

Great Expectations: How Different People Judge Your Tournament

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People often judge a tournament by the way their own special needs are met. This is a list of some of the items that are desirable in a tournament from the viewpoint of the people who will participate in it. These items are generic in nature. Each tournament or facility will need to modify the list to meet their own special needs.

Payers Want:

- Well-officiated match
- Clean playing floor
- Good practice balls
- Water on bench
- Extra towels on bench
- Clean locker room
- Towels in locker room
- Beverages in locker room
- Security for valuables
- Souvenir tournament program—if possible
- Name spelled correctly in program
- Name pronounced correctly during introduction
- Warm-up music if band is not present
- Safe place to watch games when not participating

Coaches Want:

- Coordinated check-in at pass gate
- Team Host to direct them to the right locker room, answer questions, and get them oriented in the facility
- Clean locker room
- Good chalk board with chalk & eraser
- Privacy during team meetings
- No unauthorized persons in hallways by locker room
- Private hallways where opposing teams won't meet each other
- Notification that they can warm up on the court
- Fans controlled around bench areas
- Accurate stats
 - Final stats delivered before team leaves building
- Tournament brackets showing:
 - Locker room assignments
 - Home/Visitors
 - Correct match time

- Daily time schedule indicating when pass gate opens, warm-up begins, introductions, national anthem, match time, etc.
- Video taping area
- Place to apply tape and provide treatment (access to ice machine, whirlpool, taping table, etc.)
- Place to watch matches when not coaching or hanging out in the hospitality room
- Good Donuts

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Officials Want:

- Coordinated check-In at pass gate
- Referee Host to direct them to the right locker room, answer questions, and get them oriented in the facility
- Officials' schedule posted with extra copies available
- Security
 - Security escorts to and from court and the end of the match
 - Security guard outside locker room
 - Safe, nearby parking area (Officials parking pass)
 - Secure entrance (officials' entrance pass)
- Locker rooms (male and female)
 - Appropriately located
 - Clean dressing rooms
 - Extra towels
- Notification that the teams have taken the court for warm-ups
- Beverages after match
- Checks ready
- Safe place to watch match when not officiating (tickets not located in fan areas)
- Good Donuts

Cheerleaders Want:

- Secure locker room to change in (with mirrors and counter areas)
- Place to hang signs in gym
- Warm-up area with mats
- Equal floor time for cheers
- Recognition (in program, etc.)
- Uninterrupted routines while on the main floor (i.e. announcements over P A. during formal cheers, etc.)
- Beverages after the match

Cheerleader Advisors Want:

- Coordinated check-in at pass gate/passes
- Cheerleader Host to direct them to the right locker room, answer questions, and get them oriented in the facility

- Good P. A. System
- Ability to connect music directly into P. A. system
- No delays from tournament personnel so that entertainment can start on time (i.e. can't find adapters for music boxes, announcer has left for a break, etc.)

Band Members Want:

- Recognition
- Reserved or roped off seating for band members during performances
- Equal time for performing

Band Directors Want:

- Coordinated check-in at pass gate
- Band Host to direct them to the right bleacher area, answer questions, and get them oriented in the facility
- Place to store instruments
- Security for instruments
- Warm-up area
- Place for drums and electric piano
- Convenient entrance to haul in instruments

Bus Drivers Want:

- Convenient drop off location for passengers
- Convenient pick-up location for passengers
- Safe bus parking
- Good map or directions to facility showing drop-off points and bus parking

Fans & Parents Want:

- Good parking lot (no mud)
- Easy access to building
- Short lines for purchasing tickets
- Signs to direct them to:
 - Proper ticket gates (General admission, reserved seating, will-call)
 - Seating sections in gym
- Good P. A. system
- Fan security in building
- Fan security in parking lots
- Safe place for vehicles
- Tournament bracket board
- Good concessions
 - Good variety
 - High prices should equal good quality
- Emergency medical treatment available
- Clean rest rooms
- Clean area (trash emptied, etc.)
- Snow removed if necessary
- Accurate tournament program

- Team picture
- Correct names of tournament players
- Correct numbers for players

News Writers Want:

- Good location to see game
- Table to write on and media area for picture taking
- Accurate stats
 - Final stats delivered as soon as possible
- Press pass—Convenient parking
- Media room--Telephone to send in results at end of match/fax machine
- Accurate tournament program—tournament bracket
 - Team picture
 - Correct names of tournament players
 - Correct numbers for players

Television (Local News Footage) Want:

- Convenient parking—media pass
- Media area for picture taking
- Match results phoned to them after match
- Accurate tournament program—tournament bracket
 - Team picture
 - Correct names of tournament players
 - Correct numbers for players
- Accurate stats

Radio Announcers Want:

- Static free telephone hook-up
- Good view of game with power to this area
- Room for other announcers and interviews
- Accurate stats
 - Final stats delivered as soon as possible
- Press pass
- Convenient parking (loading and unloading equipment)
- Accurate tournament program—tournament bracket
 - Team picture
 - Correct names of tournament players
 - Correct numbers for players

City Fire Marshal Wants:

- Prior notification of the tournament—tournament bracket
- All fire exits clear and free of debris
- All spectator walkways clear and not congested
- Fire extinguishers recharged and inspected
- Adequate room to get emergency vehicles to building
- Building capacity is not exceeded

Community Police Want:

- Prior notification of the tournament—tournament bracket
- Ability to have input in tournament planning and security needs
- Adequate in-house security to prevent situations from developing
- Coordination of information with in-house security/host management

Ambulance/Medical Team Want:

- Good location to monitor tournament
- Tournament bracket
- Adequate room to get emergency vehicles to building
- Adequate room to get emergency vehicles away from building
- Good communication with host management, security personnel, ushers, and hospitals
- Area to provide minor treatment

Financial People Want:

- Good crowd control near ticket booths
- Safe place to store money
- Enough change to last tournament
- Informative signs for patrons indicating:
 - Correct door to enter for tickets requested (i.e. general admission, reserved tickets)
 - Correct ticket prices
- Safe place for employees to work (i.e. security near by)
- Accurate accounting of receipts

Administrators Want:

- All the needs of the various tournament participants to be met
- To be able to visit with the Tournament Director if there are problems
- Tournament Packets delivered to them as soon as possible after they qualify for the tournament
 - Packets should contain:
 - Tickets for players and administrators
 - Special passes if not passed out at tournament (cheerleader, band, etc.)
 - Tournament bracket with seeding, match times, Home/Visitors, locker room assignments, etc.)
 - Parking passes
 - Map or directions to designated parking areas
 - Special policies related to specific facility
 - Special announcements
- Event schedule including time when pass gate opens, warm-up begins, introductions, national anthem, match start times, etc.

- Great hospitality room with Good Donuts

Tournament Workers Want:

- Identification as a tournament worker
- Job description that clearly defines what is expected of them
- Supplies necessary to do their job
- Some form of recognition for their work (\$--handshake, pat on the back, two
atta-boy's (girls)
- Good Donuts