

1

Provide
Outstanding
Customer Service

2

Work with Your
Support Services
Coordinator

3

Follow the
Support Services
Deployment Plan

4

Serve On-call
Overnight

5

Sunday After
You Have Been
Released from
the Route, You
Will Return Your
Vehicle and Keys
to the Vehicle
Load-Out Lot

WORKING ON THE SUPPORT SERVICES CREW



Provide excellent customer service: Support Services plays an integral part in supporting the Susan G. Komen 3-Day® experience! Throughout the day, it is extremely important to continue to maintain a gentle and caring attitude. Walkers may be upset that they cannot finish the route, and they may not want to be transported. Support Services team members should be prepared to use their persuasive people skills. You will help reassure the walkers that their health and safety are more important than walking each mile, ensuring a safe and healthy event for everyone.



Physical Requirements: You must be able to lift 10-20 pounds repeatedly as well as bend, squat and reach consistently. Requires ability to drive an event car (no special license needed, except a valid driver's license).



Your Support Services Coordinator: Staff will be available to assist you and make sure you have what you need to get your job done. Think of these people as the experts in their field. As a member of Support Services, you will work most closely with the Support Services Coordinator. He or she will train you on all support services operations and will deploy the support services vehicles throughout the weekend. You may also work closely with the Medical captains and crew at camp and along the route.

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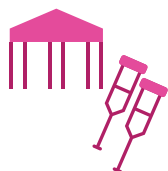
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Deployment Plan: The Support Services Coordinator will deploy the support services vehicles as needed along the route. Support Services Staff might also deploy a car to station near the medical tent at camp in case they have any needs.

- Support Services crew members deployed along the route will stage at pit stops to transport participants (including crew) with non-emergency injuries to and from the hospital or medical facility as directed by the Support Services Coordinator.
- You may also be asked to procure supplies or additional equipment off site, pick up prescriptions for participants or transport a participant to the drugstore for prescription pick-up.
- Unless approved through Command or the Support Services Coordinator, support services vehicles are NOT used as general shuttles for participants. Only members of the staff can determine how and when support services vehicles are used.



Overnight: Each night your crew captain will assign one vehicle to remain on-call overnight to transport participants as deployed by the overnight staff.



Sunday, Day 3 Transition: As on Friday and Saturday, crew members and vehicles will again be deployed to the route once it opens. At the end of the day, as walkers finish the route, the Support Services Coordinator will release each vehicle to turn in their keys and supplies at the Vehicle Load-Out Lot. Be sure to remove all decorations and window paint from your vehicle and make sure that it is filled up with gas prior to arriving at the Vehicle Load-Out Lot.