

KNOW B4



TOP 20

TOP 5 THINGS TO KNOW

1. Where the nearest first aid station is.
2. Who I should contact in case of an emergency or medical situation.
3. Who I should contact if a guest has a question I do not know the answer to.
4. Where the nearest restroom and concession stand is.
5. What nearby ADA accommodations are available.

TOP 5 TO DO'S

1. Always greet guests and smile.
2. Look and act professional at all times.
3. Actively seek to resolve issues and guest questions—or find someone who can.
4. Know your specific responsibilities—correct credentials, passes, tickets, procedures, etc.
5. Strive to deliver the best fan experience possible in your area.

TOP 5 DON'TS

1. Do not tell guests "I don't know." Search to find the answer.
2. Do not touch a guest unless personal safety is at risk.
3. Do not argue with a guest. Always call for supervisor assistance if needed.
4. Do not smoke at post; only at specified break area.
5. Do not abandon post without permission. Always check-in with a supervisor before leaving your post for breaks, lunch, etc.

TOP 5 THINGS TO REMEMBER

1. You are a direct representation of the Indianapolis Motor Speedway.
2. You are one of the first people IMS guests see and interact with.
3. Bring appropriate clothing and food; water and ice will be provided.
4. Your work is recognized and appreciated.
5. You make this place special!

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PAGODA COMMAND

Representatives from each operational division will be stationed in the Pagoda Command Event Center to answer questions or address concerns on all event days.

Guests may call into 317-492-5500 with questions.

IMS GUIDE

Bag and Cooler Policy

Guests may bring in one bag and one cooler per person. All coolers and bags must be no larger than 18"x14"x15" in size.

IMS Museum

Located inside the oval racetrack, IMS Museum is open year-round and accessible through Gate 2 off of 16th St. Admission for adults is \$15 and children ages 6-15 is \$8. To contact the museum for hours and bus tours, call 317- 492-6784.

Lost and Found

Items found during public gate hours will be collected by IMS Safety Patrol staff at the end of each day. After each event, guests may contact 317-492-6575 about missing or lost items.

Lyft/Uber/Taxi

Taxis and ride sharing services are not permitted inside the IMS facility. Pick up and drop off location is Lot 3P every day, except Indy 500 Race Day. On Indy 500 Race Day, Taxi pick up and ride sharing services will be on 10th St.

Midway

This is located at 6th and Foyt and is home to vendors and displays for fans.

Will Call

Guests may pickup will call tickets at the IMS Ticket Office or at the Remote Ticket Trailers on event days.

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YOU'RE THE FACE OF IMS

Represent Indianapolis and IMS with pride!

- Many of our guests are from out-of-town, so this is our opportunity to show them how fantastic IMS, Indianapolis and Indiana really are!
- Show a sincere interest in our guests by using their names, escorting guests instead of pointing, and always greeting them with a warm smile.
- Treat every guest and fellow associate with kindness and respect.
- Keep a neat and clean appearance and a positive attitude; even when the going gets tough!

SMOKE FREE GRANDSTANDS

The IMS Grandstands are smoke free. This applies to cigarettes, e-cigarettes, vaping, and cigars. Fans that are smoking in the grandstands, and within 20 feet of grandstand entrances should be asked to stop. If a guest does not follow these instructions, please call Pagoda Command for further assistance. As a reminder, all employees are to smoke in break areas that are out of sight of all guests.

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ADA: BASIC TIPS

- Be proactive, find reasonable accommodations, and be a creative problem-solver.
- When offering assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Use first-person language. Reference the person first and then the disability, such as a “person with a disability”, “fan with a disability”, “guest with a disability”, etc.
- Avoid using outdated language such as “handicap,” “crippled” or “paralytic”.
- When the guest requests shuttle assistance, identify whether the guest needs a wheelchair accessible shuttle or if a non-wheelchair shuttle meets the needs.
- ADA Seating: Paddock, Tower Terrace (Sec 41-44), North Vista (Sec 2 1-57), Northeast Vista (Sec 25-38), Pit Road Terrace, South Terrace, A & B Penthouse platform, Paddock Penthouse platform
- ADA Shuttle Service (no charge, no tipping please)
- Golf carts are utilized during major event days at IMS to assist disabled guests, free of charge, to certain destinations throughout the property. Golf carts with wheelchair ramps are available.