

Nancy Finnessy, S.A.F.E. Management



Over the past two seasons, we have had several changes that have impacted our ticket process and entry onto our Club and Suite Levels. Our ticket office moved to mobile ticketing, so this drastically changed the way our gameday staff scanned tickets at the gates and on the Club and Suite Levels. We've focused on the new mobile ticket process in all of our pre-season training since the switch to ensure our gameday staff can continue to make entering the stadium a breeze and troubleshoot when problems arise. As it is with any change, some guests and team members have quickly adapted while others are slowly, but surely, getting the hang of it.

One of our S.A.F.E. supervisors on the Club Level, Nancy Finnessy, felt the videos and trainings were great, but had observed some confusion amongst her peers. She took it upon herself to create a cheat sheet of important facts and helpful tips for our Club Level team members. She even went a step further and came up with the idea to place key team members at certain entry points around the Club Level to greet guests as their tickets are scanned, ensuring their gameday experience is seamless and smooth from the beginning.

Nancy has been a great leader on our Club Level and is always thinking of new ways to improve the experience for not only our fans, but also for her fellow team members. Nancy also joined our Ravens Facilitation team this year to help facilitate the Welcome to the Flock trainings throughout the season. She has a passion for wanting to take care of her fellow team members and making sure they are equipped with the right tools to take care of our guests.

Thank you, Nancy, for your dedication to the Ravens, our fans and to your game day team members!