

Work Order Information

A work order needs to be a directive that includes all pertinent information.

When putting in your work order **ALWAYS** choose the "Send Confirmation E-Mail" and put in your email. This way you will have access to your work order number and the information in it.

Send Confirmation E-Mail	<input type="checkbox"/>
Requestor E-Mail Address	<input type="text"/>
Contact E-Mail Address (if different)	<input type="text"/>

If your work order is for an **EVENT** please use the following as a guide for the description of the work order:

1. Name of the event-*this helps group multiple work orders for the same event and keep individual ones separate. This also allows for coordination of food set ups and time frames.*
2. Date of the event.
3. Actual times of the event (beginning and end)-*the end is important if we have other things to set up in that area after your event or use items that are needed for other events. Also note if the event is multiple days.*
4. Location of the event.
5. Number of people in attendance (approximate)-*this helps ensure the proper heating and cooling as well as verification that enough tables and chairs have been ordered.*
6. The time frame you want the work order completed-where applicable-i.e. *if you want it done the day before. All work orders should be completed and submitted at least two weeks prior to the event date.*
7. The specific details of the work order after the above information.

PLEASE DO NOT LEAVE BLANK LINES in the description of the work order-Datatel will not allow these to be assigned and several steps have to be taken to correct this before the work order can be completed.

Example of all the information that should be in the description of the work order:

Example #1:

Staff Work Order Refresher Course, 4/19/13, 1-3pm, Crist Center, 40 in attendance. Please have set up by 11:30 am on 4/19. I need 10- 8ft tables/4 chairs each/ set up facing the screen. I will need 2- 8ft tables/2 chairs each/set up in front of the windows.

Example #2:

Induction Ceremony: Scheduled for Friday, April 27 at 1 pm in the Student Center. Please setup the following no later than 9 am on Friday, April 27th:

-Place the Carl Sandburg College wood podium centered on the floor in front of the two steps (nearest to the Tutoring Center). Add the microphone stand to the podium. The podium may need to be cleaned, as last time it was used there were noticeable coffee stains. Place trash cans towards the back of the room and away from where the podium is situated.

-The children's school artwork projects may be pushed closer to the windows to accommodate room for the food tables. Please make sure the window blinds have been halfway lowered.

-70 chairs (regular blue chairs and additional folding chairs) in rows with a middle aisle facing the podium.

-Round tables and additional chairs can be left behind the setup of 70 chairs. The couches by the television may remain also.

-Fred will have three 8-foot food tables placed in front of the windows.

-Also, add the processional banners (located in the board room) to the top step behind the podium.

-Add the special event signage (kept in room E155) outside directing traffic from our entrances and ring road to parking lot B. Please place signs along the sidewalks and one sign near the building B main entrance door directing guests into the Student Center. Once the event is complete (after 3pm), return the signs to room E155.

-The ceremony should conclude no later than 3 pm, at which time clean-up can begin.

-See the attached diagram for room setup details.

-Include your contact name and phone number.

Although you have already designated a location on the first page of the work order request-it does not print out on the report that is run. It is very important to put all this information in the Description of the work order.

- Please make sure that the name you give the event matches the name you have in Astra. If the event is called "Staff Work Order Refresher Course" in the work order it should read the same in Astra and vice versa. ***Please be clear, concise and consistent.***
- Please remember when you schedule in ASTRA to include at least an hour on either side of your event for set ups and tear downs. If your event is for a larger group-allow more time.
- If the carpets are being used in the gym then the chances are good that they will be laid down the night before on 3rd shift -so please reserve your space accordingly. Allow 2 hours for tear down If your event ends at 3 then schedule until 5 in ASTRA. If you are having food or drink in the gym the carpets CANNOT be used.
- If you want the set up done the day before-please schedule the area you are using in ASTRA accordingly so no one else is using that space when you have requested a set up. Also,

remember if you are planning an outdoor event you will want to reserve an inclement weather location.

