Stadium Problem-Solving Video Scenarios

Choose ONE scenario and create a 2–3 minute video presenting your solution.

Video Challenge

Stadium management requires quick thinking, strong communication, and the ability to solve problems while balancing the needs of guests, employees, vendors, and event partners. For this challenge, select one of the scenarios below and explain how you would approach the situation.

There is not necessarily one "right" answer. We are interested in how you think, how you prioritize, and how you would communicate and work with others to solve the problem.

In your video, consider addressing:

- What would you do first?
- Who would you involve in solving the problem?
- How would you communicate with guests, staff, or other stakeholders?
- What factors would you consider when making your decisions?
- What could be done to prevent the problem from happening again?

1. The Big Event Crowd Crush

Scenario: Your stadium is hosting a sold-out event. Gates just opened, and one of the main entrances is experiencing a major backup. Fans are getting frustrated, staff are becoming overwhelmed, and you need to find a way to safely move people through the gates while maintaining a positive guest experience.

Challenge: What would you do to solve the immediate problem, and what could the stadium do differently in the future to prevent it?

2. The Overcrowded Concourse

Scenario: A popular promotion has resulted in significantly more guests gathering in one area of the concourse than expected. The crowd is blocking walkways and making it difficult for other guests to move through the stadium.

Challenge: What would you do immediately to improve crowd flow, and how would you change the event plan for future promotions?

3. The Accessibility Challenge

Scenario: A guest using a wheelchair arrives at their assigned seating area and discovers that the elevator providing access to that section is temporarily out of service.

Challenge: How would you assist the guest in the moment, communicate with them about their options, and address the larger operational issue?