

# SUMMER GUEST SERVICES

## A Guide to the SF State Residential Community



**SAN FRANCISCO  
STATE UNIVERSITY**

### **Conference Services**

800 Font Boulevard  
San Francisco, CA 94132

**Phone:** (415) 338-3972  
**Email:** [confsvcs@sfsu.edu](mailto:confsvcs@sfsu.edu)

**Fax:** (415) 405-0393  
**Web:** [summerconf.sfsu.edu](http://summerconf.sfsu.edu)

# About the Residential Community

Situated in the southwest corner of the SF State campus, the SF State residential community offers conference organizers the convenience of having two conference centers, a dining center, market store, and housing for 2,500 guests in one central area.

The residential community can accommodate guests in traditional residence halls, Jr. suites, apartment style living, and townhouses. All amenities are right on campus.

The facilities within the community are wired for Ethernet access and WiFi which are complimentary for all guests and visitors. Stop by the front desk of each building for access codes and passwords.

## Front Desk

The community desks are staffed by knowledgeable Residential Services Assistants (RSAs). RSAs provide assistance to Summer Coordinators with the check-in and check-out process of conference guests. They can also assist with information regarding the University and local area. Throughout the summer, the Towers at Centennial Square desk operates 24 hours a day and other community front desks will have limited hours of operation posted for your convenience.

## Mail Services

Mail is delivered Monday through Saturday, except for Postal Services holidays, to Mary Ward Hall (MWH). Your assigned Summer Coordinators will contact you by phone or email when letters or packages have been received for your conference participants.

The nearest U.S. mailbox is on Font Boulevard between Mary Park and Mary Ward Halls. Pick up times are located on the mailbox.

## Linens and Cleaning

Linen services are provided to all conference guests.

- A standard linen packet is left on each bed
- Guests are provided a blanket, pillow, mattress pad, bed linen (two sheets and pillow case), two bath towels, and soap
- Towels and linens are exchanged weekly
- Guests can purchase superior linen service where beds are made prior to arrival, linens are exchanged weekly and towels replaced every third day
- Daily housekeeping service is not provided

Please speak with your Summer Coordinator or RSA staff member for designated location for linen exchanges.

## City Eats Dining Center

City Eats Dining Center is our dining facility, featuring all-you-care-to-eat variety of well balanced and creative menus. It is located directly across from Mary Ward Hall.

Hours of operation:

|           |                         |
|-----------|-------------------------|
| Breakfast | 7:00 a.m. to 9:00 a.m.  |
| Lunch     | 11:00 a.m. to 2:00 p.m. |
| Dinner    | 5:00 p.m. to 7:00 p.m.  |

Hours of operation are daily and can change as needed by guest volume. Extended times can be arranged through the Dining Center staff for an additional fee.

In order for the front desk at Mary Ward Hall to receive your mail promptly, please use the following format:

[CONFERENCE NAME]  
[YOUR NAME]

SF State University Conference Services  
800 Font Boulevard  
San Francisco, CA 94132

# Arrival & Departure



## Check in begins at 3:00 PM

At check in each guest will be asked to sign a guest registration card, much like a hotel. Once this card is signed, you will be issued a room key, bathroom key (if applicable), and access card. You will also receive a summer conference pouch and a lanyards to help keep your keys and access card together.

## Check out before 11:00 AM

If your conference does not end before the 11:00 AM check-out time, we ask that you make arrangements to check-out by 11:00 AM. Keys and guess access card must be returned to the front desk at 11:00 AM.

## Luggage Room

If you arrive before 3:00 PM, we will be happy to store your luggage in a secure area until your room is ready. Guests may use luggage rooms to store their luggage for late departures. Please speak with your summer coordinator or RSA member to get access to a luggage room.

## Lock Outs

If you lock yourself out of your room, a Resident Services Assistant (RSA) will assist you. To ensure that only you and/or your roommate(s) have access to the Lock-Out Key, your summer coordinator will verify your identity and room number prior to guests being given access to their unit .

