



River Run Centre
Position Description

Ushers 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. Ushers 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, telephones, 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 in the kitchen on arrival, and check off any equipment needed. Pick up your name tag, flashlight, program and job clipboard. These items may already be in the theatre if you are relieving another volunteer.
5. Pass on all patron comments, by writing them on the comment sheet, on the job clipboard.
6. All volunteers are requested to take part in the Usher training session, before volunteering.
7. Use your flashlight only as required to escort patrons. The house lights for dance competitions are usually kept low but not dark which would limit your need for flashlights but it is still important to have one.

Call Times

Usher: 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 Ushers

1. Upon Arrival, report to the House Manager to inquire about any new procedures for the day. (Kitchen)
2. Pick up your clipboard with the program for the day's competition with River Run's policies for dance competitions. Check off the dance "number" as performed to keep track of timing.
3. All Dance Competitions are General Admission so patrons (participants and family members) may sit in **any** seat but they **must** be in a seat, not on the stairs or behind the boxes.
4. Position yourself just inside the theatre, on the stool by the door. If necessary, stand at the entrance of the theatre during each number then move to one side to allow the patrons to enter and exit the theatre when the music is not playing. **There should be no entrances through the theatre doors when a performance is taking place.**

5. Assist with those using assistive devices as required and people with babes in arms to their designated seating area. The House Manager will let you know where this is.
6. The Box C's and Row Q on either side of the theatre may be designated for people with mobility concerns and any parents with "babes in arms". (Babes in arms are referred to any children that cannot walk independently without any assistance.) The seats in Row Q centre are available for accessibility needs.
7. Strollers are only permitted in designated areas...see the House Manager or other staff to assign
8. Assist with patron inquiries.
9. Ensure that patrons are not sitting or standing in the aisles.
10. 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"
11. 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.
12. Ensure the areas reserved for judges and dance competition staff remains clear of patrons at all times. These areas will be clearly marked or roped off.
13. There will be an "information board" in the Atrium with maps of Guelph, house rules etc.
14. NOTE: The dance competitions usually start early in the morning and often continue until the late evening. Although you will not be here for the entire competition, 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. At this time ushers are responsible for making sure all patrons exit the theatre. Once this is accomplished ushers are requested to do a sweep through the theatre, picking up any garbage and/or lost and found items and taking note of any problems to report to the House Manager. 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.

If you have signed up for the last shift of the day, when the last adjudication is over you are required to:

1. Stay at your post until all patrons have left the house then close the theatre doors.
2. Check for garbage and lost and found items.
3. Let the House Manager know when you are finished so that they can lock the doors.
4. Return your flashlight, vest, cross tie, name badge and clipboard to the coat check.

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 customer service.
- 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