

Spring 2025 Career Fair
Risk and Crisis Management Plan



Operations and Exhibition Services Department

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Event Overview

The Rosen College Career Fair is an event held each fall and spring semester to grant Rosen students the opportunity to find a new job/internship and connect with employers. Every year, employers from across the globe gather at Rosen College to meet and hire some of the top hospitality students in the world. On March 12, 2025, led by Professor Steven Brinkman, we will be hosting this career fair as an in-person event that is open to all Rosen, UCF students and alumni. The Spring 2025 Career Fair is expected to host 100 employers and 800 job seekers. The primary objectives are to provide a safe, professional, and productive environment for networking and recruitment.

Expected Number of Students: 800

Expected Number of Employers: 100 Employers / 200 Employer Representatives (2 per table)

Event Lead: Kaitlin Smith

Event Co-Lead: Harley Paul

Project Advisor / Professor: Steven Brinkman

Theme: Camp Career: Adventure Starts Here!

Location: 9907 Universal Blvd, Orlando, FL 32819

Date and Hours of Event: March 12, 2025

- Set-Up: 4:00 AM to 8:00 AM
- Registration: 8:00 AM to 10:00 AM
- Event: 10:00 AM to 2:00 PM
- Breakdown: 2:00 PM to 4:00 PM

Risk Management Definitions

Risk:

Refers to any potential threat or uncertainty that could negatively impact the event/project's success and overall objectives. Risk is often a measure of the inability to achieve overall project objectives within defined event/project requirements and comprises three components: (1) the probability of occurrence, (2) the impact on the program, and (3) the time horizon during which the consequences will occur if the risk is not mitigated.

It is vital to note risks can arise from various sources and can directly or indirectly affect a multitude of production components within the event, ultimately impacting all departments. Here is a general list of risks we consider in the planning process to implement into the risk/crisis management plan:

• Health & Safety	• Reputational
• Financial	• Weather
• Operational	• Technology
• Legal & Compliance	• Security

Risk Impact: If a risk were to occur, this measures the level of severity that the consequences of the risk could have on the project/event and the overall future of the project/event.

Risk Score / Probability of Occurrence: A value calculated that is the product of the probability of occurrence and impact. The value ranges from 1 (very low exposure) to 10 (very high exposure).

Potential Risks

Public Health Considerations: Flu Season (Influenza)

Risk:	Potential for contracting Influenza (the “Flu”) from other students and/or employers, especially in high contact areas.
Location:	Rosen College of Hospitality Management
People Affected:	Students, Employers, and Faculty/Staff on campus
Monitored By:	Event staff and students themselves
Probability of Occurrence:	5

Risk Impact:
<ul style="list-style-type: none"> • Possibility of event staff, students, exhibitors, and attendees could miss the event due to flu-related illness, leading to reduced participation and engagement. • Could lead to a higher number of people becoming sick and possibly spreading to other events/settings on campus. • Could create a negative perception of safety reflecting poorly on the Career Fair event itself and subsequently Rosen College, leading to future hesitation in attending the event in the future. • Potential disruption to employer engagement.

Ways to Mitigate:
<ul style="list-style-type: none"> • Implement sanitation stations and remind participants to practice good hygiene (e.g. frequent hand washing, covering coughs). • Ensure clear communication to protect attendees, enhanced cleaning protocols, and flu prevention strategies.

Food Safety

Risk:	Contracting a food-borne illness
Location:	Rosen College of Hospitality Management/Disney Dining Room
People Affected:	Everyone consuming food on campus/premise
Monitored By:	Event Staff, Volunteers, & Catering Department
Probability of Occurrence:	4

Risk Impact:

- Stakeholders (students, staff, exhibitors) will exit the premises and potentially seek medical attention for treatment.
- Despite food being pre-packaged, there exists the risk of food spoilage and/or food-borne illness.

Ways to Mitigate:

- Employers will be asked to eat in the student lounge in rotating shifts (room 122).
- All food will need to be pre-packaged at exhibitor booths and labeled with ingredients.
- All food expirations dates will be checked 2 weeks before the event giving us enough time to order food in case it goes bad (hot food served in the cafeteria).

Technology/IT

Risk:	Technical difficulties with computers and/or printing
Location:	Registration tables
People Affected:	Event staff and students registered on-site
Monitored By:	Event Staff using all technology and the IT Department
Probability of Occurrence:	9

Risk Impact:

- Slows printing of on-site registration badges.
- The registration process would be delayed and large crowds would form around the registration table, ultimately lowering the total time students have to network with employers.