## Your Access

### Keys

Upon check-in, a room key and bathroom key (if applicable) are issued to you after signing your registration card. These keys should be returned upon check-out.

### Guest Access Card

An access card is issued to you upon signing your guest registration card. This card serves as access into the building you are occupying; simply swipe your access card through the reader located near the front door of the building. Upon check-out, please be prepared to turn in your card to the RSA. If your card is lost, stolen, or damaged, you will be charged \$50.00 per card.

## Lost/Damaged Key(s) or Access Card

If you have lost your room, bathroom key (if applicable), or guest access card please speak with the Resident Services Assistant (RSA) at the front desk of your building. The RSA will contact your group's Summer Coordinator to assist in replacing lost or damaged items. Payment is required before replacements can issued. The staff cannot accept checks or cash for lost items. Staff will guide guests to the Conference Services market website to pay for the lost or damaged item.



A \$50.00 replacement fee per key and/or summer guest card will be charged to the conference guest directly.

# Parking & Public Transit

## Parking

Conference Services does not provide guest parking. All vehicles parked in SF State parking lots are required to have a valid SF State permit. Parking is enforced twenty-four (24) hours a day, 7 days a week, throughout the year. Lot 19, located behind the Towers Jr. Suites on State Drive, is a permitted faculty and staff parking lot.

### *Guest Parking*

Guests may purchase a daily permit for \$6.00 per day in Lot 20, levels 1-41 of the parking garage and Lot 25, located on Winston Drive. Pay stations require exact change and accept \$1, \$5 and \$10 as well as credit./debit cards and the SF State OneCard. Lot 20 permits are not valid on the roof level except between 5pm Friday to 7am Monday.

### *Parking and Transportation Office*

The Parking and Transportation Department located on North State Drive, sells parking permits for Lot 20, which are valid inside the parking structure. Conference groups must coordinate parking requirements in advance with the Parking and Transportation Department at (415) 338-1441 or email [parking@sfsu.edu](mailto:parking@sfsu.edu). You may also visit [parking.sfsu.edu](http://parking.sfsu.edu).

## Public Transportation

SF State is a transit-first campus, committed to lowering our drive-alone auto trips to reduce traffic congestion and greenhouse gas (GHG) emissions. There are a number of transit options for getting to and from SF State. Conference Services encourages guests and visitors to take public transit to campus, it's fast and easy and good for the environment!

5 major SFMTA (Muni) lines Muni serve our campus.

- M-Oceanview streetcar from Balboa Park Station to downtown.
- 18-46th Avenue/Zoo, Sunset and Richmond Districts.
- 28-19th Avenue: bus to Daly City BART station, Sunset and Richmond Districts, Golden Gate Bridge, Fort Mason. (28R- rapid service Monday-Friday only).
- 29-Sunset: bus to Ingleside, Excelsior, Bayview districts.
- 57-Park Merced/Font Boulevard: bus to West Portal Station, Daly City BART station and Sloat.

For more information about parking or public transportation available on and near campus please visit Conference Services website at [summerconf.sfsu.edu](http://summerconf.sfsu.edu).



# Eat, Entertain and Shop

## Grocery Stores

### Trader Joe's (Stonestown-236)

265 Winston Drive  
San Francisco, CA 94132  
(415) 665-1835

### Lucky

1515 Sloat Boulevard  
(415) 681-4300

### Safeway

601 Westlake Center  
Daly City, CA 94015  
(650) 755-0576

### Trader Joe's (Daly City-74)

417 Westlake Center  
Daly City, CA 94015  
(650) 755-3825

## Shopping

### Stonestown Galleria

3251 20th Avenue  
San Francisco, CA 94132  
(415) 564-8848

### Westlake Shopping Center

75 Southgate Avenue  
Daly City, CA 94015  
(650) 301-3000

### Westfield SF Centre

865 Market Street  
San Francisco, CA 94103  
(415) 495-5656

### Serramonte Center

Hwy 280 & Serramonte Boulevard  
Daly City, CA 94015  
(650) 301-3360

*San Francisco and San Mateo Counties have passed an ordinance discontinuing the usage of plastic bags and charging for paper bags; please bring reusable bags if possible when visiting stores.*



