCH**  
"Geico Garage"



Apple  
Maps

**SEARCH**  
"Geico Garage"

**TIER 2:** (Refer to Tier 2 Parking Map above)

This will be your parking for all small events & most Orlando Solar Bears games.

**Parking Location** = GEICO Garage  
(400 West South St) beginning at 7:00 AM.

**ADA/Mobility Parking Location** = ADA employees with FL State issued ADA placard/license plates will be granted access to park in designated spots within GEICO Garage pursuant to the following:  
(Exceptions should be submitted to and are managed by your internal companies Management)

Employees with a valid ADA placard or license plate will provide the following to the cashier upon entry:

Employee ID (current)  
Valid ADA placard or license plate

Employee will receive a receipt from the cashier, which then must be placed on the vehicle dashboard.

After placing the receipt on the dashboard, the employee will be directed to park in the areas designated by the parking staff. The 1st, 4th, and 5th floors are restricted areas for most events. ADA placards will not grant you access to these areas. Please follow directions of parking staff.

All Employee parking is complimentary.

No reverse parking or parking in reserved, restricted, or blocked off parking spaces.  
Have your employee ID ready when leaving the garage. You may be asked to show your Employee ID upon exit.

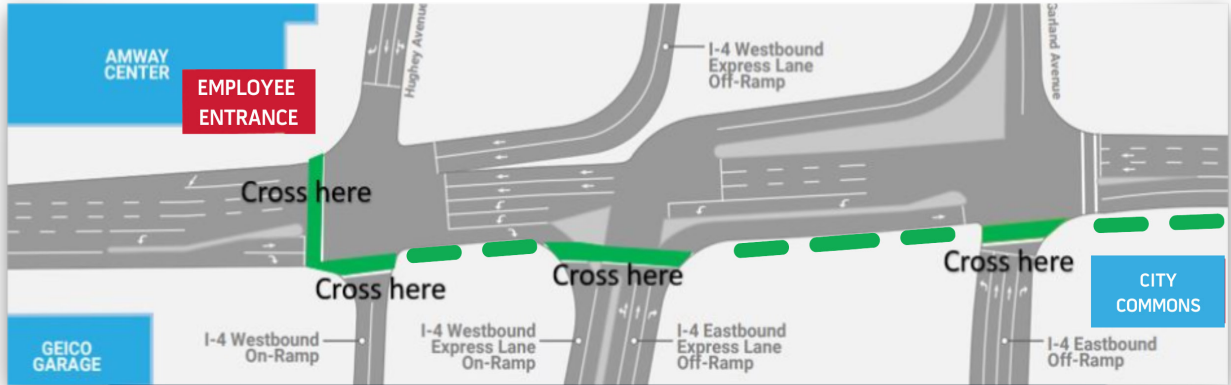
**360 DEGREE PHOTO OF GEICO GARAGE**







# PEDESTRIAN SAFETY



**ALWAYS REMEMBER TO USE THE CROSSWALKS WHEN CROSSING THE STREET TO AND FROM THE BUILDING.**

## SAFE WALKING TIPS



### USE CROSSWALKS

Always cross streets at **marked crosswalks**. Use good **judgment** when making a crossing that has a pedestrian countdown symbol.



### TAKE CAUTION

Make sure **all lanes are clear** before you cross the street.



### LOOK

Before crossing the roadway always remember to **look left-right-left**.



### BIKES ARE NOT PEDS

Remember that **bicyclists are not considered pedestrians**. Bicyclists are vehicles and follow the same rules as a car.



### MAKE EYE CONTACT

If a vehicle approaches, make **eye contact** with the vehicle to be sure the driver understands your proposed movement.



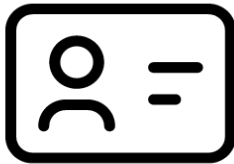
# EMPLOYEE ENTRANCE



Employees must enter Employee Entrance

PHOTO OF EMPLOYEE ENTRANCE

[CLICK HERE](#)



Employees must wear proper Building IDs



Employees must bring Clear Bag to work



Employees will go through Security Screening

## DESIGNATED EVENT DAY ENTRY:

ENTRANCE	GROUP	DAY	TIME
ADMIN	CITY & VISITORS	M-F	9AM -5PM
BRIDGE	MAGIC	MON-FRI SAT-SUN	7AM-5PM 7AM - 4PM
EMPLOYEE	ALL EMPLOYEES	ALL	24 HOURS

## DESIGNATED NON-EVENT DAY ENTRY:

ENTRANCE	GROUP	DAY	TIME
ADMIN	CITY & VISITORS	M-F	9AM -5PM
BRIDGE	MAGIC	M-F	8:30AM -5:30PM
EMPLOYEE	ALL EMPLOYEES	ALL	24 HOURS

## EMPLOYEES MUST WEAR PROPER BUILDING ID

- Employees will need a proper building badge before being allowed through security.
- Part-time staff have a horizontal badge orientation.
- Full-time staff have a vertical badge orientation.
- If an employee does not have the proper building badge, they will have to wait until their manager gives consent. The manager must then provide a temporary "working" wristband or credential as confirmation.

## EMPLOYEES MUST BRING CLEAR BAG TO WORK:

- Employees are permitted to bring (1) clear bag no larger than 14" x 14" x 6" and (1) small clutch that is no larger than 4.5" x 6.5" x 1.5"
- We encourage employees to bring only essential items when coming to work to ensure a fast screening process.
- Security will conduct a visual search of bags or use an X-Ray machine for screening.

## EMPLOYEES WILL GO THROUGH SECURITY SCREENING:

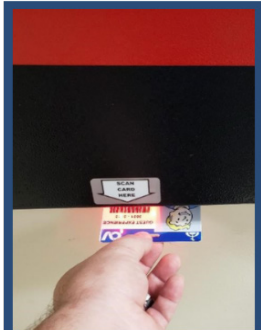
- All employees are subject to walk through a metal detector or handheld wands.
- Employees will be asked to open and lift jackets/coats/blazers. Weapons, including knives, guns or any item that can be used as a weapon, are not permitted at the Amway Center. Items will be confiscated by Security if found during the screening process.
- Any employee who refuses any part of the screening process (including a visual screening, pat-down inspection, walk through a metal detector or wand search), will have their manager contacted by Security. Employees will be subject to suspension/termination.

# **STAFF CHECK IN**

## **IF YOU HAVE AN EMPLOYEE BADGE:**

- After the screening process, you will scan in on the ABI machine and be allowed to enter.

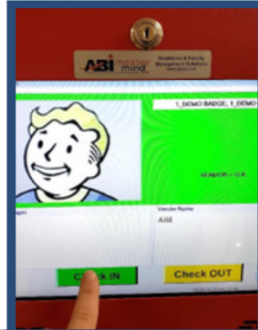
## **HOW TO SCAN IN ON ABI MACHINE:**



### **SCAN BARCODE**

Line up the barcode on your badge with the arrow which says, **"SCAN CARD HERE"**

Hold the badge an inch or two below, so the red lights line up with the barcode.



### **CHECK IN**

You will see your picture with a GREEN background.

This means you are all set to **"CHECK IN"**

Tap the green **"CHECK IN"** button at the bottom left.



### **CONFIRMATION**

You'll then see a confirmation page with the timestamp of when you checked in.

## **IF YOU DON'T HAVE AN EMPLOYEE BADGE:**

- After screening process, if you do not have the proper building badge, you will have to wait until your manager gives consent or check in at your appropriate company table. The manager must then provide a temporary "working" wristband or credential as confirmation.
- All other vendors and visitors will check in via Lobby Guard.

## **POST SHIFT:**

At the end of your shift, scan your badge again, and tap the yellow "Check OUT" button at the bottom right of the screen.

## **ORLANDO MAGIC EMPLOYEES:**

Click to the right to learn how to log in via a mobile device.

[CLICK HERE](#) 





# EMPLOYEE LOUNGE

**Number of Lockers:** 398

**Seated Capacity:** 54

**Microwave:** 1

**Fridge:** 1

**Vending Machines:** 4

**Restrooms:** 1 – Female, 1 – Male

**Water Fountains:** 2

**Bottle Filling Water Station:** 1

**Uniform Distribution Windows:** 3

**Washer and Dryer:** 2 of each

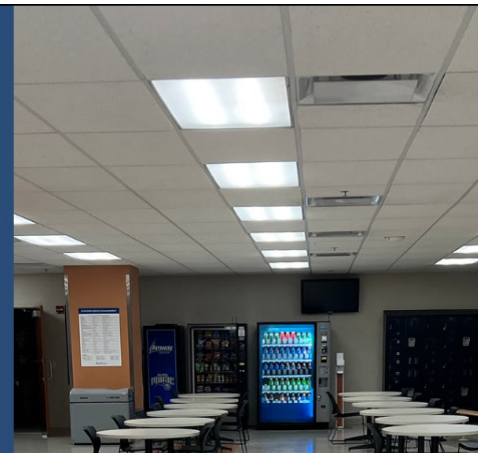
## REMEMBER

- Lockers are for use on event days only.
- Locks will be removed after each event.

If you have any issues or looking for a refund with the Vending Machines contact [canteenorlando@compass-usa.com](mailto:canteenorlando@compass-usa.com)

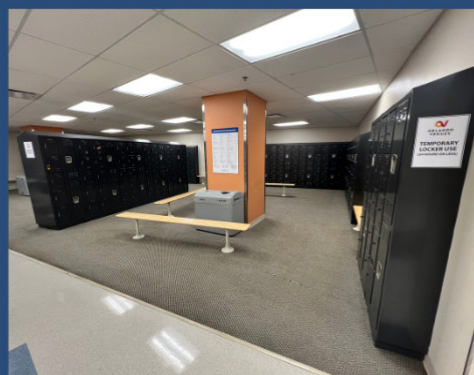
### DID YOU KNOW?

Since 2010, employees have saved 701,103 plastic bottles by using the bottle filling station.



# EMPLOYEE LOUNGE

FOUNDERS LEVEL - 2ND FLOOR





# SAFETY

## SAFETY IS OUR TOP PRIORITY.

The safety of our fans and employees is our top priority.

We all play a role in creating a safe environment.

If you see something, say something.

