

# T & M

(Continued from Page 10)

The time saved in paperwork alone is well worth the efforts. The Mission screens all workers prior to hiring them, which saves the Center valuable time and resources in their orientation process. The Mission also provides the transportation to and from the Center.

Mr. Chester Persons, Custodial Supervisor I, is in control of the workers once they arrive at the Center. He initiates the crew call for each performance and then assigns the jobs, matching workers with their responsibilities. For each position, there are sometimes over 40 different duties for each performance. "We use 75-80 people per event when we have a popular concert. These workers do a lot of clean up before and after each performance. They are a good group of workers and appreciate our efforts," says Persons. "We all benefit from this program."

"This is such a good program for everybody," says Calder, "they help us maintain a dependable labor pool, and in turn, we help them get through a rough time in their lives."

Volume Services, the catering operation for the Thomas & Mack Center, also has in place a program which helps over 20 different non-profit organizations in Las Vegas and several UNLV organizations.

Mr. Chris Kohlmeier, General Manager for Volume Services says that, "we contract with many non-profit organizations to work eight of the concession stands in the Thomas & Mack Center. They make a percentage of the gross sales for their organization. We supply basic, safety and customer awareness training and they provide us with a reliable work force which in turn saves us time and labor. We average 10 workers per stand per performance, so that can add up to a lot of work. Since the organizations take a percentage, they're more motivated to work harder, offer better service and they really enjoy what they're doing."

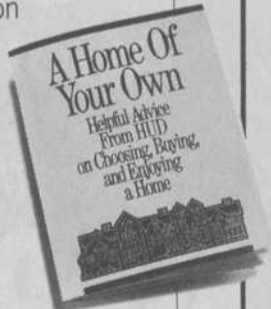
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