Additional shopping, events, and attractions can be found at [www.sanfrancisco.travel](http://www.sanfrancisco.travel)

## Movie Theatres

For general San Francisco/Bay Area movie showings, call: (415) 777-3456

### AMC

1000 Van Ness  
San Francisco, CA 94109  
(415) 931-9800

### Empire Cinema

85 West Portal Avenue  
San Francisco, CA 94127  
(415) 661-2539

### The Metreon Cinema

135 Fourth Street  
San Francisco, CA 94103  
(415) 369-6200

### UA Stonestown Twin

501 Buckingham Way  
San Francisco, CA 94132  
(415) 221-8182

### Century 20 Daly City and XD

1901 Junipero Serra Boulevard  
Daly City, CA 94015  
(650) 994-2488

# Contacts & Resources



## Emergency Assistance

- Emergency (University Police, Fire, Medical)  
911

## Health and Safety

- Anonymous Crime Tip Line (University Police)  
(415) 338-3030
- Non Emergency (University Police) -24 hours  
(415) 338-7200
- Campus Escort  
(415) 338-7200
- Office of Emergency Preparedness  
(415) 338-1046
- The Safe Place  
(415) 338-7233

## Campus Offices

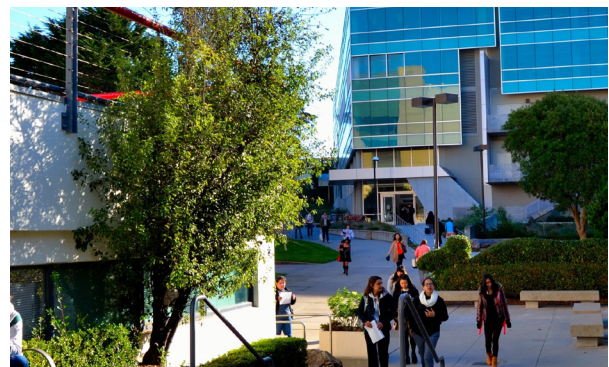
- Bookstore  
(415) 338-2665
- Cesar Chavez Student Center (Information Desk)  
(415) 338-1112
- Cesar Chavez Student Center (Meeting & Event Services)  
(415) 338-2416
- Disability Programs & Resource Center  
(415) 338-2472
- Parking and Transportation  
(415) 338-1441
- University Directory Assistance  
(415) 338-1111

## Residence Community Offices

- City Eats Dining Center  
(415) 338-2923
- Conference Services General Line  
(415) 338-3972
- Conference Services Supervisor  
(415) 405-2220
- Housing Business Office (Front Desk)  
(415) 338-1067
- Mary Park Hall (Front Desk)  
(415) 406-5702
- Mary Ward Hall (Front Desk)  
(415) 406-5703
- Residential Life  
(415) 405-2227
- SF State Hospitality by Sodexo (Catering & Events)  
(415) 405-4408
- Towers Jr. Suites (Front Desk)  
(415) 405-9350
- Towers @ Centennial Square (Front Desk)  
(415) 405-9360
- UPM Service Desk  
(415) 405-0579
- Village @ Centennial Square (Front Desk)  
(415) 405-8000

## Hospitals Near Campus

- San Francisco General - 1001 Potrero  
(415) 206-8000
- Seton Medical Center - 1900 Sullivan Ave,  
Daly City (closest to SF State)  
(650) 991-6455
- UCSF - 505 Parnassus Ave  
(415) 476-1037



# Personal Safety

Conference Services and community partners work together with the University Police Department (UPD) to secure residential buildings and conference centers. The following safety information is provided for your benefit. Please take a moment to review these guidelines on this page and following pages.

For information and resources from SF State University Police Department please visit [www.sfsu.edu/~upd](http://www.sfsu.edu/~upd).