Ways to Mitigate:

- Identifying the technical difficulty as soon as possible.
- Informing the Career Fair Plus IT staff of the issue to assist in resolving the issue.
- In a situation where a platform fails, a mass email will be sent to all staff and event attendees instructing:
 - *Insert service or Site is down* and switch to an alternative platform(s).

Career Fair Plus App

Risk:	Malfunctioning of the Career Fair Plus App throughout the duration of the Career Fair
Location:	Online
People Affected:	Students and Employers
Monitored By:	Students, Employers, Event Staff, and Career Fair Plus IT Staff
Probability of Occurrence:	3

Risk Impact:
<ul style="list-style-type: none"> • Students would be unable to read about each employer and what opportunities they offer. • Students would not have access to the Career Fair floor plan or employer's booth locations.

Ways to Mitigate:
<ul style="list-style-type: none"> • Identify the issues as soon as possible. • Inform the Career Fair Plus IT Staff, Professor Brinkman, and Event Staff. • Work with Training/Development pre-event to establish mitigation plans in the event the CFP+ app malfunctions.

Exposed Wires

Risk:	Exposed wires will pose a tripping hazard
Location:	Sound System location and onsite printing locations
People Affected:	Event Staff, Exhibitors, and all Attendees
Monitored By:	Event Staff
Probability of Occurrence:	7

Risk Impact:

- Stakeholders (students, staff, exhibitors) could trip and injure themselves, potentially resulting in medical emergencies.
- In the event someone trips on a wire, they could unplug the device/equipment the wire is connected to (i.e. backed up badge printing if the printer loses power).

Ways to Mitigate:

- Event Staff needs to check all wires thoroughly throughout the event to ensure there are no obvious tripping hazards.
- All wires will be taped down and placed in the crevices of the sidewalk and/or under wire covers.
- Event staff will monitor/report exposed wires and alert the appropriate staff to resolve the issue immediately.

Privacy Breach

Risk:	A privacy breach puts sensitive information/data at risk of being stolen or misused
Location:	Online, Webcourses, & Google
People Affected:	Event Staff, Attendees, and/or Exhibitors
Monitored By:	Event Staff
Probability of Occurrence:	3

Risk Impact:
<ul style="list-style-type: none"> • Students' personal contact information and details are at risk of being stolen. • Exhibitors' company details and personal contact information could be stolen/misused. • We risk our exhibitors' trust in our school's ability to maintain their information safely.

Ways to Mitigate:
<ul style="list-style-type: none"> • Report any privacy breaches/cybersecurity issues to any of our IT security entities: <ul style="list-style-type: none"> ○ UCF IT Service Desk - (407) 823-5117 ○ UCF Security Incident Report Team - sirt@ucf.edu ○ UCF Information Security Office - inforsec@ucf.edu ○ UCF Rosen College IT - rosentech@ucf.edu, (407) 903-8065 ○ UCF Technical Support - webcourses@ucf.edu • Event Staff will actively monitor and report security breaches and alert the appropriate staff to resolve the issue.

Wi-Fi

Risk:	Wi-Fi outages
Location:	Registration tables and throughout Rosen Campus
People Affected:	Event Staff, Students, Exhibitors, Faculty, & Professors
Monitored By:	Event Staff using technology and IT
Probability of Occurrence:	8

Risk Impact:

- Delayed Wi-Fi connection could prevent students from accessing the Career Fair Plus App swiftly.
- Exhibitors could get frustrated if they are not able to access fast Wi-Fi.
- Registration desk operations could be halted and/or delayed.

Ways to Mitigate:

- Boosters will be placed around the Rosen campus for the event to increase bandwidth.
- Report any wireless issues to our UCF IT Service Desk: (407) 823-5117.
- In the case of a disconnect, it may be related to signal strength or network congestion at that moment, or your particular location. Walk around and see if the signal changes.
- If wireless is completely down and an employer has an emergency and needs urgent connectivity to conduct business, you can temporarily connect them to UCF WPA_2 or have them use our wired computers in labs #217 or #216.
 - Wireless Networks Names (SSIDs)
 - UCF Guest
 - UCF WPA_2 (requires UCF NID login) - Use if employer or team has an emergency
 - Eduroam - requires UCF NID or your institution's login (if part of Eduroam network).
 - Wired (ethernet) - Computer Labs - RM #217 & #216

Severe Weather

Risk:	Potential for extreme weather to occur
Location:	Rosen College of Hospitality Management
People Affected:	Students, Event Staff, Employers, Attendees, & everyone on premise.
Monitored By:	Event Staff and Rosen Faculty
Probability of Occurrence:	5

Risk Impact:

- Power outages could occur.
- Everyone will need to relocate indoors.
- Possibility of falling/flying debris from high winds.
- Possibility of mass chaos trying to escape indoors.