**REMEMBER TO TAP OR CLICK  
ICONS TO QUICKLY NAVIGATE TO  
THAT PAGE.**



**BADGES/CREDENTIALS**



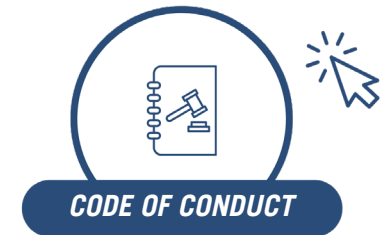
**PROHIBITED ITEMS**



**SECURITY SCREENING**



**SAFETY PROTOCOLS**



**CODE OF CONDUCT**



**ALCOHOL & SMOKING POLICIES**



**INCIDENT REPORTING**



# BADGES/CREDENTIALS

## BUILDING BADGES:

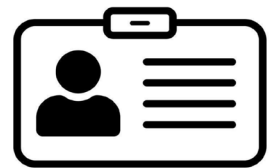
- Full time staff are issued vertical badges.
- Part time staff are issued horizontal badges.
- Be prepared to show badges upon entry to the venue or restricted areas.
- Badges must be presented upon request.
- Building badges must be displayed at all times while working.



Full time staff are issued Vertical Badges

## ALL BADGES WILL INCLUDE THE FOLLOWING INFORMATION:

- Company Affiliation
- Venue Access (All Venues, Amway Center only, Camping World Stadium only)
- Department Name
- Evacuation Zone # (Magic employees only)
- Current Season (Previous Season Badges are not valid)
- Back of House Access Color (See Color Bar Graphic)



Part time staff are issued Horizontal Badges

## Color Bar = Event Types (Subject to Change)

**Black** = Executive ALL ACCESS to all areas for all events

**Green** = Access for all Events

**Blue** = Access for Magic Only

**Yellow** = Access for Solar Bears Only

**Orange** = Access for Predators Only

**Red** = General Building Access for all events

## EVENT SPECIFIC AND TOUR CREDENTIALS:

- Event & tour credentials are sometimes referred to as passes.
- A building badge is still required to work the event, credentials are worn in addition to the employee's building badge.
- Credentials allow the pass-holder access to otherwise restricted areas.
- Each credential will specify the level(s) of access and indicate where the pass-holder may or may not go.
- If you need a credential, connect with your Supervisor or Manager to let them know which areas you need access during the event. The Event Manager will share requests with the Promoter.
- The Promoter will have final approval on credential distribution.
- The Orlando Magic will issue either Single Game or Season-Long Credentials.
- The Single Game Credential will include both the name of the opponent and the date of the game.
- The Single-Game Pass is not valid to gain access on any other day & may not be used at a future game.
- Season-Long Credentials will indicate the current season.
- Season-Long Credentials are valid for all Orlando Magic game days during that season & may not be used for a future season.



**SAMPLE OF TOUR CREDENTIALS**





# PROHIBITED ITEMS - EMPLOYEES

To ensure the safest environment possible, our arena prohibits employees from bringing in the following items:

- Alcohol
- Backpacks (unless you have Vertical Employee Badge)
- Bags (unless you have Vertical Employee Badge)
- Bottles (glass)
- Cameras with detachable lenses or lenses longer than 3 inches (Concerts/Events)
- Cameras with detachable lenses longer than 3 inches (Orlando Magic/Solar Bears)
- Coolers
- Drones
- Fireworks
- Glassware or glass containers
- Go-Pros and Go-Pro sticks
- Helium balloons
- Illegal drugs
- Laptops (unless you have Vertical Employee Badge)
- Laser pointers
- Noisemakers and amplifiers
- Pets (except service animals)
- Recreation equipment
- Selfie Sticks
- Signs larger than 11 in. x 17 in.
- Signs on sticks
- Signs with indecent or derogatory comments/images, political statements
- Skates
- Skateboards
- Souvenir Cups
- Strollers
- Tri-pods and mono-pods
- Unauthorized solicitation, handbills, giveaways, or sampling
- Video or audio recorders
- Weapons
- Wrapped gifts

## EMPLOYEE BAG POLICY:

- Backpacks, drawstrings, and non-clear bags/purses are not permitted for staff without vertical employee badges.
- The bag pictured to the right is our approved employee bag for all events that will be issued to staff by your management teams.



**APPROVED EMPLOYEE BAG**



# PROHIBITED ITEMS - GUESTS

## PROHIBITED ITEMS



BAGS



OUTSIDE FOOD & DRINK



CAMERAS\*



LAPTOPS



SIGNS



SOUVENIR CUPS



NOISEMAKERS



ANIMALS\*\*



RECREATIONAL ITEMS



WEAPONS\*\*\*



PEPPER SPRAY

For a complete list of all prohibited items, please scan this QR code:



\*Cameras with lenses shorter than 3" are permitted at Orlando Magic and Orlando Solar Bear Games.

\*\*Except service animals.

\*\*\* In accordance with Florida State Law, Amway Center cannot regulate the admission of patrons with weapons but the vast majority of private event promoters do not allow patrons with weapons admission to their events. Security personnel reserve the right to inspect any item at any time as well as prohibit any item deemed inappropriate for crowd safety.

More information at [AmwayCenter.com/prohibiteditems](http://AmwayCenter.com/prohibiteditems)



## NO BAGS ALLOWED



6.5"

**SMALL CLUTCHES PERMITTED  
MAXIMUM 4.5" x 6.5"**



4.5"

ONE small clutch must fit within the yellow box (4.5" x 6.5") for entry



More information at [AmwayCenter.com/prohibiteditems](http://AmwayCenter.com/prohibiteditems)



### No Bag Policy:

Bags are not permitted at Amway Center events. Guests are permitted to bring one small clutch that is 4.5" x 6.5" x 1" or less. Medical and parent bags (max. 14" x 14" x 6") are exceptions, but will be subject to X-ray at designated locations for entry to Amway Center.

For full list of guest prohibited items click below.

**CLICK HERE**

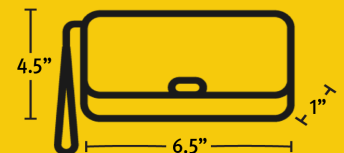


## NO BAGS ALLOWED



## SMALL CLUTCHES PERMITTED

ONE small clutch per visitor  
MAXIMUM 4.5" X 6.5" X 1"



*\*Subject to change based on event\**



# SECURITY SCREENING - GUESTS

## GUEST SCREENING AT THE AMWAY CENTER

Andy Frain Services oversees screening of all guests at the Amway Center for our events. During the screening process, guests must have any bags checked and walk through a metal detector.

Amway Center has two types of procedures for screening guests, depending on the event. One set of procedures is for NBA/Orlando Magic events and the second set is for all other events.

### ALL EVENTS AT ARENA:

- Bags are permitted for entry, but may not exceed 8.5" x 11".
- Bags exceeding the measurements above must be checked prior to entering the main doors.
- Medical or parent bags are exceptions and must go through the x-ray machine at designated doors.
- X-Ray machines are located at the Bridge, Admin Entrance, and Front Doors during these types of events.
- Strollers are allowed. (Must be checked in at Guest Assistance Center Section 111)
- Any bag larger than the above must be returned to a secure location, discarded or the guest can rent a locker from BinBox if they are onsite.
- Guest can keep all their belongings in their pockets and walk through the metal detector.
- Guests will walk through the metal detector. If the alarms go off, the guest will walk back through the metal detector and take any items they have in their pockets and divest into the containers.

### NBA/ORLANDO MAGIC GAMES:

- Large bags are not permitted for entry and must be checked prior to entering the main doors.
- Small clutches must not exceed 4.5" x 6.5" x 1".
- Medical or parent bags are exceptions and must go through the x-ray machine at designated doors.
- X-Ray machines are located at the Bridge, Admin Entrance, Group Doors and South VIP during Magic games.
- Any bag larger than the above must be returned to a secure location, discarded or the guest can rent a locker from BinBox if they are onsite.
- Strollers are not permitted for entry.
- Guests must empty their pockets and divest items into a container. The guard will check items to make sure all items are permitted for entry.

### BINBOX:

- A keyless and contactless Smart Locker where guests can conveniently secure your valuables, remotely monitor activity, and manage locker accessibility through an app on your smartphone.
- Lockers are a solution to a guest that cannot safely secure a prohibited item or bag.
- Binbox lockers are located near Big Storm Brewery off Church St. and Division Ave.
- Binbox lockers are not on site for every event.



### BINBOX SMART LOCKERS

Located off Church St. and  
Division Ave





# SAFETY PROTOCOLS - EVACUATIONS

## EMERGENCY EVACUATIONS:

- "Safety" is non-negotiable.
- The safety of our fans and employees is our top priority.
- We all play a role in creating a safe environment.
- If you see something, say something.

## EVACUATION VIDEO

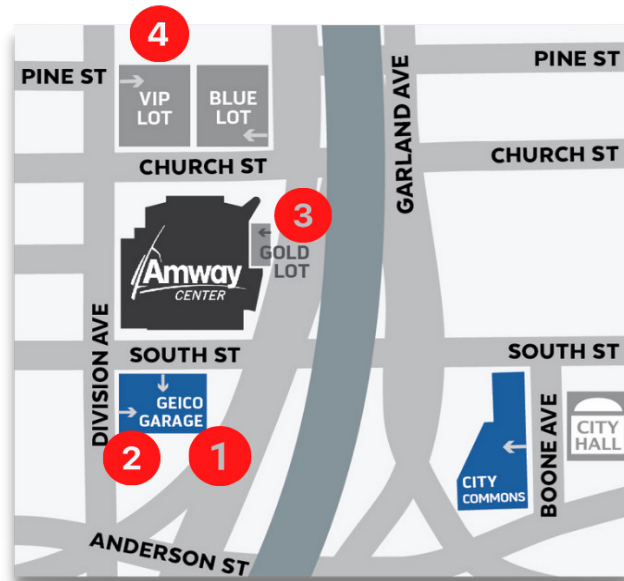
[CLICK HERE](#)



## PREPARING FOR AN EVACUATION

- Always know your two nearest emergency exits.
- If working on an upper level, always know your two nearest exit stairwells.
- Helps guests find way their way to stairwells/exits calmly and safely.
- Move obstructions or equipment to clear the path for a safe guest egress.
- PA announcements will advise arena guests in the event of evacuation
- Every level of Amway Center can be egressed by physical stairwells if elevators and escalators are not working.
- If you see strobe lights or hear the emergency alarm sound, immediately begin closing down your area of responsibility and help guests exit the building safely.

