



Congratulations on your recent hiring!

We welcome you as one of the newest member of the Orange County Convention Center team. Please read through the following information regarding your upcoming orientation classes.

Orientation Overview: Here at the Orange County Convention Center, we make sure our staff is well informed and equipped to deliver excellent customer service when it's time to go to work. To achieve this:

- All regular new hires (Full and Part-Time Employees) are required to attend Orange County orientation within their first month of employment as well as TIPS 1 & TIPS 2.
- All PrimeTime employees (On-call Employees) are required to attend TIPS 1 & TIPS 2 within their first month of employment.

TIPS 1 Class 9am-1pm (You will be notified of your scheduled day.)

On your first day you will learn about the Orange County Convention Center's mission and how our building operates, be introduced to "The Center of Hospitality", and our S.C.O.R.E. values. We will also explain how the various divisions and sections come together to produce world-class conventions and tradeshow. Very importantly we will share the Convention Center's policies and procedures, as well as a very informative and interactive tour of our West Building.

TIPS 2 Class 9am-1pm (You will be notified of your scheduled day.)

Two to four weeks later you will come back to training for TIPS 2. In this class the focus is customer service training. Rated the #1 Convention Center for service, we strive to make every guest interaction a positive and memorable one. In TIPS 2 you will learn our Center of Hospitality System, its S.C.O.R.E. values, and even have the chance to practice them on fellow employees. After testing your newly acquired skills, you will walk away from your orientation as Center of Hospitality (COH) Certified, and have a certificate in hand to prove it!

What you will need to bring to Orientation:

ID, Drivers License, Passport, or Valid Work Permit

A voided check or deposit slip for Direct Deposit Enrollment

(If you have already completed Direct Deposit Enrollment, no need to bring in information again.)

Dress Guidelines for Orientation:

Flat, Comfortable Shoes for Walking

Business Casual Attire

Please no Jeans, Tank Tops or Hats.

Directions to Convention Center's Human Resources Offices

From I-4

1. Get off at Exit 72 (Beach Line Expressway, 528)
2. Go west on SR 528 to exit 2 (Orangewood Blvd./Universal Blvd.)
3. Turn (right) onto Universal Blvd., Pass UCF, Rosen School of Hospitality on the Right
4. Pass Publix Store on the Left
5. We are located in the North/South Concourse off of Universal Blvd. on the Left
6. Enter through Toll Both. If an attendant is present please mention that you are going to Employee Services – HR.
7. Park in the South Parking lot. The Employee Services office is located in S212 near South Hall A.

From Beach Line Expressway, 528

1. Take Exit, 2 (Orangewood Blvd./Universal Blvd.)
2. Turn (right) onto Universal Blvd., Pass UCF, Rosen School of Hospitality on the Right
3. Pass Publix Store on the Left
4. We are located in the North/South Concourse off of Universal Blvd. on the Left
5. Enter through Toll Both. If an attendant is present please mention that you are going to Employee Service – HR.
6. Park in the South Parking lot. The Employee Services office is located in S212 near South Hall A.

Please See Map on Page 2 (attached)



