



## Congratulations and welcome to the Orange County Convention Center!

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.

**Overview:** Here at the Orange County Convention Center (OCCC), also called the Center of Hospitality (CoH), we make sure all team members are well informed and equipped to deliver excellent customer service when it's time to go to work. Our orientation for newly hired employees is called TIPS (Training and Information for a Professional Staff.)

- All newly-hired, regular (both full and part-time) employees are required to attend Orange County orientation on their first day of employment and TIPS on their second day.
- All newly-hired, temporary (on-call) employees are required to attend TIPS on their first day of employment.

### **What to expect:**

During the TIPS training, you will learn about the mission of the OCCC and how the OCCC contributes to the local economy. You will gain an understanding of what behaviors are expected of you at the Center of Hospitality and you will learn about our SCORE values. We will explain how the various divisions and sections come together to produce world class conventions and tradeshow. We will also share our policies and procedures and provide you with a brief tour of the property.

### **Dress guidelines for TIPS:**

- business casual attire
- comfortable shoes for walking
- please no jeans or sweatpants, no tank tops, no flip-flops, no hats, no logoed attire

Note: You will spend time both indoors and outdoors as part of your tour, so please dress appropriately.

### **What to bring:**

- Pen or pencil to take notes
- Lunch or lunch money (we will eat in the employee cafeteria where you can usually dine for \$6 or less)

**TIPS begins promptly at 9:00am in the Employee Services Office in the South Concourse. We recommend that you arrive early to ensure you have enough time to park your car, walk from the parking lot, and be on time. If you are unsure of your start date, please follow up with Employee Services at 407.685.5799. Directions are available on the next page.**

## **Directions to Employee Services (Human Resources)**

### **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. 2. Turn (right) onto Universal Blvd.
4. Pass Publix Store on the Left
5. Pass UCF, Rosen School of Hospitality on the Right
6. We are located in the North/South Concourse off of Universal Blvd. on the Left
7. Enter through Toll Both. If an attendant is present, please mention that you are going to Employee Services – HR.

### **From Beach Line Expressway, 528**

1. Take Exit, 2 (Orangewood Blvd./Universal Blvd.)
2. Turn (right) onto Universal Blvd.
3. Pass Publix Store on the Left
4. Pass UCF, Rosen School of Hospitality on the Right
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.

**Where to park: Park in the South Parking lot.**

**The Employee Services office is located in the North/South Building on the South Concourse in S212 near South Hall A.**

**Please call us at 407.685.5799 if you need any assistance.**