## STAFF ASSEMBLY POINTS



1

**GEICO GARAGE - EAST**

ANDY FRAIN & IN HOUSE

2

**GEICO GARAGE - WEST**

LEVY & OWENS

3

**GOLD LOT**

ORLANDO VENUES MGMT

4

**VIP LOT**

ORLANDO MAGIC/SOLAR BEARS



# **SAFETY PROTOCOLS - MEDICAL**

## **FIRST AID FOR INJURED GUESTS**

When you are involved in assisting an injured guest, it is extremely important that you stay calm throughout the interaction. Reassure the guest that a trained medical professional will arrive shortly. Please use the following guidelines when assisting with a guest injury.

- Do not move an injured guest.
- Call the Command Post on Channel 1 and give them the exact location and nature of the injury.
- Text Arena Assistance at (407- 440-7557) if you do not have a radio.
- Stay with the injured guest and keep the area clear of other guests to allow fresh air for the guest and easy access for the paramedics.
- If an injured guest chooses to walk to the First Aid Station, always escort them. (See if you can offer them a wheelchair assist)
- If the injured guest refuses help or medical, ask the guest a minimum of three (3) times if they'd like medical attention.
- Try to obtain their name, phone number and seat location.
- Fill out an incident report with as much info as possible and advise your supervisor immediately.
- Do not attempt to diagnose an injury or attempt to be a doctor.
- Always give priority to First Aid emergency calls on the radio.
- If you hear Command Post say "Break, Break, Break" on radio, please pause all transmission and allow medical call to be completed before you begin speaking.

## **ELECTRIC SHOCK**

- Do not touch a guest who has been in contact with electrical current.
- If the surrounding ground is wet, do not approach the guest.
- Safeguard the area to prevent other guests or employees from walking into the affected area.

## **FALLS**

- When you find a food or liquid spill or slip hazard, inform your Supervisor or Command Post.
- Never leave water or oil spills unattended. Safeguard the area for guests and arena employees.
- Report loose or damaged handrails, stairway treads, and mats to Command Post.

## **HEART ATTACKS/HEART RELATED ISSUES**

- The most common warning signs for a heart attack are as follows: severe squeezing pains, crushing pains or heavy pressure on the chest, pain radiating from the chest into either arm, the neck or jaw, shortness of breath, sweating and overall weakness, and nausea or vomiting.

## **SEIZURES**

- Some warning signs of a seizure include limbs jerking violently, eyes rolling upward, heavy breathing with frothing at the mouth, and biting one's tongue so severely that it may bleed and cause airway obstruction.



# CODE OF CONDUCT - AMWAY CENTER

## GUEST CODE OF CONDUCT

- *Guests will be treated in a consistent, professional, and courteous manner by all venue personnel.*
- *Guests will enjoy every event free from disruptive behavior, including foul or abusive language or obscene gestures.*
- *Guest will consume alcoholic beverages in a responsible manner.*
- *Guests will sit only in their ticketed seats and show their tickets when requested.*
- *Guests who engage in fighting, throwing objects or attempting to enter the court/stage will be immediately ejected from the venue.*
- *Smoking is prohibited inside the building, including the use of e-cigs and vaporizers.*
- *Guests will not be permitted to have signs or wear clothing with obscene or indecent messages.*
- *Guests will comply with requests from venue staff regarding arena operations and emergency procedures.*
- *Guests will also be responsible for their own good time by reporting inappropriate behavior.*

For more info on Guest Code of Conduct.

CLICK HERE







# CODE OF CONDUCT - NBA

## **NBA CODE OF CONDUCT (FOR ORLANDO MAGIC GAMES):**

The National Basketball Association seeks to foster a safe, comfortable, and enjoyable sports and entertainment experience in which:

- *Players and fans respect and appreciate each other.*
- *Guests will be treated in a professional and courteous manner by all arena and team personnel.*
- *Guests will enjoy the basketball experience free from disruptive behavior, including foul or abusive language and obscene gestures.*
- *Guests will consume alcoholic beverages in a responsible manner. Intervention with an impaired, intoxicated or underage guest will be handled in a prompt and safe manner.*
- *Guests will sit only in their ticketed seats and show their tickets when requested.*
- *Guests who engage in fighting, throwing objects or attempting to enter the court will be immediately ejected from the arena.*
- *Guests will smoke in designated smoking areas only.*
- *Obscene or indecent messages on signs or clothing will not be permitted.*
- *Guests will comply with requests from arena staff regarding arena operations and emergency response procedures.*

For more info on NBA Code of Conduct.

[CLICK HERE](#)







# ALCOHOL & SMOKING POLICIES

## **ALCOHOL MANAGEMENT (DOING YOUR PART AS AN EMPLOYEE)**

We are committed to creating a legendary environment at the Amway Center for all guests. If you observe behavior from a fan that leads you to believe they have been overserved, contact. Thank you for helping to maintain a safe and enjoyable environment for shows and events. We ask all employees to be concerned with creating and maintaining a safe and enjoyable environment during our events. To do this, we must work together to ensure the responsible sale and consumption of alcohol for all guests.

## **IF SELLING/SERVING ALCOHOL ALWAYS REMEMBER:**

- All guests must present proper identification to confirm they are 21 years of age
- It is illegal to serve alcohol to minors
- Please ensure you always involve your supervisors and security staff so they are aware of issues
- Guests are limited to two (2) alcoholic beverages at each point of purchase with valid identification
- When alerting your supervisor, use situation-appropriate language, such as "impaired".

## **SMOKING POLICY - GUESTS**

Amway Center strictly prohibits the use of tobacco and smoking (including the use of e-cigarettes and vaporizers) inside the arena. The designated smoking area for Orlando Magic games is Big Storm Brewery. For all other events, the smoking area is the Michelob Ultra Lounge and Big Storm Brewery.

## **SMOKING POLICY - STAFF**

While on duty in uniform smoking is not permitted. Before/after work and on breaks you may use the designated smoking area located at South Street and Hughey.

(Must re-enter Employee Entrance if you leave the building)





# INCIDENT REPORTING

You are the eyes and ears of the event if you witness or are involved in an incident it is important to document your involvement on an Incident Report.

## WHAT WARRANTS A TEXT FOR ASSISTANCE OR AN INCIDENT REPORT?

- Guest/staff injury (no matter how minor).
- Guest/staff complaint (no matter how minor).
- Ejection/trespass/arrest that you were involved with or witnessed
- Physical altercation/thrown item/field intrusion you were involved with or witnessed.
- Breach of arena security or arena policies
- Underage drinking or impaired guest that you were involved with or witnessed
- Someone asks for your name, write an incident report

## WHAT NEEDS TO BE ON AN INCIDENT REPORT?

- Your first and last name, time, location, date and involved parties
- Details/Summary of Incident with times and locations
- Physical description of involved parties
- Statement of actions taken by yourself
- Any witness contact information you were able to obtain
- Your signature and your supervisor's signature

## ONLY ORLANDO VENUES SECURITY STAFF CAN AUTHORIZE TRESPASSES/EJECTIONS

- Call Command Post and request In House Security to your location
- If you do not have radio, text 407-440-7557 with a brief description and your location

For example of a completed incident report.



**WHO**  
did you see



**WHAT**  
did you see



**WHEN**  
did you see it



**WHERE**  
did you see it



**WHAT**  
actions you took



**ARENA TEXT ASSISTANCE FOR ANY INCIDENT**  
407-440-7557





## **SERVICE**

### **SERVICE IS OUR CULTURE.**

*We welcome all fans and employees.*

*We deliver legendary experiences and provide our fans with world-class and efficient services.*

**REMEMBER TO TAP OR CLICK  
ICONS TO QUICKLY NAVIGATE TO  
THAT PAGE.**



**LEGENDARY SERVICE**



**GUEST ASSISTANCE CENTER**



**EVENT INFO SHEET**



**RADIO COMMUNICATIONS**



**EMPLOYEE DOS AND DON'TS**





# LEGENDARY SERVICE

## SERVICE IS OUR CULTURE.

We welcome all fans and employees, deliver legendary experiences and provide our fans with world-class and efficient services.

## GREETING GUESTS

Anyone, from any department or vendor, could be the first employee that our guests encounter upon arrival at the arena. Welcoming out guests and making a good first impression is paramount to our success.

## ANSWERING GUEST QUESTIONS

- Acknowledge questions as soon as possible, and be sure to give the guest your full attention.
- Be proactive and offer help, and do not wait to be asked.
- Read your "Event Info Sheet" and training guides prior to working your post.
- Be accurate with your responses and very familiar with your assigned area, as well as arena guidelines.
- If you do not know the answer to a question, refer the guest to our Guest Assistance Center at Section 111 on Terrace Level or Section 219 on Promenade Level.

## WHAT NEEDS TO BE ON AN INCIDENT REPORT?

- Be aware of how your body language is being perceived, and present a positive and enthusiastic image at all times.
- Stand up straight, and look attentive. This shows guests that you are interested in helping them and that you are approachable.
- Smile! Your attitude is automatically reflected in your facial expressions.
- Please refrain from leaning, sitting, or placing your feet on walls, handrails, tables or counter tops.
- Crossing your arms in front of your chest or being on a personal cell phone is a blatant "do not disturb" signal and shows guests you're uninterested in helping.

## TOP FIVE LOCATIONS:

- When you arrive to your post, make sure you are aware of the following five locations to best service yourself and the guests.



FIRST AID



NEAREST EXITS



CONCESSIONS



RESTROOMS



GUEST SERVICES

These locations are vital during an event in order to:

- Assist guests with general questions
- Assist guests with issues/complaints
- Assist guests with medical incidents/complaints
- Assist guests in the event of an evacuation



# GUEST ASSISTANCE CENTER

## GUEST FEEDBACK

Our commitment is to delivering a legendary guest experience at the Amway Center. In doing so, being open to feedback from our guests on their experience is critical. All guest feedback, both positive and constructive, is welcomed and should be handled with concern and importance. Empathize with the guest as they provide feedback, put yourself in their place and listen to all concerns.

