



River Run Centre
Position Description

Ticket Taker Position 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. Ticket taker position volunteers are generally the first people a patron sees when entering a theatre. Good Front of House representation is crucial to the promotion of any venue or production.

Knowledge Required

1. Complete understanding of the House layout.
2. Familiarity with the venue, including washrooms, wheelchair access, coat check, bar service and fire exits.
3. Understanding of show procedures and dance competition policies.

Reminders

1. No gum chewing.
2. No eating or drinking in front of customers, although bottled water is allowed in the theatre.
3. White collared long-sleeved shirt or blouse, black pants or skirt, black close toed shoes and black socks or neutral stockings, vest, cross ties (for the ladies) and name badge.
4. Report to the House Manager on arrival, and check off any equipment that you require. Pick up your name tag, cross tie and program. A program may already be at the MS doors if you are relieving another volunteer.
5. Pass on all patron comments to the staff.
6. Although it is advisable to have the Usher/Ticket taker training, it is not required.

Call Times

Ticket Taker: 10 minutes prior to shift.

Note that the stage doors and front entrance open one hour prior to start of competition, and that the theatre doors open 15 minutes prior to curtain 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 for the Ticket Taker Position

1. Upon arrival, go into the kitchen and meet with to the House Manager for a briefing.
2. You may wish to have a copy of the House Rules for patron's information.
3. All Dance Competitions are General Admission so patrons (participants and family members) may sit anywhere in the theatre (the balcony may not be available unless numbers dictate.)
4. Position yourself in the CCH, on the stool by the Main Stage Left or Right door. There should be a garbage can near you.
5. Ensure that all dancers are wearing appropriate footwear entering the theatre
 - a) no tap shoes,
 - b) complete soled shoes or boots (flip flops are fine)
 - c) no "heelies"
6. Monitor patrons to ensure no food or drink is brought into the theatre. Bottled water **is** permitted and can be purchased at the Dancer's Diner. If they wish to enter the theatre, they can leave their refreshment at the bar.
7. Backpacks are okay to enter the theatre but advise the patron that it must be placed under the seat

8. Suitcases or larger items are not permitted in the theatre. They can be locked up in the coat check. Please direct the patron to the bar where staff will unlock coat check to place the item inside. When the patron returns, they must find a staff member again to retrieve their item(s). A coat check ticket may be used for items placed in coat check. A sign will be placed on the door advising patrons to see bar staff to reclaim items.
9. Strollers: Box C can be used for strollers, if not used by Competition personnel, and the overflow can then go to Q 3 – 6 (enter via Orch Riverside door). Please note Q 3-6 is still for accessible seating. So should accessible seating be needed, strollers should be removed. The stroller may be stored Coat Check. Check with FOH staff.
10. Assist with patron inquiries.
11. There will be an “information board” in the Atrium with maps of Guelph, house rules etc.
12. NOTE* the dance competitions usually start early in the morning until the evening, so you will not be here for the entire competition, but depending on when lunch and dinner breaks are scheduled, part of your shift may be during a break.

Scheduled Meal Breaks

During these breaks the theatre will be closed for approximately an hour, depending on the schedule. Make sure that you check with the House Manager as to what time the doors are reopening, so that you are ready to go back when the break is over.

Note: If your shift does not fall on a lunch or dinner break you will be given a break at some point during your shift.

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 VOLUNTEER:

- 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