

Position: Coat Check
Department: Front of House Services
Location: River Run Centre, City of Guelph

- House Rules:
- Please wash hands regularly to ensure proper hygiene.
 - Please no gum chewing, eating or drinking in front of customers.
 - Attire: Long sleeved, collared white shirt or blouse, black pants or skirt, black shoes and socks, cross or dark tie, vest and nametag.
 - Check in using VicTouch screen.
 - Pick up your nametag, cross tie and vest in the coat check if you do not have your own. Please **return** all borrowed materials at the end of the shift.
- Duties and Responsibilities:
- Go to the bar and pick up your float
 - Check your float.
 - Signage is on the wall, indicating that each coat can be checked for \$1.00.
 - NOTE: hearing aids and booster seats are available free of charge
 - Organize the coat racks by placing any needed coat check tickets on the empty hangers. There should be 20 hangers per rack.
 - Estimate the number of coat racks that you think will be needed based on audience size and prepare these racks. Other racks can be stored in the windowed area. A reception will require more racks.
 - Check the coats, using a three-part ticket. The first part is given to the patron, the second part is connected with boots or hat or personal items via a clothes peg and the third part remains on the hanger.
 - In preparation for the patrons, 4 to 8 hangers should be arranged on the left end of the counter in numerical order.
 - Coat check volunteer 1: takes the money and hands the patron their ticket. Put a hangar on top of the coat and slide to Volunteer 2. Place the money in the till in the drawer.
 - Coat check volunteer 2: places the coat on the hangar and hands it to volunteer 3. Takes any other items which also need to be checked and pegs the middle ticket to it.
 - Coat check volunteer 3: hangs the coat on the rack. Organizes the racks.
 - When hanging up the coats, always keep numerical order from left to right on the rack.
 - All three: during intermission, organize the racks for distribution at the end of the event
 - Either Coat check volunteer 2 or 3, checks out the hearing devices as requested. Place the patron's name, telephone number, date and seat number on the sheet which is on the clipboard. Be sure to advise the patron on the proper use of the hearing device. The program sound system is turned on 5 minutes before curtain. If there is a complaint that the head set is not working properly, contact the House Manager to move the patron or turn on the system.
 - Be available during the intermission to assist with patron inquiries and organize the racks.
 - Post show, return coats. The racks can be moved to form a large 'U' or other suitable configuration. Use all the space available in the coat

check. Racks should be labelled with the first and last coat number identified on a piece of paper pegged to the rack. Create these labels **after all the coats have been hung**. Use both windows, if necessary and encourage patrons to move down to the smaller window. Try to leave an aisle behind the racks for other volunteers to retrieve their own belongings.

- When a head set is returned, place a check mark on the last column. Headsets should be put in the "used headset" box and not returned to the rack until they are cleaned.
- Throughout the process please remain standing to create a professional appearance. If needed or if you will be in the coat check over a long period of time, you may get a stool and place it out of sight yet always prepared for customer assistance.
- During the show, turn off the lights and roll down the window closures.
- The wheelchair is stored in the coat check at the far end.
- If you happen to get the setup finished early and if the headsets need cleaning, please use a cloth and rubbing alcohol and clean the ear pieces, returning the cleaned ones to the rack. One swab should do all ear pieces that need cleaning. Do not saturate the ear piece too much or go near the electronics.
- Pack-It-Up offer: Complimentary coat check for Flex 4 ticket holders

218013	\$41.60	Adult Flex 4
LIGHTHOUSE		
MAIN STAGE, RIVER RUN CENTRE PRESENTED BY RIVER RUN CENTRE <u>FRI OCT 21, 2016 8:00 PM</u> HST #R122778459 ORCH LEFT BB-17		
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