### Some specific guidelines for handling complaints are as follows:

- Listen carefully to the feedback. Avoid interrupting a guest.
- Always restate the guest's problem, so that they know you understand their concerns and that you are listening carefully.
- Empathize, be supportive and provide helpful information for resolving the guest concern.
- Document information- ask the guest to take notes while they are sharing info to you.
- Explain what action you will be taking to correct the problem. Do not make promises.
- If possible, take the corrective action yourself. If you need assistance, find your supervisor immediately.
- Do not abandon the guest, or tell them to find someone else.
- If possible, move the discussion away from other guests. An audience may inspire some so the guest may calm down once they are in private.
- If the guest has become too irate and/or is becoming verbally abusive, simply contact your supervisor or mgmt. team for back up do not continue to go back and forth with the guest.
- Keep your voice calm and in control when speaking with the guest
- Thank the guest for bringing the problem to your attention.
- Following the interaction, complete an Incident Report, so that the proper personnel can follow up with the guest if needed.



**Guest Assistance Center**  
Behind Section 111 (Terrace)  
Behind Section 219 (Promenade)

- General guest questions/inquiries
- Guest complaints
- Lost child/Family member unifications
- Assisted listening devices
- Ticketing issues (once inside venue)
- Cleaning issues
- Reporting suspicious activity
- Event info/times
- Stroller check in (non Magic games)
- Sensory Room
- Sensory Bag check out





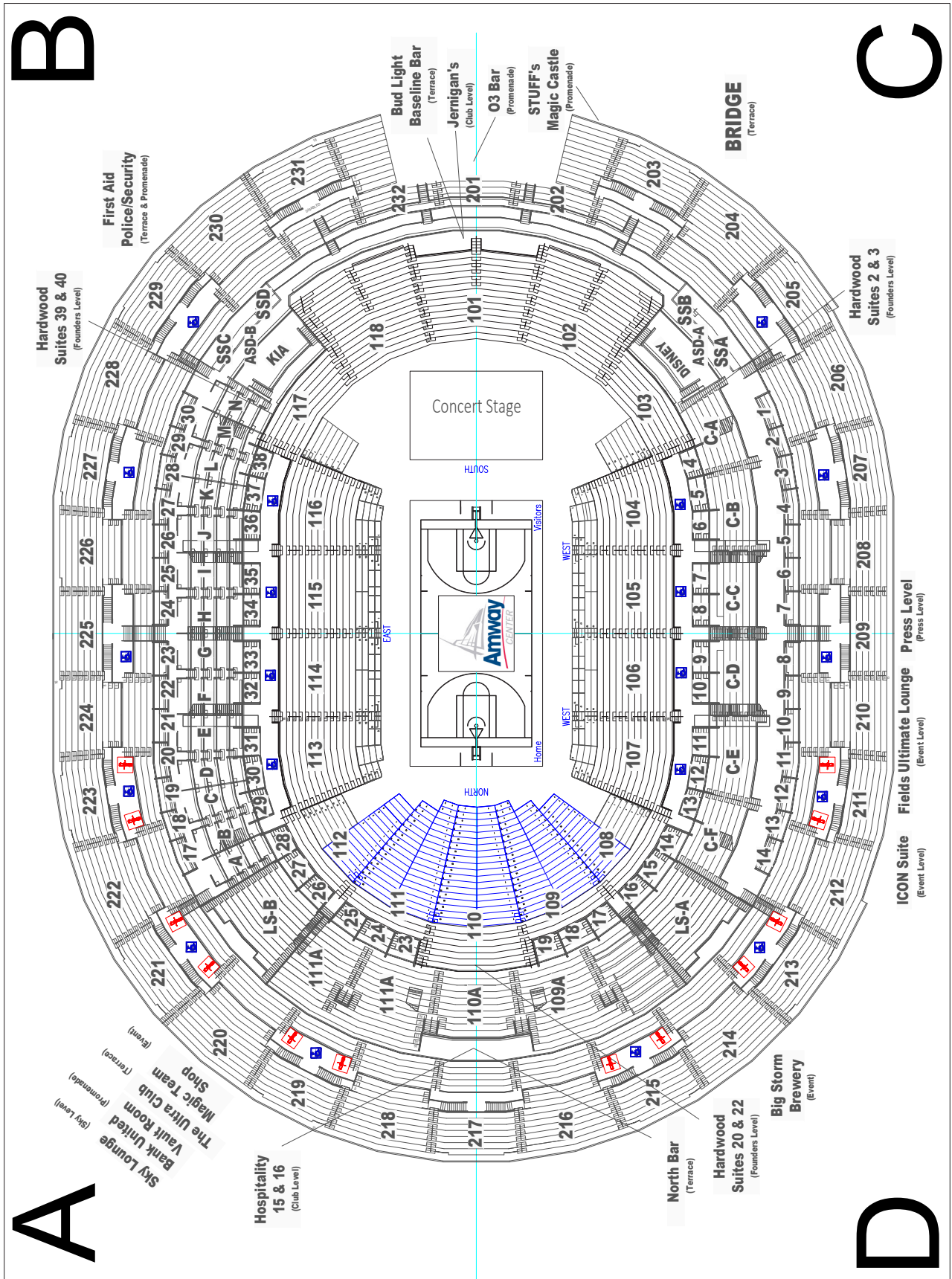
# EVENT INFO SHEET - FRONT

## SAMPLE OF EVENT INFO SHEET (FRONT)

<b>Safety- This is our priority - Service- This is our culture - Show- This is our stage If you see something, say something, and thank our guests for coming!!</b>	
<b>Main Doors (Seat Access):</b>	Doors Open – 7:00PM – Disney Atrium, Pedestrian Bridge, Admin, Big Storm Brewery
<b>EVENT NOTES:</b>	
<b>Areas Closed:</b>	STUFF’s Magic Castle, ICON, Jernigan’s Restaurant
<b>Big Storm Brewery:</b>	Will be open regular hours and interior door will be open for screening- no alcohol between areas
<b>COVID Policy:</b>	Masks are recommended for staff in all areas
<b>Costumes:</b>	Some guests will arrive in shark costumes. As long as their faces are not covered this is OK
<b>Fields Ultimate Lounge:</b>	OPEN to the public
<b>Media Check In:</b>	Media Entrance @ 8:30PM
<b>Special Effects:</b>	Haze, pyro, cyro, lasers and paper confetti
<b>Wristbands/ Credentials:</b>	<b>Security:</b> Neon Green and White Striped
<b>Corona Activation:</b>	At section 116/117 guests can take photos in the corona booth. They are also giving away Bad Bunny keychains and koozies
<b>SHOW TIMES:</b>	
<b>8:00PM-9:00PM</b>	DJ
<b>9:20PM-11:15PM</b>	Bad Bunny
<b>BUILDING POLICIES:</b>	
<b>Bag Policy:</b>	Small bag policy- no larger than 8.5” x 11” – Bin Box will be on site near Big Storm Brewery for oversized bag storage (WEST SIDE)
<b>Camera Policy:</b>	<b>No</b> audio or video recorders are allowed. No professional cameras/equipment. NO IPADS or TABLETS
<b>Gift Policy:</b>	See prohibited items list, take all gifts at the door.
<b>Prohibited Items:</b>	Follow Prohibited Items list
<b>Face Masks:</b>	Masks are recommended for all staff and guests
<b>Ticket Age:</b>	All patrons 2 years and older must have a ticket
<b>Re-Entry Policy:</b>	Only Under Special Conditions, See Supervisor
<b>PATRON SERVICES:</b>	
<b>ADA Seating:</b>	ADA Platforms on Mezzanine Level - <i>Note: As a reminder for Mezz/Terrace ADA Seats, Patrons Must Take Elevators Located on Terrace Level at Sections 105/106 or 114/115 and Proceed Down to Mezzanine Level.</i>
<b>AED Locations</b>	<b>Event</b> – Security Command; <b>Founders</b> – Concierge Desk – Quad A, C, D; <b>Terrace</b> – Guest Services, First Aid Room, Concierge Desk; <b>Club</b> -Concierge Desk-Quad A & C; <b>Prom</b> – Guest Services, First Aid Room, Event Command Post
<b>Alcohol Sales:</b>	Sales stop @ 10:45 PM (end of show ~11:15PM)
<b>Assisted Listening</b>	Refer to Guest Relations at 111, 219
<b>Baby Changing Tables:</b>	Terrace – Sec. 103, 111, 117; Founders – C & D quads; Club – A & D quads; Promenade – 204, 209 & 225
<b>Concourse Directional Colors:</b>	<b>Orange</b> East Side of Building; <b>Green</b> West Side of the Building
<b>Concessions Info:</b>	<b>All concessions are cashless. However only for concerts the concessions at section 108 &amp; 110 accept cash</b>
<b>Elevators:</b>	All Elevators Operational – Notes: “A” Quad – Grants Access to SkyLounge; “C” Quad – <b>Do Not</b> Drop Off to Event Level; “D” Quad – <b>Do Not</b> Drop Off to Founders Level.
<b>First Aid Booth/Police Office:</b>	Terrace Level – Section 118 Promenade- Section 230
<b>Hawkers:</b>	Hawkers are allowed in the bowl until 9:00PM. Must pour ALL drink in the building
<b>Lost &amp; Found:</b>	Please Refer Patrons to Guest Relation Locations at Section 111 and Section 219
<b>Nursing Area:</b>	The Mamava pod is on terrace level section 116/117. Download the app and directions on the pod when you get to it.
<b>Merchandise:</b>	Sections 103, 108, 112 & Disney Atrium
<b>Premium Guests &amp; Suites:</b>	Founders and Club Levels Only. Direct guests to elevators or VIP concierge area near 103 on terrace; suites remain open for 1 hour after event.
<b>Restrooms:</b>	<b>Terrace Level</b> Men’s: 104,109, 113, 117 Women’s: 103,107, 111, 116 <b>Promenade Level</b> Men’s: 204, 210, 219,226 Women’s: 208, 214, 224, 230
<b>Sky Lounge:</b>	Will open at 6:00PM for the event and stay open 1 hour after the end of the concert
<b>ICON:</b>	Closed
<b>Founders Lounge:</b>	OPEN
<b>Smoking Policy:</b>	Smoking is permitted at Michelob Ultra Club located at Section 112 or Big Storm Brewery for floor guests
<b>Water Fountains:</b>	Event Level- Under Section 112, A Vom, Mezzanine- Near restrooms, Terrace Level- 104, 107, 113, 116, Club Level- NE, NW, SE and SW corners
<b>Did you Know:</b>	Bad Bunny is a Puerto Rican rapper who gained popularity on Sound Cloud. Bad Bunny’s previous tour was one of the most dominant live shows of 2019, breaking venue capacity records and sold-out shows at the most iconic arenas worldwide. The tour concluded with 48 sold-out shows around the US, Latin America, and Europe. Bad Bunny was the first Latin artist to appeal on the cover of Rolling Stones magazine.
<b>NEXT AMWAY CENTER EVENT:</b>	Bad Bunny (2 <sup>nd</sup> Show) - Wednesday, March 30th, 2022: Main Staffing Call @ 6:00PM