- If you are utilizing Food Service for your event please note that Fred Sasco puts in work orders for the set ups needed from the contracts you sign. DO NOT add food set ups to your work order. Please call Fred or Ellen McDowell if you want to confirm the food set ups have been scheduled.
- If you have any Audio Visual or IT need, these must be coordinated with those departments. There is no need to add these requests to your work order.
- DO NOT ASSUME ANYTHING. Please put in a work order for your event and your event alone. Do not assume that things are always the same or that you can use someone else's set up as these tend to change. You always have to do a work order for any event and you need to include your specific needs no matter how big or small.
- If there are changes to your work order, if the number of guests changes, if it is canceled, moved, etc.-you need to send an email **that includes your work order number** to both Ellen McDowell and Tony Day so the information can be sent to the appropriate people to ensure we make your event a success and avoid any unnecessary set ups.
- Diagrams are always useful...you can email set up diagrams to Ellen McDowell and cc Tony Day. We can forward them to the appropriate persons. ***We are working on putting together an electronic file with diagrams of the major areas on campus with specific set up choices. This will also include the maximum capacity information and amenity choices.
- If you have been asked to do a work order for someone else...you must have all the information- Please do not put "see Jane Doe for details."

If your work order is for a **regular** work order please use the following as a guide for the description of the work order:

1. Location (specifics)
 2. The actual action you are requesting
 3. Time frame (if applicable)
 4. Details
- If your work order has a question (?) in it-it is **NOT** a work order but rather a question that should be sent in email form to Tony Day and cc'd to Ellen McDowell. Once the details have been worked out then it is time to put in a work order.
 - If you are painting, moving furniture or requesting any other large scale action(s) then it has to be coordinated and approved. Again, this is an email request that needs to be sent to Tony Day and cc'd to Ellen McDowell. This will also give both parties a better understanding of time frames, items needed and personnel that will be required. Once things have been coordinated then it can be a work order.
 - Always note if you have what it is you are requesting. Ex: *"I need a coat hook hung up in my office."* It should read: *"I have a coat hook that I will need hung up in my office. My office is open M, W, F from 1-4. I have put a note on the wall where it can be hung"*. If you are requesting an item then it should be an email to Tony Day and cc'd to Ellen McDowell. You will be notified if what you are requesting is available or one needs to be ordered.

PRIOR TO EVENT:

- Reserve room in ASTRA
- Complete and submit work order
no less than two weeks prior to event
Date to be submitted: _____
- Draw a diagram with room setup specifications
- If needed, reserve an extra room to be utilized
by performers, speakers, award recipients, etc.
Date: _____
- Review event location for possible
maintenance/housekeeping tasks:
 - Re-lamp event space
 - Specific areas to clean
List: _____
 - Items to move:
List from and to locations: _____
 - Other (cover gym floor, etc.): _____
- If required, create & mail a contract for
speakers/entertainers- Date: _____
- If required, obtain a Certificate of Liability
Insurance- Date: _____
- Send a listing of hotels & restaurants, as well as
specific directions to campus for guests
- Vehicle on campus (speak with security about
blocking off parking space for semi-trailers, etc.)
 - Overnight parking waiver

EQUIPMENT:

- Electricity required
 - Multiple vendors requiring electricity?
How many? _____
 - Volts: _____
- Audiovisual equipment required
List specifics (microphone, etc.): _____
- Tables:
 - Round How many? _____
 - Banquet How many? _____
- Table skirts:
 - College table skirts (department)
How many? _____
 - Disposable table skirts
How many? _____
- Chairs:
 - Folding/Blue Chairs How many? _____
 - Arm Chairs How many? _____
- Coat rack required
- College banners
- Other: _____

PUBLICITY:

- Posters
Created by: _____
Date needed by: _____
**Correct use of the college's logo, color palette, font, etc.
(refer to the college's Style Guide for additional info)*
- Posters added to bulletin boards
- Invitations (rsvp for the event?)
- News Release, send date: _____
- Postcards Table Tents
- Marquee Televisions
- Facebook Website calendar
- Stall Stories Inter-campus email
- Other: _____
- Request a photographer/videographer
Individual's name: _____

CATERING

- Contact Consolidated Management
- Make a request for payment
- Complete a Catering Order & Agreement

MISCELLANEOUS:

- Order flowers, name tags, etc.
- Choose a gift item for speaker
- Create programs, if needed
- Complete a work order for placement of
outside signage
- Designate seating arrangement
- Complete travel schedules
- Payment arrangements made with
speaker/performer

SECURITY/SUPERVISORS:

- Inform security about the event
- Additional Sandburg security staff required
- Volunteers needed in addition to campus staff
How many? _____
Individual coordinating the volunteers?

- Notify security about unlocking/locking the
event space at specific times

DAY OF EVENT:

- Bottled water and mints for the speaker
- View the space for liability risks
- Verify room setup meets ADA requirements
- Additional trash cans How many? _____
- Flatbed cart required for move-in/out
- Restrooms cleaned and supplies stocked
- Post signage inside the college directing visitors
to the event location
- Post signage stating *please be quiet
presentation in progress, etc.*