Ways to Mitigate:

- Have designated areas for everyone to relocate (including classrooms).
- Keep everyone calm and assure a safe exit plan is in place to the designated interior spaces.
- Guide guests to these designated interior spaces.
- Monitor the weather the week leading up to the event.
- Inform and/or recommend to guests they should reside indoors until extreme/inclimate weather slows.

Unauthorized Classroom Use

Risk:	Employers entering classrooms that are occupied or not officially available for Career Fair use
Location:	Rosen College Campus/select classrooms
People Affected:	Students attending class, Professors, & Employers
Monitored By:	Event Staff and Professors/Students in class
Probability of Occurrence:	5

Risk Impact:
<ul style="list-style-type: none"> • If an employer walks into a room they are not supposed to be in, they will disrupt lectures. • If an employer decides to utilize an unauthorized classroom for interviews or any other reason, other employers will get encouraged to do this, leading to widespread unauthorized occupancy of classrooms.

Ways to Mitigate:
<ul style="list-style-type: none"> • Signs will be posted on all classroom doors, in or not in use, to deter employers from using them. • Assign Staff/Volunteers to do rounds of locations with classrooms to make sure employers are abiding by the rules.

Bodily Injury

Risk:	Physical injury of guests and exhibitors
Location:	Rosen College of Hospitality Management
People Affected:	Students, Employers, & Event Staff
Monitored By:	Event Staff and Security
Probability of Occurrence:	3

Risk Impact:

- In the case an injury were to occur, the Career Fair could be blamed for the accident and by proxy Rosen College of Hospitality Management.
- Students and exhibitors could be harmed, leading to immediate medical attention.

Ways to Mitigate:

- In the event a minor injury occurs, Event Staff will locate one of the many first aid kits located around Rosen College and Rosen Health Clinic will be contacted as necessary.
- In the event a major injury occurs, emergency services will be called, and the injured guest will be evaluated immediately.
- In the event of any injury, proper documentation will be recorded, even if it's an email alert informing your Supervisor. For any injuries caused by tripping over wires, or wet floors, pictures must be taken with the documentation.
- Rosen College has liability insurance to help defray any medical costs if Rosen College is found liable after the investigation.

Fire Threat

Risk:	Fire Threat
Location:	Rosen College of Hospitality Management
People Affected:	Anyone at Rosen College
Monitored By:	Event Staff, Security, and Students
Probability of Occurrence:	3

Risk Impact:

- People could get injured in the fire or smoke.
- People could get trapped in the area of the fire.
- Rosen College could be physically damaged.

Ways to Mitigate:

- In the event of a fire, students will be evacuated immediately using the evacuation plan below.
- Fire emergency services will be called immediately.
- Fire extinguishers may be used.
- Fire exits will be open and available on the day of the event.

Bomb Threat

Risk:	Bomb Threat
Location:	Rosen College of Hospitality Management
People Affected:	Anyone at Rosen College
Monitored By:	Event Staff and Security
Probability of Occurrence:	2

Risk Impact:

- A person could drop off a bomb undetected, and in the case it does explode, cause damage to the property and/or severely injure guests.
- People's lives could be at high risk.
- Could cause trauma and/or post-traumatic stress disorder (PTSD) for those involved.

Ways to Mitigate:

- If a suspicious bag or package has been spotted, it will be immediately reported to Rosen Security and the UCF Police Department.
- Lead attendees to a safe location away from the bag.
- If a suspicious bag or package has been spotted it will be reported to the Operations Team which will be handed off to UCF Police Department and Rosen Security.
- Students, staff, and attendees will be asked to stay in possession of their belongings at all times or keep their belongings as close to them as possible (you cannot leave possessions unattended as it will be considered a risk).