# EVENT INFO SHEET - BACK







# **RADIO COMMUNICATIONS**

## **RADIO ETIQUETTE**

- Radios are expensive communication devices and should be handled with care.
- Be brief and to the point. Conversations about non-work related issues are not acceptable.
- Guests can hear radio transmissions, so it is important to use appropriate language and discretion at all times. Absolutely no swearing is permitted when using a radio.
- When transmitting via the radio, always use a calm, clear, regular tone of voice.
- Listen to the radio traffic before attempting any transmission.
- Before your shift, turn on the radio, turn to your assigned channel
- Attempt a test communication with another member of of your department/company



**ARENA TEXT ASSISTANCE FOR ANY INCIDENT**

407-440-7557







# EMPLOYEE DOS AND DON'TS

## EMPLOYEE DOS

- Be punctual and in uniform at the scheduled time.
- Inspect your assigned work area for safety and cleanliness. Report any issues to supervisors.
- Know your two closest emergency evacuation points to your assigned area.
- Know your nearest men's and women's restroom locations to your assigned area.
- Report all incidents/complaints/injuries that occur on property in a timely manner.
- Make your best effort to resolve all guest concerns and complaints.
- Report the abuse of alcohol and drugs by guests and employees to a supervisor.
- Report all types of offensive language, gestures or behaviors by guests or other employees.
- Advise your supervisor when you are using medication which may affect your ability to work safely.
- Review Event Info Sheet and any relevant event info
- Remember to smile and have fun!

## EMPLOYEE DON'T'S

- Be absent or tardy without proper notification.
- Solicit autographs from celebrities/players at arena before, during or after shift.
- Be under the influence of alcohol or drugs.
- Use an I.D. or uniform for admittance to the arena when not scheduled to work.
- Destroy, vandalize, or remove arena property or equipment.
- Smoke, eat, drink, or chew tobacco while in public view.
- Accept money or other gratuities to allow guests for favors.
- Sit in any ticketed guest area seat once the doors have opened.
- Escort family or friends into the arena without a ticket.
- Re-sell complimentary tickets or merchandise.
- Swear at, threaten, or raise voice to any guests or other employees.
- Engage in fighting or shoving with guests or employees
- Use front of house Elevators while guests are present.





# EMPLOYEE DO'S AND DON'TS

## **APPEARANCE AND UNIFORM STANDARDS**

- *Our appearance is the first impression that we present to our guests. Portraying a professional image is consistent with our desire to always exceed our guest's expectations.*
- *Employee badges or credentials should be worn proudly.*
- *We recommend shoes with a rubber sole, as most positions require that you stand or walk for extended periods of time. A slip resistant sole is a valuable safety precaution.*
- *Employees must arrive to work with good hygiene, which includes, but is not limited to brushing teeth, showering regularly, washing hands, and using deodorant.*

## **COMMUNICATION WITH THE MEDIA**

*All employees are prohibited from making any comments to the media. If you are approached by the media, employees and staff shall politely decline comments and refer the media to contact the Orlando Venues Communications Department.*

## **CULTURAL DIVERSITY AWARENESS**

*At Amway Center we serve a very diverse fan base of all ages and backgrounds. It is of the utmost importance to treat every guest or employee who come into our arena as a valued individual and as a valued customer. It is important to understand that all of our guests do not speak the English language. Please contact your Supervisor/Command Post who can get a hold of a staff member fluent in the guests native language to help translate.*

## **RESPECT IN THE WORKPLACE POLICY**

*Amway Center prohibits harassment in any form. Any incident which could be deemed to violate this policy should be reported to your supervisor. Harassment in our workplace can be defined as any verbal or non-verbal conduct that interferes with an individual's job performance or creates an intimidating, hostile or offensive working environment.*

*It is against our policy for any employee working within the confines of Amway Center, male or female, to harass another employee by:*

*Creating an intimidating, hostile or offensive working environment by such conduct, or by offensive conversations with others, comments or noises, or display of offensive objects or pictures*



## **DISCLAIMER:**

**THESE POLICIES DO NOT OVERRIDE YOUR COMPANIES  
INTERNAL POLICIES REGARDING THESE MATTERS.**



**SHOW**

**SHOW IS OUR STAGE.**

*This is what our fans see.*

*It's our appearance, cleanliness of our areas, and the entertainment we provide.*

*It is what truly sets the stage.*

**REMEMBER TO TAP OR CLICK  
ICONS TO QUICKLY NAVIGATE TO  
THAT PAGE.**



**WAYFINDING EXTERIOR**



**WAYFINDING BY LEVEL**



**TEAM SHOP**



**BOX OFFICE**







# WAYFINDING - EXTERIOR

The Amway Center is located in the heart of downtown Orlando - bounded by Church Street on the north, Hughey Avenue/I-4 on the east, South Street on the south, and Division on the west.

## CHURCH STREET

- Under I-4 on Church Street will feature special lighting as well as sound making the walk to the Amway Center the beginning of the guest's experience.
- For most events, Church Street on the north side of the building will be closed between Hughey Avenue and Division Street before the event.
- The Main entrance doors for the Amway Center are located on Church Street.
- The Team Shop has an exterior entrance and is located at Church St. and Hughey Ave.
- The Big Storm Brewery has an exterior entrance and is located at Church St. and Division.

## SOUTH STREET

- The 1,876 car Geico Garage is the most convenient place to park for guests of the Amway Center.
- There is an air conditioned walkway connecting the Geico Garage and the Amway Center, which puts you on the Terrace Level – the first and main concourse for the Amway Center.
- The Geico Garage is located on South Street directly across from the arena.
- The Media and VIP South entrance is located at South Street and Division.
- The Employee Entrance is located at the corner of South Street and Hughey Ave.
- The Big Storm Brewery has an exterior entrance for the Amway Center is located at Church Street and Division.

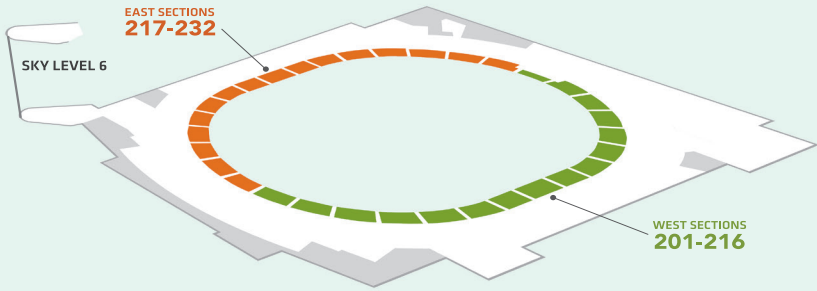
## HUGHEY AVE

- The Administrative Entrance for the Amway Center is located on Hughey Ave.



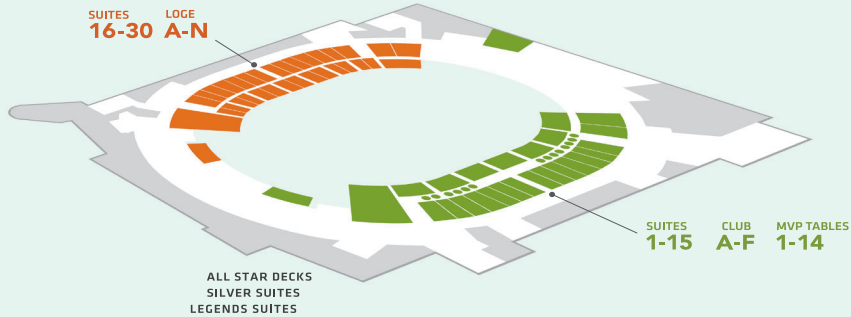
# WAYFINDING BY LEVELS

PROMENADE LEVEL **5**



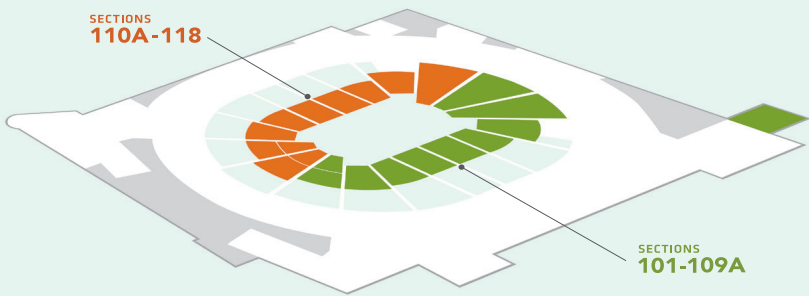
- BankUnited VAULT ROOM
- MAGIC STUFF
- Beverage Bar
- OZONE**
- GUEST ASSISTANCE
- 100 ONE80 Lounge ON SKY LEVEL 6
- STUFF'S MAGIC CASTLE
- TEAM SHOP

CLUB LEVEL **4**



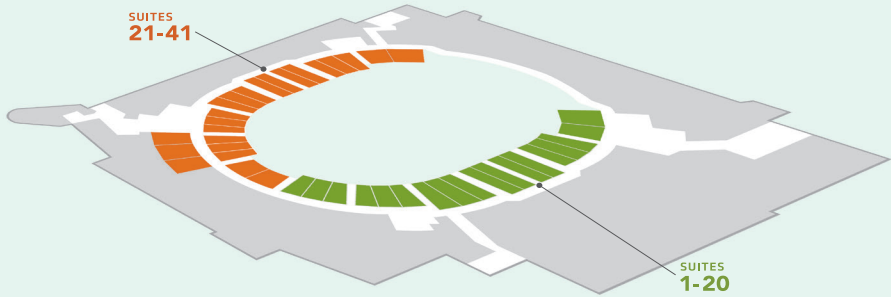
- CRAFT BEER
- NORTH CLUB BAR**
- jernigan's Restaurant

