



PRINCE GEORGE
COUGARS

GUEST SERVICES INFORMATION PACKAGE



#102 – 2187 Ospika Boulevard S.
Prince George, BC, V2N 6Z1
P: 250-561-0783 | F: 250-561-0743
Office Hours: Mon.-Fri., 9:00am-4:30pm





Dear Prince George Cougar Guest Services Applicants,

Welcome to Year 2 of the New Ice Age in Prince George. Thank you for your interest in joining our organization as we embark on our 2015/2016 season!

Volunteers are integral to the current and future success of the Prince George Cougars. You help create a safe and enjoyable environment for all fans with your enthusiasm, energy, skills, and community spirit. We appreciate and welcome the different experiences, perspectives and knowledge that each and every one of you brings to our organization.

The New Ice Age is here in Prince George and we would love to have you be part of it. Available volunteer positions range from ticket scanners at the main entrance ushers at the seating entrances in the CN Centre. We will provide you with building specific training for the CN Centre and the Cougars, and you will be an expert in no time! All volunteer are required to participate a minimum of 18 of our 36 home games. We are now in Year 2 with our revamped volunteer program and have developed some new incentives that you can look forward to.

- **New Jackets supplied by the Prince George Cougars**
- **Building/Job Specific Training**
- **CN Centre Staff Orientation Guidebook**
- **Discounts at the Cougars Store**
- **WHL Nametag and Cougars Lanyard**
- **Off-Night Game Ticket Program**
- **Vancouver Canucks Training Camp Volunteer Opportunities**

If volunteering with the Prince George Cougars is something that interests you, please contact Braydon Ouellet at 250-561-0783 or by email at braydon.ouellet@pgcougars.com



Requirements and Notes:

- Although we appreciate your interest, not all applications are accepted. Successful applicants will be contacted.
- Must be 16 years of age or older
- We require all volunteers to participate in a minimum of 18 games.
- Playoff participation is based on volunteer attendance during the regular season.
- Black pants and white shirts must be worn. Clean, comfortable shoes are required. Uniform jackets will be provided.
- Must be available to work weeknights and weekends starting at 5:30pm
 - Arrive on time in appropriate dress code for games
 - Attend nightly pre game meetings starting at 5:30pm
- Willingness to work any assignment including ticket taking, ushering, passgate, team areas, etc
 - Be in assigned area by designated time
- You must be in good health and able to stand for long periods of time (3-4 hours at a time)
- Excellent oral communication and interpersonal skills
- Ability to work as part of a team in a professional and courteous manner
- Background in hockey and knowledge of the sport is an asset
- Ability to work in a fast-paced and high-energy environment
- Ability to deal with unexpected and difficult situations
- Fluent in the English language is required

Game Operations Manager Contact Information

Braydon Ouellet

Office: (250) 561-0783 (ext. 17)

E-mail: braydon.ouellet@pgcougars.com



PERSONAL INFORMATION (Please PRINT clearly)

NAME: _____ ADDRESS: _____

CITY: _____ POSTAL CODE: _____ SEX: M ___ F ___

HOME PHONE: () _____ CELL PHONE: () _____

E-MAIL: _____ DATE OF BIRTH: _____

EMERGENCY CONTACT INFORMATION

NAME _____ PHONE () _____

MEDICATION INFORMATION: (In case of injury. i.e. Allergies etc.)

CARE CARD NUMBER: _____

CURRENT EMPLOYER: _____

Have you previously volunteered at the CN Centre in any capacity for the Cougars organization or any other group? If so, please give the name of the group and your position.

PLEASE INDICATE WHICH VOLUNTEER CAPACITY YOU WOULD PREFER (circle your answer below)

TICKET TAKER

USHER

OTHER VOLUNTEER SKILLS AND RELATED EXPERIENCE

YOUR ANTICIPATED ATTENDANCE (Based on approximately 36 events) _____

Do you consent to the Prince George Cougars conducting a criminal record check? YES NO

Successful applicants will be contacted. Application does not ensure acceptance as a Prince George Cougars volunteer. By signing below, you ensure all information disclosed is accurate. If, accepted you will assume all risks involved with this volunteer assignment.

SIGNATURE: _____ DATE: _____

Please return all completed applications to the Prince George Cougars office located at CN Centre. #102 – 2187 Ospika Blvd. South. Administration office hours are Monday to Friday from 8:30am- 4:30 pm. Applications may also be emailed to braydon.ouellet@pgcougars.com



WAIVER FORM

I, _____, as a volunteer at Prince George Cougars hockey games and events performing duties in and around CN Centre, hereby release and waive organizations and people listed below (the "Releasees") of and from any and all claims, actions, causes of action and demands which I now have, or may in future have, against any one or more of the Releasees as a result of any loss, damage, injury, death or expense I may incur in the course of or as a result of my volunteering activities described above, and whether or not they result from negligence, gross negligence or any failure to act on the part of any one or more of the Releasees.

I recognize the risks inherent in attending and volunteering at Cougars hockey games and events, which risks include the possibility of property damage, serious personal injury or death and in particular, resulting from flying pucks, flying projectiles from fans, tripping or slipping or being tripped on stairs, hallways or walkways, slipping on spilled food and beverages, or the surging of crowds in the hallways, walkways and stairways.

The Releasees as referred to above are the Prince George Cougars Hockey Club, its players, staff, and professional assistance, EDGEPro Sports and Entertainment Ltd, PG Cougars 50/50 Society, the Western Hockey League, the City of Prince George and all of the successors, assigns, staff, agents or contractors

I also acknowledge having read and understand the terms and duties of the volunteer positions that I am involved in and what is expected of me in carrying out those duties.

PLEASE PRINT:

NAME: _____ AGE: _____

SIGNATURE: _____ DATE: _____

(SIGNATURE OF VOLUNTEERS PARENT OR GUARDIAN WHERE VOLUNTEER IS UNDER 19 YEARS OF AGE)

SIGNATURE: _____

HOME PHONE: (250) _____ CELL PHONE: (250) _____

EMAIL: _____