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| Position: | Host |
| Department: | Front of House Services |
| Location: | River Run Centre, City of Guelph |

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| House Rules | <ul style="list-style-type: none"> • Please wash your hands regularly to ensure proper hygiene. • Please no gum chewing, eating or drinking in front of customers. • Attire: long sleeved collared white shirt, black pants or skirt, black dress shoes (closed toed) & socks (or neutral stockings), cross tie (ladies) / long dark tie (men), black vest, nametag. |
| General Information | <ul style="list-style-type: none"> • Report to the coat check and check in with VicTouch. • Respond to all patron enquiries. • Direct patrons to box office, appropriate theatre, washrooms, fountains, etc • Pass on all patron comments to the House Manager or staff. • ATM is available beside the coat check window. • Note that the facility entrance doors open one hour prior to curtain. • Theatre doors usually open 30 minutes prior to curtain subject to stage management approval. |
| Duties and Responsibilities: | <ul style="list-style-type: none"> • Welcome patrons and respond to enquiries. • Direct patrons to theatres, box office, washrooms, coat check, etc. • Assist with patrons using accessible devices as needed. • Be familiar with the venue, including washrooms, wheelchair access, accessible seating, coat check, telephones, water fountains, bar service, fire exits and some details about the Copper Wall ("Passages"). • Understand show procedures including late call procedure. • Be familiar with the theatre policies and layouts. • Read a ticket to direct patrons accordingly. • Direct patrons to the Front of House staff if necessary. • Attend the Front of House meeting in the kitchen if possible. • Be prepared to step into any position as required (cross qualified in as many positions as possible) • Assist with late calls • Assist with ticket taking as required • Assist in the Co-operator's Hall seating late comers via the balcony doors and assisting with patron re-entries |
| Main Stage | <ul style="list-style-type: none"> • There are two host positions (Atrium and Balcony) • Balcony host assists in bussing tables after intermission. |
| Co-operator's Hall | <ul style="list-style-type: none"> • Assist in the seating of late comers and sit on the "balcony" • Carry a flash light. • Assist any patron who exits via the back way throughout the show and at the intermission. |
| Being an Effective Host | <ul style="list-style-type: none"> • Lead in excellent customer service. • Listen and respond to the customers in a way that shows you care about them and their needs. • Courtesy, friendliness and professionalism are essential for successful customer service. • Take pride in yourselves, in what we do here at River Run Centre and in where we live. |

POSITION DETAILS

- All visitors and patrons must be treated with courtesy and respect.
- People do make a difference.
- Smile, it's a universal language.