## Crime on Campus

The majority of crimes on campus are crimes of opportunity. Items commonly stolen are bicycles, laptops, cell phones and backpacks. Items most commonly stolen from vehicles include GPS's, MP3 players, loose change, wallets and other small valuable items. Awareness by members of the campus community is a major factor in reducing these types of crimes. Your willingness to secure your property and report suspicious activities immediately to the University Police Department will assist us in our endeavors to minimize this type of crime.

## On Campus

Never leave your property unattended while on campus.

## While You're Out

If you carry a purse have the strap across your body if it's long enough, otherwise hold it close to your body and not on your forearm.

If you have a wallet, avoid carrying it in your back pocket. Put it inside your coat or front pocket.

- Don't flash your personal belongings such as MP3 players, Cell phones, Laptops
- For your MP3 player, wear subtle colored headphones
- Keep all personal belongings on your person.
- Don't wear your cell phone on your belt.
- Don't carry passport or important documents related to identity.

## Personal Safety Tips

- Don't walk alone at night!
- Be aware of your surroundings at all times. Observe people and activities around you.

Look confident and purposeful when you walk.

- Choose busy, well-lit streets and avoid isolated areas, alleys, vacant lots, abandoned buildings and construction sites.
- Think about your safety everywhere you go – be alert and don't assume you are always safe. Avoid situations that could put you in danger.
- Trust your instincts. If you feel uncomfortable in any situation, then leave.
- Be aware that wearing earphones connected to electronic devices while walking can distract you and make you less able to sense potential danger.

## C.A.R.E. (CAMPUS ALLIANCE FOR A RISK-FREE ENVIRONMENT)

A free escort program on campus C.A.R.E. escorts are trained and supervised by UPD.

Available from 4:30pm-11:30pm Monday-Friday. UPD Officers are available when C.A.R.E. members are not on duty. Night time on-campus transportation is available. Allow 10-15 minutes for your escort to arrive.

## Emergency Phones

Emergency phones are spread throughout the campus and on every level of the main parking garage. Emergency phones connect directly the University Police Dispatch Center.



# Emergency Procedures and Fire Safety

## In case of an emergency, dial 911.

When calling 911 from a mobile phone, please inform the dispatcher that you are on the SF State campus, including building name, floor and room number if possible.

### 1. Prepare

- Locate the nearest exit. Identify alternate exits as well.
- Locate the nearest fire alarm pull station. Don't hesitate to pull the alarm if you smell smoke, or in the event of a fire.
- Know your building emergency plan and emergency staff. Know how to evacuate your classroom, office or building. (Contact your summer coordinator or speak with the Conference Services Supervisor for more information.)
- Build your own office or personal survival kit. Visit [www.72hours.org](http://www.72hours.org) for tips.
- Develop your own evacuation plan.

### 2. Evacuate

- Evacuate the building for all alarms. Participate in all building emergency drills.
- Think before you leave. Building evacuations can last for extended periods of time. Take your keys, coat, wallet or purse, medication and mobile phone.
- Stay calm. Leave your office or classroom in an orderly fashion, following the directions of building emergency staff.
- Stay put. Once outside, move away from the building and stay in one location.
- Do not re-enter the building or leave campus until notified by University Police or emergency staff.

### 3. Help

- Help others to evacuate the building in a calm and orderly fashion.
- Assist people with injuries. Help people who are injured exit the building and seek medical attention. If they are unable to exit the building, note their location, continue to exit the building and IMMEDIATELY notify building emergency staff or emergency responders of the situation.
- Assist people with disabilities if they have trouble exiting the building. If they are unable to exit, immediately contact the building emergency staff or University Police and advise them of the situation. •Supervisors should verify that all employees have left the office and evacuated the building.

## Fire Safety

What to do during a fire...

- If there is a fire in your building, it is important for you to get out fast, but safely.
- When the smoke detector alarm or building fire alarm sounds, you must evacuate the building immediately.
- Do not use the elevators, use the stairs.
- If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- Smoke is toxic. If you must escape through smoke, get low and go under the the smoke to your way out.
- If your cloths catch fire, stop, drop, and roll. Stop immediately, Drop to the ground, covering your face with your hands. Roll over and over or back and fourth until the fire is out.