Active Shooter Threat

Risk:	Active Shooter Threat
Location:	Rosen College of Hospitality Management
People Affected:	Anyone at Rosen College
Monitored By:	Event Staff and Security
Probability of Occurrence:	1

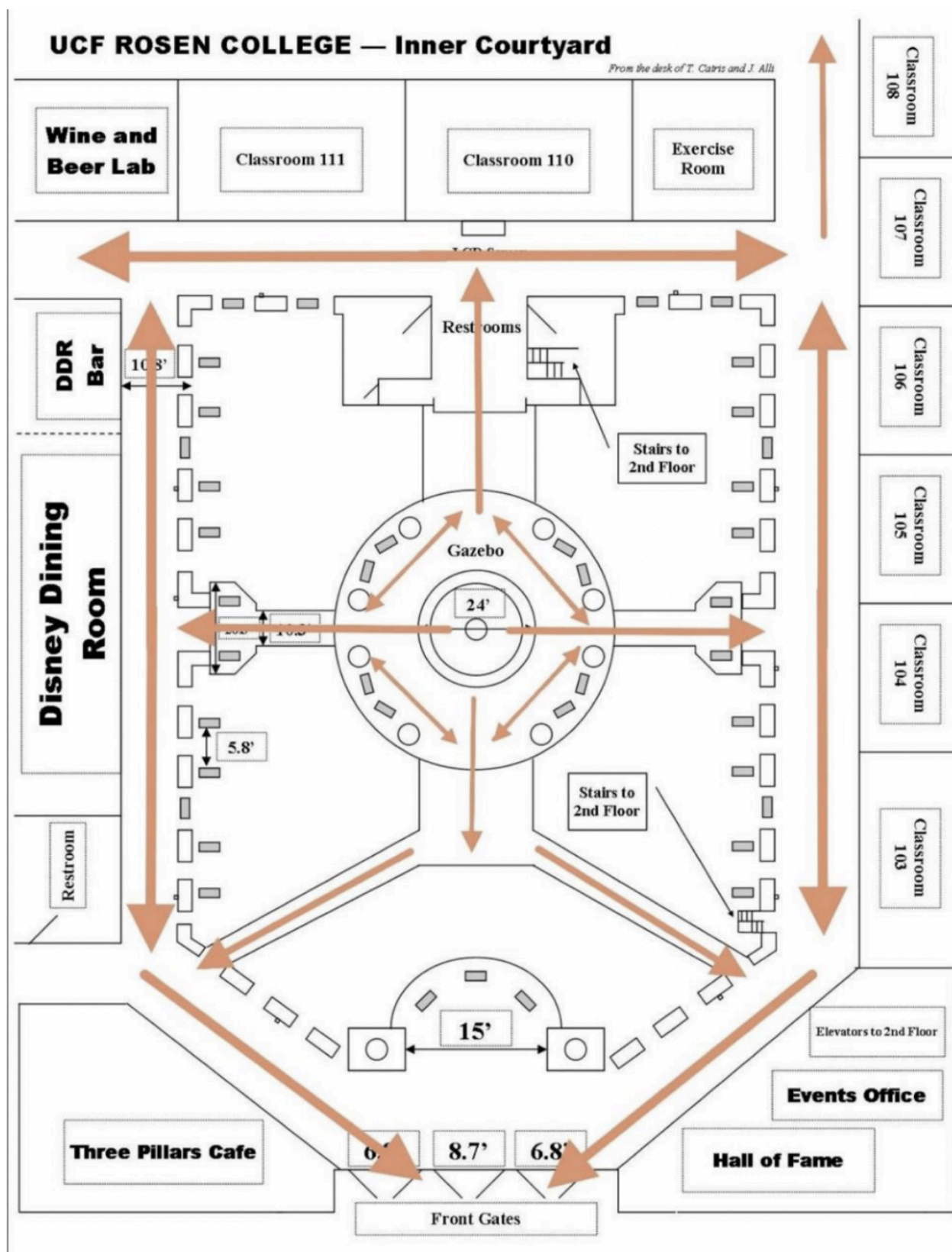
Risk Impact:

- Students could be severely injured or killed due to gunfire.
- Exhibitors and Faculty members could be severely or killed.
- Property could be damaged from ricocheted bullet shell casings/debris.
- The Career Fair and Rosen College will be heavily involved in negative widespread media coverage.

Ways to Mitigate:

- All students, employers, staff, and volunteers are trained on Rosen College active shooter protocols in the event of an active shooter threat.
- Security/UCFPD and Orange County Police Department will be on-site during the event so in the case of an active shooter, they will be able to respond accordingly.
- Those at Rosen College will decide the safest action: run, fight, and/or hide.
- Emergency exits will be available and free of hazards in the event of an emergency.
- Any suspicious individuals are to be reported to event staff, police officers on site, and Professor Brinkman, who is a Campus Security Assistant (CSA).

Evacuation Plan



Fire Escape Plan

