

**Admissions:** The Admissions Committee checks all people entering the facility ensuring proper tickets or credentials are present, allowing authorized access to Teams, Officials, Press and Spectators.

Assistant Directors provide direction to the organization manning the gate. The AD's are front line customer service personnel, necessitating people and problem solving skills.

Volunteer Organizations are responsible for inspecting and selling tickets. The Clubs ensure customers entering the track have tickets or proper credentials. The Volunteers are responsible for ticket sales. Customer Service, working with money making change and Accounting skills are essential.

All Admissions team personnel must be able to work outdoors in varied weather conditions.

**Camping:** Responsible for all aspects of campground management at each event, we have five -5- areas at four-4- of the events we run, and ten-10- areas during the Moto GP,

Shifts Begin, on the Thursday before each event, and end Saturday evening of the event at Midnight, with a small Skelton crew for Sunday's activities

Hours of Operation are from 6:30 AM until 12:00 Midnight daily, Divided between two shifts,

Prior to the event, and at the discretion of the director, there is a 1-2 day set up/maintenance day(s) prior to the event, with exception to the Moto GP, where there is a 1-2 week set up period

**Communications:** The Communications Team is dedicated to the safety of our guests and workers by providing the Mazda Raceway's radio communication, coordination and the issue/supply of radios to the SCRAMP team in a 24/7 environment during race weekends. We dispatch and coordinate fire, police and ambulance services as well as ensure smooth overall operation of SCRAMP radio communication from our Command Post overlooking the track. Swift reaction, attention to detail and clear information transfers are our specific jobs 'behind the scenes' to ensure that

**Programs:** A sub-committee of Souvenirs, responsible for the inventory, distribution, accounting, and selling of all event programs. While the ability to lift small 30lb boxes is desirable, it is not required. However, the ability to count is. A volunteer must be able to access stocking needs around the facility and be able to respond. This includes hospitality suites, souvenir store locations, and various vendor locations.

Since most of the distribution occurs first thing in the morning and restocking based on needs carried out throughout the day, the volunteer work is intermeshed with Souvenirs.

**Vehicle Control:** Consists of two major functions, Traffic and Parking.

Develop and maintain methods to direct traffic to the raceway and move traffic to designated parking area inside the raceway by:

- Acquiring needed encroachment permits for highway signs (Cal Trans and County) at the beginning of each year.
- Maintain a relationship with CHP, County Sheriff, Local Police Departments, Federal Police and BLM for traffic coordination.
- Provide SCRAMP staff a basic traffic plan 5 weeks prior to each race
- Maintains control of intersections, perimeter roads and parking lots within the race facility.
- Maintains equipment required for traffic control (signs, barriers, cones etc).

**Souvenirs:** An important part of a fan's experience especially for international guests. Souvenirs are responsible for the selling of event and track merchandise that helps to extend the guest's experience.

A volunteer must be able to count, make change on cash transactions, operate a register and stock inventory. Since almost every guest that attends an event eventually visits a souvenir location it is an exciting experience. Excellent communication skills and public interaction experience are welcome.

all of our guests and participants are safe and have a good experience here at Mazda Raceway at Laguna Seca. If you want to learn more about us and provide this business critical, and in some cases lifesaving team effort, please visit the MRLS website or stop by the SCRAMP office to get in touch with us.

**Concessions:** Responsible for providing all the beverages, (beer, soft drinks and water) and ice, for sale in various locations including vendors who have signed up for our beverage program.

**Credentials:** Located at Embassy Suites Hotel during event weekends, committee handles all race team and sanctioning body credentials and Will Call ticket pick up.

**Hospitality:** Manages all aspects of hospitality suites including the Flagroom, and the Laguna Seca Club (RBUSGP).

**Vendor Services:** Located in the Yamaha Marketplace, manages all vendor logistics and placement in accordance with plans by Operations Management.

**Guest Services:** Responsible for Security, Physically Challenged, Information, and Lost & Found.

A volunteer must be able to assist guests from their arrival until they depart. Frequently assists in directions, questions, and general guidance. Frequently asked to assist during fan laps, autograph sessions, and track crossings (RBUSGP) the volunteer will be exposed to the elements for various periods during the day.

**Medical:** First response to guest medical needs. Stationed at various first aid facilities around the track. Must be qualified in the medical field.