



Job Description

Host for Dance Competitions

Scope & General Purpose of the Job

To respond to our guest's needs, in a courteous and efficient manner as they arrive on the premises until they leave. The host is generally the first person a patron sees when entering the Centre. Good Front of House representation is crucial to the promotion of any venue or production.

Knowledge Required

1. Complete understanding of the River Run Centre layout.
2. Familiarity with the venue, including washrooms, wheelchair access, coat check, bar service, fire exits and some details about the Copper Wall.
3. Understanding of show procedures and dance competition policies.

Reminders

1. No gum chewing.
2. No eating or drinking in front of customers.
3. White shirt or blouse, black pants or skirt, black shoes and socks, vest and name badge.
4. Sign in when you arrive and report to the House Manager on arrival in the kitchen.
5. Pass on all patron comments to the Front of House Staff.
6. All volunteers are expected to take part in the Host training session before volunteering

Call Times

Hosts: 10 minutes prior to scheduled shift.

Note that the stage doors and entrance doors open one hour prior to curtain, and that the theatre doors open 15 minutes prior to competition beginning subject to stage management approval.

Sign up and Scheduling Policy

Sign up on dates that are convenient for you. Once signed up, you are expected to cover that shift, or let the Volunteer Coordinator (519) 837-5662 extension 2206 or House Manager (519) 837-5662 extension 2355 know as soon as possible, if you will not be able to do so.

Specific Duties of Hosts

One of the most important purposes of the Atrium Host is to meet and greet the patrons and dancers arriving through the main doors. You might want to suggest to them that a more direct way to the dressing rooms is via the Stage Door which is found around the northwest corner of the building.

It is also important to check the washrooms in the Atrium to make sure that they are working in proper order and that the dancers are not using the washrooms as change rooms or to apply make-up.

Ensure that all dancers are wearing appropriate footwear – no tap shoes (unless told otherwise) complete soled shoes or boots (flip flops are fine) and no patron is wearing "heelies".

No rehearsal in the front area that is CCH or Atrium unless told otherwise by the Front of House staff. There may be some groups or individuals “clocking” (small moves) their routine. Use your judgment if it is safe.

The type of information you will be asked will include, but may not be limited to, the location of washrooms, coat check, and drinking fountains and general facts about “Passages”, the art work in the Atrium. You may also be asked about locations of restaurants, hotel directions, bank machines and other attractions. (There is an ATM located in the Atrium beside the cloak room) It is also important to know the competition information. You can get the required details from the Front of House Staff.

The Co-operator’s Hall is often used as a rehearsal space. Check with the House Manager if they want the Host to review this room on a regular basis ensuring that no one is up on the ledges and all tap shoes are removed when entering the carpeted areas.

There will be an “information board” or table in the Atrium with a map of Guelph, program for the day and house rules.

Lost and Found Items

Lost items should be placed in the basket behind the bar or larger items and clothing at the backstage desk so the dancers can see them. Assist with patrons who inquire about articles they have lost.

Parking

Reminder: There is no ON-SITE PARKING. Parking is available across the street at the Guelph Centre East and West Parkades. A flat fee of \$5 per entry is required on Saturday 8 am – 6 pm and for any downtown event including Dance Competitions. East Parkade is permit parking only from Monday to Friday from 7 am – 5 pm and therefore, unavailable at those times, although there may be roof parking available Fridays and West Parkade has hourly daytime rates Monday to Friday 8 am – 6 pm.

Volunteer Breaks

The Front of House staff will ensure that you have a break. You may relax in the kitchen and help yourself to some of the food items available. Check with the staff for specifics. There will be a clip board to list any items eaten. Usually these are the perishable food items.

Some key points as an effective HOST:

- All of our volunteers need to understand the importance of excellent customer service skills. Your leadership in this area is crucial.
- Listen and respond to the customers in a way that shows you care about them and their needs.
- Courtesy, friendliness and professionalism are essential ingredients of successful service operations.
- Take pride in yourselves, in what we do here at the River Run Centre and in where we live.
- Of all the things we wear, our warm and positive expression is the most important.
- All visitors and patrons must be treated with courtesy and respect.
- **Smile**, it’s a universal language

This document is available in alternate format.