TERRACE LEVEL **3**



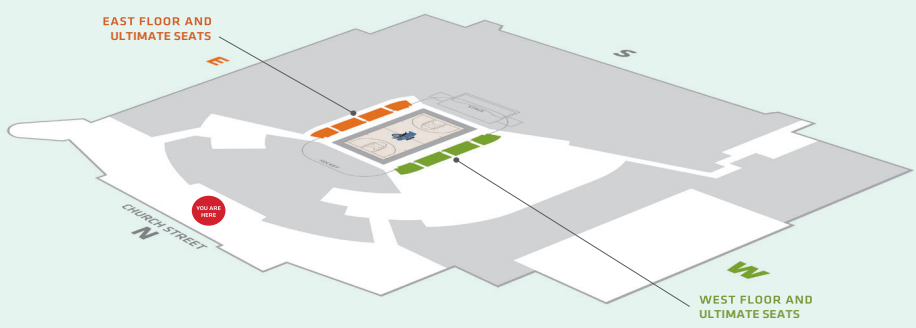
- Walt Disney World TERRACE
- BUD LIGHT BASELINE BAR**
- NORTH TERRACE BAR
- GEICO GARAGE**
- ULTRA CLUB**
- KIA TERRACE
- NUTRILITE MAGIC FAN EXPERIENCE
- ORLANDO on demand**
- GUEST ASSISTANCE
- Disney TICKETS
- TEAM SHOP
- SNO-CUT
- Heineken
- 19 Crimes WINE BAR

FOUNDERS LEVEL **2**



- HARDWOOD SUITES
- HOSPITALITY ROOMS

EVENT LEVEL **E**



- Box Office by *ticketmaster*
- Disney ATRIUM
- TEAM SHOP
- FIELDS AUTO GROUP
- ULTIMATE LOUNGE**
- AdventHealth PRACTICE FACILITY**
- ICON SUITE
- MAGIC GRILL
- FIELDS AUTO GROUP
- VIP ENTRANCE

# EVENT LEVEL

# E



# WAYFINDING

## EVENT LEVEL - 1ST FLOOR

Includes the Disney Atrium, the main entrance to Amway Center.

Interior entrances for internal access to:

- Admin Entrance
- Big Storm Brewery
- Orlando Magic Team Shop
- Box Office
- Advent Health Practice Facility

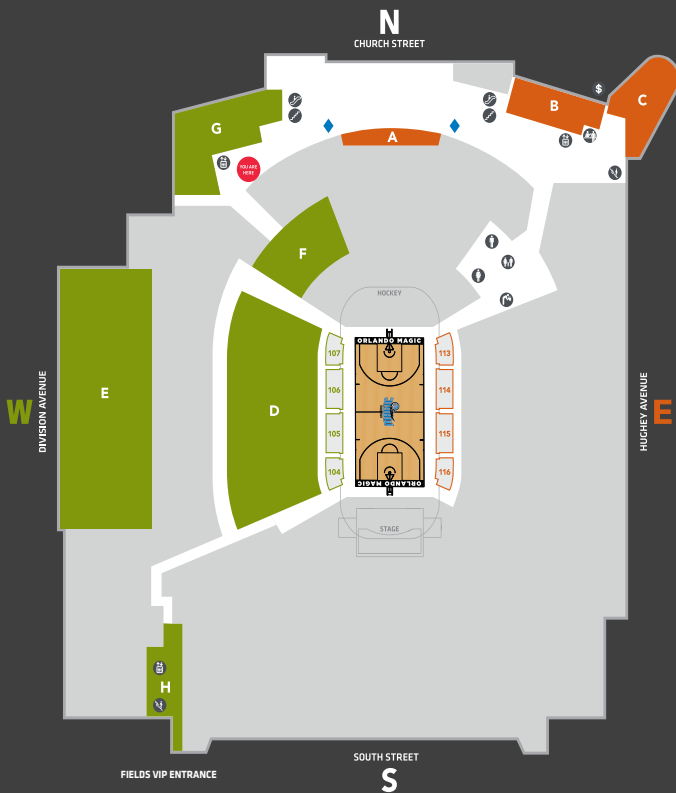
Elevators with access to:

- Founders Level
- Terrace Level
- Club Level
- Promenade Level

There also is an Interior box office window, supporting future show/game purchases & customer service needs. This window is located near the base of the East/orange escalator.

## KEY LOCATIONS ON EVENT LEVEL:

- Employee Entrance
- Disney Atrium (Main Entrance)
- Admin Entrance
- Big Storm Brewery
- Orlando Magic Team Shop
- Box Office
- Advent Health Practice Facility



### SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Stairs
- Fire Stairs
- Elevator
- Escalator
- ATM
- Lobby Reception

### AMENITIES

- A** Disney ATRIUM
- B** Box Office by ticketmaster
- C** TEAM SHOP
- D** FIELDS AUTO GROUP ULTIMATE LOUNGE
- E** AdventHealth PRACTICE FACILITY
- F** ICON SUITE
- G** BIG STORM BREWERY
- H** FIELDS VIP ENTRANCE

### CARTS (VARIES PER EVENT)

- BEVERAGES





# FOUNDERS LEVEL 2

## FOUNDERS LEVEL - 2ND FLOOR

Location of the Founders Suites, the first level of suites in the Amway Center.

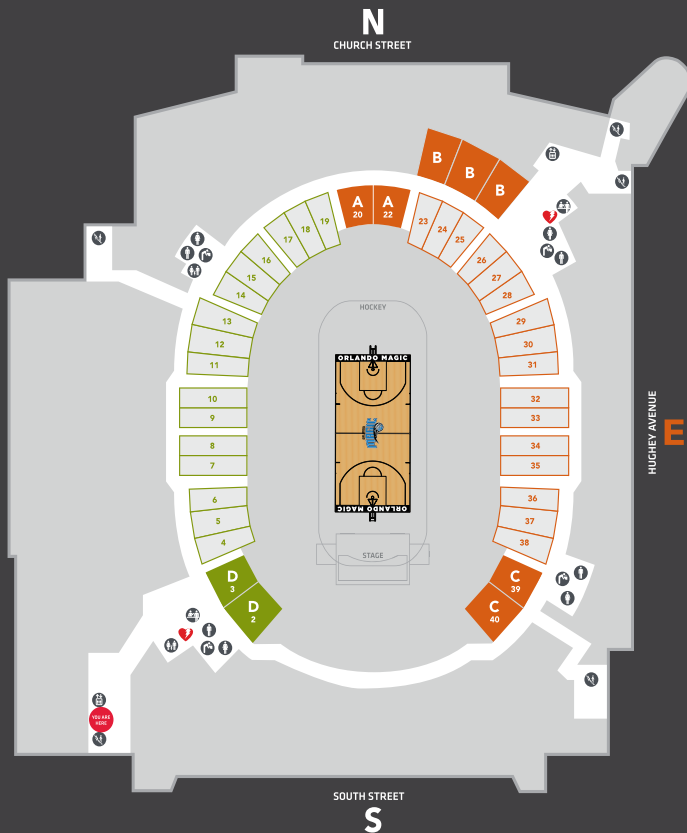
Located between Event & Terrace levels  
Only accessible via elevators in the northeast and northwest corners of the building, or stairs/elevators in the southwest corner of the building.

Offices on Founders Level:

- Orlando Venues
- Orlando Magic
- Levy Restaurants
- Greater Orlando Sports Commission

### KEY LOCATIONS ON FOUNDERS LEVEL:

- Employee Lounge
- Founders Level Suites
- Hardwood Suites



#### SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Fire Stairs
- Elevator
- Concierge
- Defibrillator

#### AMENITIES

- A HARDWOOD SUITES
- B HOSPITALITY ROOMS
- C HARDWOOD SUITES
- D HARDWOOD SUITES



# WAYFINDING

# TERRACE LEVEL 3

## TERRACE LEVEL - 3RD FLOOR

First concourse level (of two) in Amway Center.

Escalators from the Disney Atrium end at the Terrace level Escalators from the Terrace level deliver guests to the Promenade level.

Includes access to the Michelob Ultra Bar, located on the East side of the building at the top of the Disney Atrium escalators.

Includes access to:

- 100-level seating
- Elevators to mezzanine level for ADA
- Bud Light Baseline Bar

## KEY LOCATIONS ON TERRACE LEVEL:

- Guest Assistance Center
- Michelob Ultra Lounge
- Geico Garage Bridge
- Budlight Baseline Bar
- AdventHealth First Aid Station
- Coppercraft Bourbon Bar
- Magic Team Shop
- Walt Disney World Terrace
- Nutrilite Magic Fan Experience
- Premium Lobby w/ stair access to the Club level



<p><b>SERVICES</b></p> <ul style="list-style-type: none"> <li> Men's Restroom</li> <li> Women's Restroom</li> <li> Family Restroom</li> <li> Water Fountain</li> <li> Fire Stairs</li> <li> Elevator</li> <li> Escalator</li> <li> ATM</li> <li> Concierge</li> <li> Police</li> <li> Defibrillator</li> <li> AdventHealth First Aid Stations</li> </ul>	<p><b>AMENITIES</b></p> <ul style="list-style-type: none"> <li><b>A</b> COPPERCRAFT BOURBON BAR</li> <li><b>B</b> GUEST ASSISTANCE</li> <li><b>C</b> ULTRA CLUB</li> <li><b>D</b> TEAM SHOP</li> <li><b>E</b> NUTRILITE MAGIC FAN EXPERIENCE</li> <li><b>F</b> COBLEU VODKA</li> <li><b>G</b> KIA TERRACE</li> <li><b>H</b> Baby Sports SHOOTOUT CHALLENGE</li> <li><b>I</b> AdventHealth PROFORMANCE LAB</li> <li><b>J</b> BUD LIGHT BASELINE BAR</li> <li><b>K</b> Walt Disney World TERRACE</li> <li><b>L</b> TEAM SHOP</li> <li><b>M</b> GEICO GARAGE</li> <li><b>N</b> ORLANDO on Demand</li> <li><b>O</b> 19 Crimes WINE BAR</li> <li><b>P</b> Disney City Market</li> </ul>	<p><b>CONCESSIONS</b></p> <ul style="list-style-type: none"> <li><b>1</b> COFFEE CART</li> <li><b>2</b> SILVER SPOON Burgers &amp; More</li> <li><b>3</b> SLAM DUNK Fan Favorites</li> <li><b>4</b> Orlando TABLE Local Tastes</li> <li><b>5</b> Chicken Tenders &amp; Sandwiches</li> <li><b>6</b> PAPA JOHN'S Pizza &amp; Italian Favorites</li> <li><b>7</b> MEXICAN TASTES</li> <li><b>8</b> menshi's</li> <li><b>9</b> CUBAN CAFÉ</li> <li><b>10</b> PINSTRIPE Fan Favorites</li> <li><b>11</b> SILVER SPARK GRILL Burgers &amp; More</li> <li><b>12</b> ORLANDO MARKET Local Tastes</li> </ul> <p><b>CARTS (VARIES PER EVENT)</b></p> <ul style="list-style-type: none"> <li> BEVERAGES</li> <li> FOOD</li> </ul>
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# CLUB LEVEL 4



## WAYFINDING

### CLUB LEVEL - 4TH FLOOR

Located between the Terrace & Promenade level the second level of suites in the building.

