One area where I felt like I was prepared to work is working with others in teams. Some of you may have seen me when you went to a game at the Dome at the student entrance. I am currently the manager of the student section of the Carrier Dome during SU’s football and basketball games. I believe the reason I am prepared for this job is because I have experience working with others in my family’s restaurant. As my boss would say, the job is a customer service job and working in the restaurant, I primarily dealt with customer service. I was promoted to manager after my boss realized I was always on time to work and was able to work well with other employees/students. I now manage an average of 15 students per work day and love working with others.

As a manager, my orientation changed slightly and I was required to be more brutal, honest, yet empathize for those that required it. For example, part of my job is to relay information and commands from the people that are higher up than me. I usually get asked by patrons if they’re allowed to smoke outside. Legally, by Syracuse University’s policies, they’re not allowed to and I do tell them that. The patrons get mad at me and yell at me but I don’t do anything else beyond that. However, the security guards that stand outside don’t care about this rule and allow anyone to smoke. I usually empathize for people during family weekends when students buy the wrong tickets for their parents and they want to sit together. I’m not allowed to give away student tickets/wristbands but I do have the power to if I wanted and I do for those that ask nicely. There have been times when someone asked rudely and gave me attitude and that is when my orientation changes and tells them that I can’t do anything about it.