

Position:	Coat Check
Department:	Front of House Services
Location:	River Run Centre, City of Guelph
House Policies	- The River Run is a scent free facility. - Wash hands regularly to ensure proper hygiene. - No gum chewing, eating or drinking in front of patrons. - Attire: White long sleeved, collared shirt, black pants or skirt, black closed toed shoes and socks (or neutral stockings), black vest and nametag. - Pick up a nametag and vest in the coat check if you do not have your own. Return all borrowed materials at the end of the shift. - Check in using Volgistics - VicTouch screen in Coat Check or VicNet online. - Pass on all patron comments to the Front of House (FOH) Manager, Floor Supervisor or Volunteer Coordinator.
General Information	- There is an ATM beside the Coat Check window. - The Coat Check only accepts cash. - 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.
General Duties	Pre-Show: - Count and confirm Opening Float and complete front of Deposit Sheet - Start the Coat Inventory Sheet with first coat ticket to be used inserted - Prepare coat racks as necessary by placing tickets on empty hangers. There should be 20 hangers per rack (FOH will often have this completed prior to arrival) - Collect cash (\$1) and check coats - Tally the number of coat check vouchers used - Distribute infrared hearing devices if necessary. Collect patron name, seat number, and phone number - Label racks with the first and last coat number identified on a piece of paper pegged to the rack - Close window gate at curtain or when capacity is reached Intermission (typically 20 minutes): - Open window gate to assist with patron inquiries and distribute coats if requested During the Show (after intermission): - After intermission, complete the Coat Inventory Sheet, count cash, complete Deposit Sheet - Combine tips with bar cashiers' to be deposited in coat check safe Post Show: - Return coats and collect hearing devices post-show (Staff will often assist) - Close coat check and turn off lights

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Duties and Responsibilities:**Pre-Show**

- Go to the bar and pick up your float
 - Confirm your float and initial the Deposit Sheet. Start the Coat Inventory Sheet with first coat ticket to be used inserted.
 - Signage is on the wall, indicating that each coat can be checked for \$1.00.
 - NOTE: hearing devices and booster seats are available free of charge
 - The wheelchair is stored in the coat check at the far end.
 - Organize the coat racks by placing any needed coat check tickets on the empty hangers. There should be 20 hangers per rack. (Note: FOH will often have this completed prior to arrival.)
 - 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.
 - **Opening the Coat Check** – if not already done, open the window gate ensuring it is fully up (use the pole at the side if you are not quite tall enough to push the gate fully up), ensure that the lights are on, set up the tip jar and sign
 - In preparation for the patrons, 4 to 8 hangers should be arranged on the left end of the counter in numerical order.
 - **Coat Tickets** - Check the coats, using a three-part ticket. The first part is given to the patron, the second part is pinned to other belongings (e.g., boots, hat, bag, umbrella, etc.) with a clothes peg and the item placed on the rack with the coat and the third part remains on the hanger.
 - **Distribution of Duties:**
 - **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.
 - 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**. Try to leave an aisle behind the racks for other volunteers to retrieve their own belongings.
 - Close Coat Check at curtain or when capacity is reached
 - turn off the lights, move the tip jar onto a shelf and roll down the window closures
 - **Infrared Hearing Devices:** 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 insert the battery and advise the patron on the
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proper use of the hearing device. If there is a complaint that the headset is not working properly, contact the House Manager to move the patron or turn on the system.

- Key points about devices: patrons should wear the headset with the sound box towards their neck (not on top of their head), point the lights of the receiver towards the stage, volume control is available, if they hear static when they turn it on the system is working, the program sound system is turned on 5 minutes before curtain
 - If any headsets need cleaning and you have time, use a rubbing alcohol swab and clean the earpieces, returning the cleaned ones to the rack. One swab should do all earpieces that need cleaning. Do not saturate the earpiece too much or go near the electronics.
- **Complimentary Coat Check:** Complimentary coat check is available for Flex 4 ticket holders (sample ticket below) or sponsors. Sponsors will present a voucher for to check their coat. Ensure to note these complimentary coat checks on the Coat Inventory Sheet.

**During Intermission**

- Be available during the intermission to assist with patron inquiries and if not already done organize the racks for distribution at the end of the event.

Post Intermission

- Close the Coat Check.
- Complete the Coat Inventory Sheet. Then take this form, the tips out of the jar and the till and go to the catering room for cash counting.
- Reconcile by completing the closing float and the rest of the Deposit Sheet and if necessary, explain any overages or shortages.
- Combine any tips with the bar cashier's

Post Show

- Post show, return coats.
 - During distribution at the end of the event, use both windows, if necessary and encourage patrons to move down to the smaller window.
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	• When a headset 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. • Close the Coat Check and turn off lights.
Emergency Procedures	• In case of an accident or incident, report the issue to staff (FOH Manager, Floor Supervisors, etc.). You may be requested to notify the St. John's Ambulance volunteers (Often seated in W 7 & 8) or to attend to the patron, assuring them that someone is coming to assist. • In the event of a Fire Alarm/Evacuation: ○ Close window gate ○ Secure money ○ Follow instruction from FOH staff

Some key points as an effective VOLUNTEER:

- All 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.
- All visitors and patrons must be treated with courtesy and respect.
- If you are not sure how to manage an interaction with a patron, are unclear on any policies, or have seen something staff should be aware of, please leave your position to alert staff immediately.
- **Smile**, it's a universal language.