Access to hospitality spaces, including:

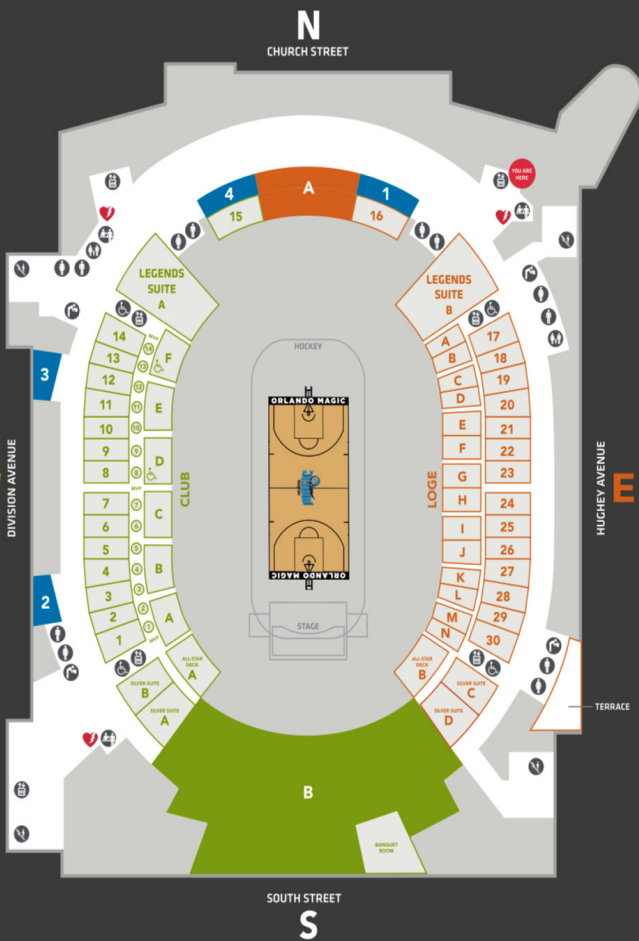
- Silver Suites
- All-Star Decks
- President's Suites
- Legends Suites A and B
- Club and Logo seats

Jernigan's Restaurant, located on the south end, is open for all Orlando Magic home games and select concerts.

Includes a dedicated bar & lounge area, North Club Bar, as well as private restrooms and concession stands.

### KEY LOCATIONS ON THE CLUB LEVEL:

- Jernigan's Restaurant
- North Club Bar
- Stair access between the Terrace & Club levels, through the Premium



#### SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Fire Stairs
- Elevator
- Concierge
- Defibrillator

#### AMENITIES

- A** NORTH CLUB BAR
- B** Jernigan's Restaurant

#### CONCESSIONS

- 1** North Club Grill
- 2** Sear & Sizzle
- 3** CRAFT BEER
- 4** The Carvery



# PROMENADE LEVEL

# 5



## WAYFINDING

### PROMENADE LEVEL - 5TH FLOOR

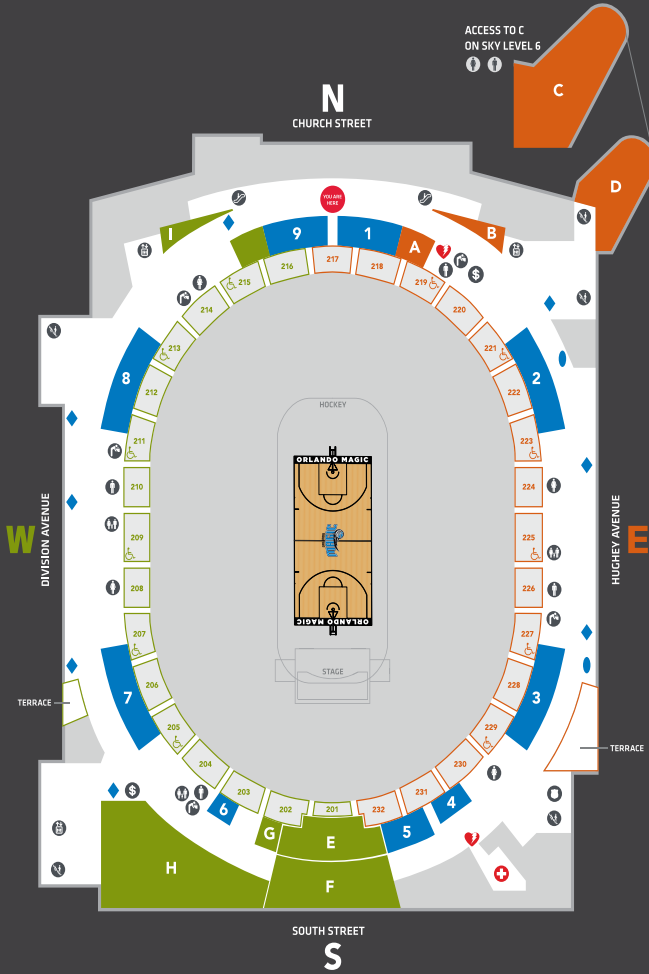
The second concourse at the Amway Center.

Includes access to:

- 200-level seating
- Stuff's Magic Castle
- O-Zone Bar

### KEY LOCATIONS ON PROMENADE LEVEL

- Guest Assistance Center
- Magic Team Shop
- OZONE
- BankUnited Vault Room
- AdventHealth First Aid Station



#### SERVICES

- Men's Restroom
- Women's Restroom
- Family Restroom
- Water Fountain
- Fire Stairs
- Elevator
- Escalator
- ATM
- Police
- Defibrillator
- AdventHealth First Aid Stations

#### AMENITIES

- A** GUEST ASSISTANCE
- B** TEAM SHOP
- C** SKYLounge ON SKY LEVEL 6 AT AMWAY CENTER
- D** BankUnited VAULT ROOM
- E** OZONE
- F** Beverage Bar
- G** MAGIC'S STUFF
- H** STUFF'S MAGIC CASTLE
- I** MRC Retail

#### CONCESSIONS

- 1** Mexican Tastes
- 2** SILVER SPOON Burgers & More
- 3** SOUTH STREET EATS Fan Favorites
- 4** ICE CREAM
- 5** PAPA JOHN'S Pizza & Italian Favorites
- 6** STUFF 4 ME Just For Kids
- 7** SILVER SPARK GRILL Burgers & More
- 8** 400 WEST CHURCH STREET Fan Favorites
- 9** CHURCH ST. CANTINA

#### CARTS (VARIES PER EVENT)

- BEVERAGES
- FOOD



## **ORLANDO MAGIC TEAM SHOP**

The Orlando Magic Team Shop has the latest NBA apparel, including jerseys, t-shirts, hats and more.

- The Disney Ticket Center, located inside the Team Shop, remains closed at this time.

## **STORE HOURS**

Monday - Friday: 11 am - 4 pm

The store accepts the following credit cards: American Express, Visa, MasterCard, Discover as well as store credit, loaded tickets and Magic Money.

## **EMPLOYEE DISCOUNTS**

Please note the following discounts are in place throughout the season:

- Magic Employees 40% Off (exclusions apply)
- Amway Center Building Partners 20% Off (exclusions apply)

**FOR MORE INFO VISIT THE ORLANDO MAGIC TEAM SHOP OFFICIAL WEBSITE BY CLICKING HERE**





## **BOX OFFICE**

The Amway Center box office is located on Church Street, just west of I-4, in downtown Orlando. Short-term (15 minutes) parking is available in front of the box office on Church Street except during events.

- The Amway Center box office does not take ticket orders over the phone. For support on previously placed orders, please contact Ticketmaster Customer Service at **800.653.8000**.
- In addition to Amway Center events, the Amway Center box office also serves as the central box office for Camping World Stadium and Tinker Field events.

## **WILL CALL:**

- Will call is located at the Amway Center box office on Church Street. When picking up will call tickets, a valid photo ID must be presented.

## **AUTHORIZED TICKET SELLERS:**

- Guests should always purchase tickets from an authorized ticket agent, i.e., the Amway Center box office or Ticketmaster.
- Tickets purchased from other sources, including third-party websites and ticket brokers, could be counterfeit or stolen.
- If you obtained lost or stolen tickets from an unauthorized ticket agent, it might prevent you from entering the arena.
- You could also be removed from your seat upon the presentation of a replacement ticket by the legal ticket holder.

## **CHILD TICKET POLICY:**

- For all Amway Center events, children UNDER two (2) years old are admitted free of charge for all events, provided they sit on a parent or guardian's lap. (Age limit subject to change based on show promoter policy).
- For Orlando Magic home games, children less than 36" tall do not need a ticket, provided the child sits on an adult's lap.
- There is no minimum age to attend events at Amway Center.

