



30 | Ben Bishop

# A TO Z EMPLOYEE GUIDE



## Important Names And Faces



**Jeff Vinik**  
Chairman and Governor  
Tampa Bay Sports & Entertainment



**Tod Leiweke**  
Chief Executive Officer



**Steve Griggs**  
President



**Steve Yzerman**  
General Manager  
Tampa Bay Lightning



**Derrick Brooks**  
President  
Tampa Bay Storm



**Darryl Bengé**  
General Manager  
Amalie Arena



**Mary Milne**  
Vice President  
of Guest Experience



**Bruce Grund**  
General Manager  
SportService



**Keith Harris**  
Vice President of Human Resources  
Tampa Bay Sports & Entertainment



**Colleen Caldwell**  
Human Resources Manager  
SportService

## Vision

A World-Class Organization Unifying Tampa Bay through Lightning Hockey and Legendary Events

## Values

Excellence, Competitive, Relentless, Innovative, Respectful, Authentic

## Service Mantra

Electrifying Experiences Ignited by World-Class Service.

## Blue Ribbon Service

We are dedicated to fulfill and exceed our guests' expectations by providing an exceptional and memorable experience.

## Blue Ribbon Foundation

Courtesy, Preparedness, Consistency, and Safety

## Blue Ribbon Behaviors

- Warm Greeting and Fond Farewell
- Teamwork
- Make A Memory
- Everything Speaks
- Children Remember Forever

## One Team

One Team is what we are. What it means is no matter what department you work in, who pays your check, whether you are full time or frontline, we are all one team, working to provide a world class experience for our fans.