Orange County Convention Center

Site Plan

OCCC Employee Services South Concourse – Rm. 212

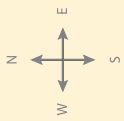
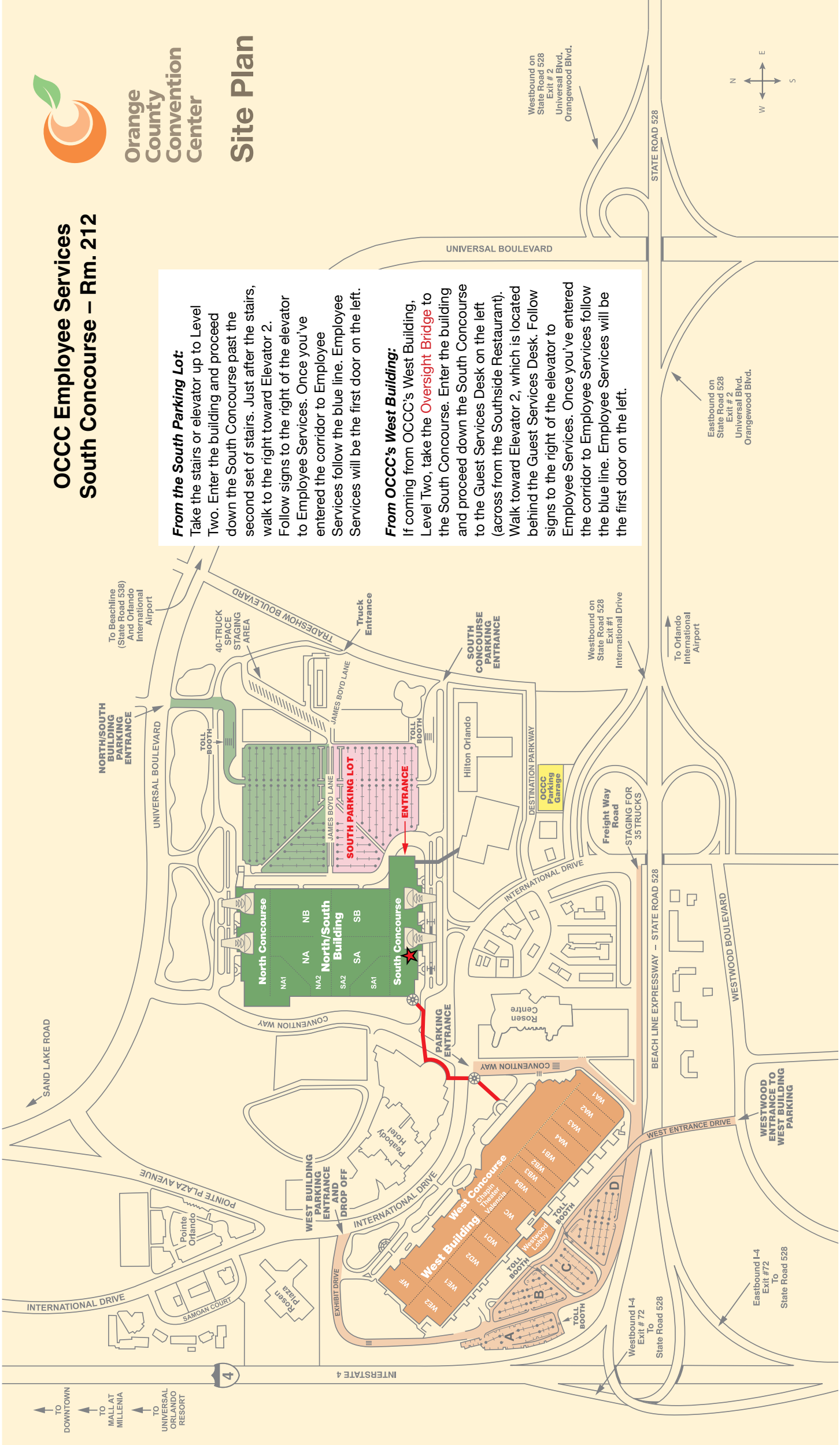
From the South Parking Lot:

Take the stairs or elevator up to Level Two. Enter the building and proceed down the South Concourse past the second set of stairs. Just after the stairs, walk to the right toward Elevator 2.

Follow signs to the right of the elevator to Employee Services. Once you've entered the corridor to Employee Services follow the blue line. Employee Services will be the first door on the left.

From OCCC's West Building:

If coming from OCCC's West Building, Level Two, take the **Oversight Bridge** to the South Concourse. Enter the building and proceed down the South Concourse to the Guest Services Desk on the left (across from the Southside Restaurant). Walk toward Elevator 2, which is located behind the Guest Services Desk. Follow signs to the right of the elevator to Employee Services. Once you've entered the corridor to Employee Services follow the blue line. Employee Services will be the first door on the left.



TO DOWNTOWN
TO MALL AT MILLENIA
TO UNIVERSAL ORLANDO RESORT

Westbound on State Road 528
Exit # Universal Blvd.,
Orangewood Blvd.

Eastbound on State Road 528
Exit # 2
Universal Blvd.,
Orangewood Blvd.

Westbound on State Road 528
Exit # 1
International Drive

Westbound I-4
Exit # 72
To State Road 528

Eastbound I-4
Exit # 72
To State Road 528