

**Position:** Linamar Program for the Arts – Runners, Ushers, Door Host

**Department:** Front of House Services

**Location:** River Run Centre, City of Guelph

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| House Policies            | <ul style="list-style-type: none"> <li>The River Run is a scent free facility.</li> <li>Wash hands regularly to ensure proper hygiene.</li> <li>No gum chewing, eating or drinking in front of patrons.</li> <li>Attire: White long sleeved, collared shirt, black pants or skirt, black <b>closed toed</b> shoes and socks (or neutral stockings), black vest and nametag.</li> <li>Pick up a nametag and vest in the coat check if you do not have your own. <b>Return</b> all borrowed materials at the end of the shift.</li> <li>Check in using Volgistics - VicTouch screen in Coat Check or VicNet online.</li> <li>Pass on all patron comments to the Front of House (FOH) Manager, Linamar Coordinator or Volunteer Coordinator.</li> </ul>                                                                                                                                                |
| General Information       | <ul style="list-style-type: none"> <li>Complete understanding of the House Layout.</li> <li>Familiarity with the venue, including washrooms, wheelchair access and accessible seating.</li> <li>Understanding of Linamar procedures.</li> <li>For the Linamar style shows, there is no intermission, no tickets and the performance usually runs 1 hour in length.</li> <li><b>Call Times</b> - 45 minutes prior to curtain or as scheduled</li> <li><b>Sign up and Scheduling Policy</b> - The Volunteer Coordinator will post events on Volgistics for future performances in six week to two months intervals. 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 ext. 2206) or House Manager (519-837-5662 ext. 2355) know as soon as possible, if ill, unavailable or running late.</li> </ul> |
| General Duties            | <ul style="list-style-type: none"> <li>To welcome and seat the students, teachers and chaperones who come to see the performances. Good Front of House representation is crucial to the promotion of any venue or production, but in this case, you are working with young people who need to see you model appropriate theatre etiquette and warm professionalism.</li> <li>Talk to students when entering. We want this to be a very positive experience.</li> <li>Demonstrate excitement about the show with only positive comments.</li> <li>Try to get some specific feedback, if possible, when students and teachers are exiting and thank them for coming</li> </ul>                                                                                                                                                                                                                        |
| Door Host Specific Duties | <ul style="list-style-type: none"> <li>Collect the clipboard from the House Manager which lists the schools, expected attendance numbers.</li> <li>Welcome and greet the teachers, students and chaperones as they arrive at the front door.</li> <li>Take note of the group's bus number, as well as how many buses are anticipated from that particular school. Check off the school when they arrive on the sheet. Lead the group to the House Manager located at the glass doors.</li> <li>After the show, take up position at the front doors. Direct groups outside to their appropriate bus; hold groups as necessary until bus arrives.</li> </ul>                                                                                                                                                                                                                                          |
| Runner Specific Duties    | <ul style="list-style-type: none"> <li>The runner escorts the students and teachers from the House Manager into the theatre, dividing up the sides as instructed or into the balcony. The runner holds the group back until the usher is ready to receive and seat</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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them. Then relates school and student numbers to the usher. During the show runners are assigned to sit on either side on orchestra level or in balcony.

- Runners will be the first to escort students out (like the program usher for regular shows) when individuals need to leave the theatre.
- Both runners and ushers will need a flashlight and be prepared to stay for the duration of the show.
- At the end of the show, the runners will escort groups to the bottom of the light lock directing them as house manager directs. .

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**Usher  
Specific Duties**

- The ushers seat the students and teachers consecutively when given a group from the runner.
- Both runners and ushers will need a flashlight and be prepared to stay for the duration of the show.
- The ushers are responsible for the student's comfort, safety and enjoyment of the show for everyone's benefit. Therefore, a student might need to be given a gentle reminder of expectations when in a theatre. Please interact with the students in a pleasant and warm manner, looking to the teacher if the problem escalates. Never touch students or patrons of any age.
- Cover for the Runner by escorting students from the theatre if he/she is already out of the theatre. **\*see Runner description for specific information**
- After the show, take up position at top of the appropriate light lock. Hold groups until directed
- Once all students have exited, all theatre volunteers will stay in the theatre, looking for lost and found objects and a quick clean up.

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**Bus Assistants  
Specific Duties**

- Dress according to weather conditions.
  - Safety vest must always be worn (over your warm coat in winter) which can be found in the coat check. You will also receive a clip board with the school/bus information from the House Manager.
  - Stand outside in front of the River Run Centre to prepare for the buses.
  - Motion to the first bus driver to pull to the spot closest to Thorp Street at the end of the driveway. Then direct others to park behind the first as they arrive.
  - Board the bus to record school name, bus number and total number of buses from the school
  - Direct bus driver appropriate location to park
  - Lead group from bus to the theatre entrance
  - Convey school name, bus number and total number of buses from the school to the host
  - After the bus is unloaded, direct the bus driver to drive around the block and return to park on Woolwich St for the duration of the show
  - Unload 2 – 4 buses in the driveway at a time. The second Bus Manager can indicate to others to wait.
  - The final 3 buses can remain in the driveway; 2 extra can park on the street directly across from Sleeman Centre
  - DO NOT stop traffic on Woolwich St for any reason...we want to keep you safe.
  - Re-loading after the show, the bus managers stand in front of RRC by main doors and at the foot of the stairs outside to direct students and teachers to where the specific buses have parked.
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| Emergency Procedures | <ul style="list-style-type: none"><li>• It is imperative to work as a team with drivers.</li><li>• It is important that we manage the buses consistently throughout the year.</li><li>• In case of an <b>accident or incident</b>, one volunteer exits and reports to the FOH staff and another volunteer attends to the patron, assuring them that someone is coming to assist.</li><li>• In the event of a <b>Fire Alarm/Evacuation</b>:<ul style="list-style-type: none"><li>○ Put on safety vest from basket in the shelving unit in the light lock</li><li>○ Tell patrons we may have to evacuate and to please stand by</li><li>○ In the event of an emergency, direction would come from the stage or through the public address system as to the proper exits to take</li><li>○ If an evacuation is deemed necessary, direct patrons to appropriate door (indicated by RRC staff) and assure patrons who may need assistance that help will be available to them</li><li>○ Alert staff if there are patrons who cannot exit the theatre</li><li>○ Exit the theatre after all patrons have left</li></ul></li></ul> |
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**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.
- The Linamar program encourages youth to experience live performance and develop an interest which may last a lifetime.
- **Smile**, it's a universal language.