



River Run Centre

Position Description

Dance Usher Position Description

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. The Dance Usher position rotates roughly every 30 minutes to ensure that the competition runs smoothly both inside and outside of the theatre.

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 patrons, 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, and name badge. Remember if you are borrowing a River Run vest or temporary name tag to return it at the end of your shift.
4. Report to the House Manager in the kitchen on arrival, and check off any equipment needed. Pick up your flashlight, garbage bin, 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 or verbally to staff.
6. All volunteers are requested to take part in the Usher training session, before volunteering. There is no formal mentoring for Dance Usher.
7. Use your flashlight as required to escort patrons.

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 as well as a bin for garbage. Ensure there are gloves available for your use either in the clean bin or in your pocket. 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. Patrons are free to enter and exit between songs, so the theatre doors are left propped open.
4. For those inside the theatre, position yourself 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. Do not allow anyone to enter the theatre once the competition number/name for the dancer(s) has been announced. Most competition patrons are aware of this rule.**
5. The Box Cs 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. Note that some competitions use the left orchestra Box C for administrative purposes.

6. Strollers are only permitted in designated areas (Typically coat check). See the House Manager or other staff to assist with this.
7. Assist with patron inquiries.
8. Ensure that patrons are not sitting or standing in the aisles.
9. Ensure that all dancers are wearing appropriate footwear entering the theatre (not bare feet or socks)
 - a) no tap shoes,
 - b) complete soled shoes or boots (flip flops, crocs and slippers are fine)
10. Monitor patrons to ensure no food or drink is brought into the theatre. Bottled water **is** permitted and can be purchased at the bar.
11. If you have been rotated to sit outside the house left door, the main priority is monitoring for food and beverage entering the theatre, as well as ensuring that everyone entering has the proper footwear on.
12. Ensure the areas reserved for judges and dance competition staff always remains clear of patrons. These areas will be clearly marked or roped off.
13. The host has access to informational sheets that include parking and dining information, that you may direct patrons to if they are inquiring.
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 for the competitors, part of your shift may be during a scheduled 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.

Last Shift of the Day

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. After throwing out garbage, ensure the bin is wiped and ready for the next shift/day.
5. Return your flashlight, bin, and clipboard to the kitchen. Ensure that if you have borrowed a vest or name badge that they are returned to the coat room.

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.

Emergency Procedures

In the event of an emergency, you will hear the fire alarm. Remain at your posts until directed by staff, for those in the theatre put on a safety vest located in the shelving unit in the light lock near the doors. If necessary, staff will come onto the stage to direct patrons to exit by the primary or secondary exit or you will hear an announcement throughout the building. Encourage patrons to exit calmly and safely while assisting any patrons who have accessibility issues. If you are in the balcony, ensure that anyone requiring the elevator is moved near the elevator and wait for direction from the Fire Department.

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.
- 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 in the theatre to alert staff immediately.
- **Smile**, it's a universal language