## **INTERNAL BOX OFFICE:**

Inside the Disney Atrium near the A Quad Elevators is the Internal Box Office. This is operated by the Box Office staff and used for multiple reasons. Never escort a guest that have scanned in Red to the Internal Box Office, please have them leave the area and talk to the Box Office staff at the Main Box Office located on Church Street near the Team Shop. Below are the main reason a guest would head to the Internal Box Office:

- Upgrading Tickets – if a guest would like to upgrade to lower seats
- Relocation Request – if a guest needs to be moved
- Duplicate Tickets – if two guests have the same section, row, and seat. It is important to have one guest from each group present at the Internal Box Office so that a solution can be made for each party.





## ***SENSE OF BELONGING***

***SENSE OF BELONGING IS OUR COMMITMENT.***

*Ensuring that all employees and guests feel welcomed, valued and appreciated.*

***REMEMBER TO TAP OR CLICK  
ICONS TO QUICKLY NAVIGATE TO  
THAT PAGE.***



***ADA SERVICES***



***SENSORY INCLUSION***



***LEGENDARY 365 PROGRAM***



***LEGENDARY PLAYMAKERS***



***EMPLOYEE APPRECIATION***





# ADA SERVICES

## ACCESSIBLE PARKING

- Convenient accessible parking is located in the GEICO Garage, which is adjacent to Amway Center.
- Guests using the GEICO Garage may access Amway Center via the 5th-floor pedestrian bridge, which connects to Amway Center's Terrace Level (Level 3).
- There are also accessible parking spaces in surface lots and garages in the area surrounding Amway Center.

## ACCESSIBLE SEATING

- Wheelchair accessible and three-companion seats are available at locations throughout Amway Center, offering guests the choice of price flexibility, diverse amenities and different views. Seating locations vary depending on particular events.
- It is important to indicate when buying tickets if you require wheelchair accessible seating.
- For more information, please call **407.440.7900**.
- When purchasing on Ticketmaster.com, select the blue wheelchair icon to filter for available ADA seats.

## ASSISTED LISTENING DEVICES

- Assistive listening devices are available for loan at either one of the Guest Services stations located on the north end of the Terrace Level (Level 3), at section 111, and Promenade Level (Level 5), at section 219.
- Guests will be required to leave a driver's license or government-issued photo ID card at Guest Services when checking out a device, to be returned when the device is checked in at Guest Services.

## INTERPRETIVE SERVICES

- With advance notice, Amway Center can arrange interpretive services for concerts and family shows. Guests can call the box office at **407.916.2668**

## WHEELCHAIR ESCORTS

- Amway Center provides complimentary wheelchair escorts to guests with special needs when requested.
- An escort is available from point-of-entry into the arena to your seat and again from your seat to your point-of-exit at the conclusion of the event.
- Please note that neither staff nor the wheelchair will remain with you for the duration of the event. There are no wheelchair escorts available outside of the arena.
- Once a patron enters the arena, requests can be made through an Amway Center staff member. Advance requests are not available.

For the full Amway Center Accessibility Guide.

[CLICK HERE](#)





# ***SENSORY INCLUSION***

## **SENSORY SENSITIVITY RESOURCES**

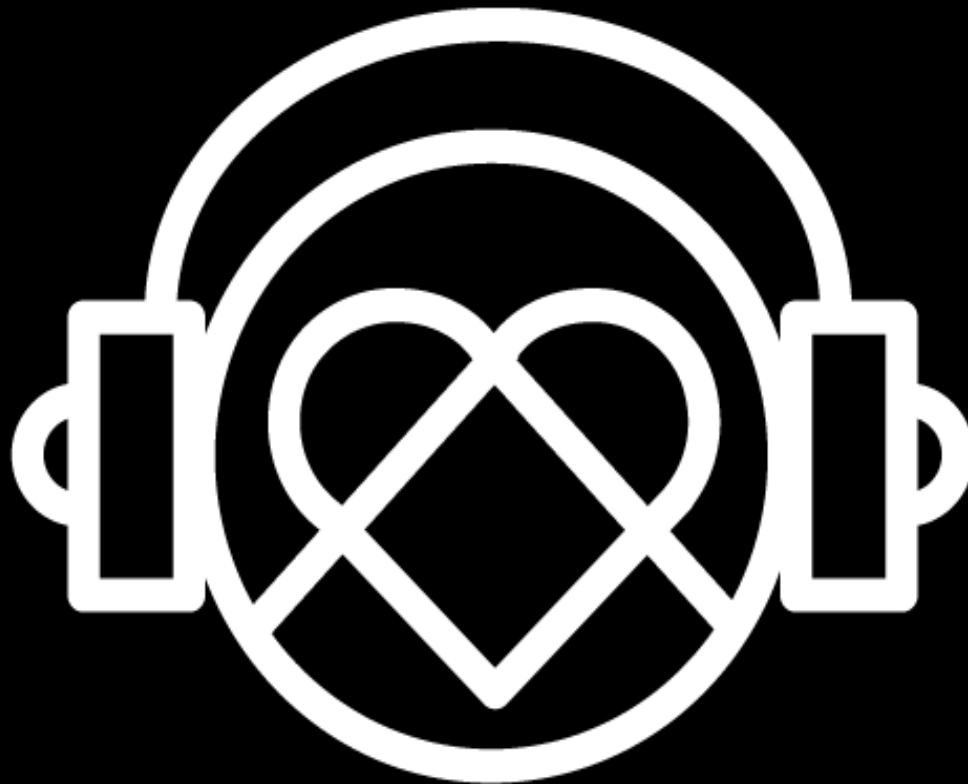
- As the first NBA arena in Florida certified by **KultureCity** as Sensory Inclusive, Amway Center offers the following for guests with sensory processing needs during events:
- Sensory bags, weighted lap pads and photo-sensitivity glasses, which can be checked-out at guest services for no cost. Bags include a special badge for guest recognition, fidget tools, noise-canceling headphones and other resources.

## **WHAT IS KULTURE CITY?**

- KultureCity is a nonprofit organization which trains staff at venues and then certifies venues which have sensory inclusive modifications.
- Our Sensory Inclusive™ Certification is available to venues, organizations, small businesses or caring individuals who want to learn more about sensory needs and how to better engage with individuals with sensory needs.

For access to KultureCity Training.

**CLICK HERE**



**www.kulturecity.org**





# LEGENDARY 365 PROGRAM



## WHAT IS THE LEGENDARY 365 PROGRAM?

A comprehensive program consisting of staff trainings, initiatives and recognition and rewards programs.



**AMWAY CENTER UNIVERSITY**  
Staff annual in person training



**LEGENDARY FOUNDATIONS**  
Staff training handbook



**LEGENDARY PLAYMAKER PROGRAM**  
Staff recognition and reward program.



# LEGENDARY PLAYMAKERS

## LEGENDARY PLAYMAKER PROGRAM

The Legendary Playmaker Program is designed to recognize Amway Center staff whom are committed to providing guests legendary service through executing the Amway Center Guidelines.

- A Legendary Playmaker nomination is given when an employee is observed giving legendary service.

## WHAT IS A "LEGENDARY MOMENT?"

A Legendary Moment is going out of your way to make a guest's experience special, being a great team player, or simply embodying the Amway Center purpose.

## WHO CAN GIVE A LEGENDARY PLAYMAKER NOMINATION?

- You!
- Any manager/supervisor
- Your peers
- Amway Center Guests



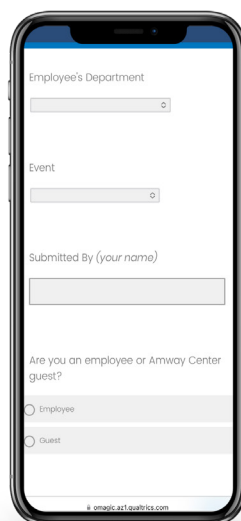
## HOW TO NOMINATE SOMEONE AS A LEGENDARY PLAYMAKER

A staff member or guest can fill out the nomination form. See screenshots below to better understand how to nominate someone as a Legendary Playmaker. Nomination link will be made available via QR Codes around the arena.

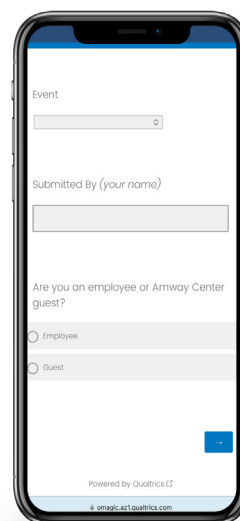
Click the link to the right to see the nomination link and save it.



**Step #1**  
Enter the employee name of the employee you are nominating.



**Step #2**  
Enter the employees department, event, and your name.



**Step #3**  
Remember to answer all questions and hit the blue arrow to submit.



# EMPLOYEE APPRECIATION

## **LEGENDARY PLAYMAKER OF THE MONTH**

There are (4) Legendary Playmakers selected each month. All monthly Playmakers will receive an LPP gift package and in-game recognition at an Orlando Magic Home Game.

## **LEGENDARY PLAYMAKER OF THE YEAR**

This award is distributed to someone who has gone out of their way to make a guest's experience special, being a great team player, or simply embodying the Amway Center Purpose.

This annual winner is selected by the L365 committee, which is made up of members of each building partner.

### **LEGENDARY PLAYMAKERS:**

- 2012-2013 – Mel Juster (Andy Frain)
- 2013-2014 – Andrew Henshaw (Lanier Parking)
- 2014-2015 – Robert Coy (Andy Frain)
- 2015-2016 – Peggy Krivac (Andy Frain)
- 2016-2017 – Billie Newton (Andy Frain)
- 2017-2018 – Justin Wrasman (Orlando Magic)
- 2019-2020 – Lyn Henderson (Orlando Magic)
- 2020-2021 – Robin Edwards (Reef Parking)
- 2021-2022 – Ahsha Tribble (Orlando Magic)



## **LEGENDARY COMMUNITY PLAYMAKER OF THE YEAR**

This award is distributed to someone who has gone out of their way to make a difference in the community while embodying the Amway Center Purpose.

This annual winner can be nominated by peers and managers and is selected by the L365 committee, which is made up of members of each building partner.

### **LCP AWARD WINNERS:**

- 2020-2021 – Jesse Bennett (Reef Parking)
- 2021-2022 – Nick Rawls (Levy)





