

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

House Policies	- The River Run is a scent free facility. - Wash your 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. - 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. - Encourage patrons to order their intermission refreshment pre-show to minimize lines and maximize quick service during intermission. - The standard intermission is 20 minutes in length.
General Duties	- Welcome patrons in with a smile and courteous greeting - Assist patrons as needed (direct patrons to theatres, box office, washrooms, coat check, entry doors, encourage intermission pre-orders, etc.) - Familiarize yourself with show specific information (house count, late call procedure, babes in arms, intermission time, end time, etc.) Atrium Host: - Welcome patrons to RRC - Direct patrons to appropriate theatre - Answer any and all questions; direct patrons to staff if not possible - Assist seating of late comers in Studio theatre (if applicable) - At Intermission – assist with organizing flow of bathroom lines Balcony Host: - Direct patrons to appropriate theatre door by checking tickets - Answer any and all questions; direct patrons to staff if not possible
Duties and Responsibilities	- Welcome patrons and respond to all enquiries. - Direct patrons to appropriate theatre, box office, washrooms, fountains, 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"). - Be familiar with show specific information (house count, late call procedure, babes in arms, etc.) - Be familiar with the theatre policies and layouts. - Read a ticket to direct patrons accordingly. - Direct patrons to the Front of House or Box Office 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

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	• Assist with ticket taking as required • Assist in the Studio Theatre seating late comers via the balcony doors and assisting with patron re-entries • Pass on all patron comments to the House Manager or staff.
Main Stage	• There are two host positions (Atrium and Balcony) • Balcony host assists in bussing tables after intermission.
Studio Theatre	• Assist in the seating of late comers and sit on the "balcony" • Carry a flashlight. • Assist any patron who exits via the back way throughout the show and at the intermission.
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: ○ Inform patrons of situation ○ Follow instruction from FOH staff ○ Assist in instructing patrons toward the correct door to exit

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.