

Position: Merchandise Seller

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. - Throughout the process, please remain standing to create a professional appearance. If needed or if you will be at the merchandise table over a long period of time, you may get a chair and place it behind the table yet always prepared for customer assistance. - As merchandise selling is organized by the theatre rental organization, there is limited consistency between shifts. Please be patient and listen closely when merchandise owner/representative is detailing their processes. While River Run Staff may be on hand to assist, the merchandise owner/representative is the main contact for any issues encountered.
Duties & Responsibilities	- To courteously and efficiently serve patrons who wish to purchase show merchandise. Merchandise and sales methodology (including the point-of-sale terminal) is provided by the theatre rental organization. - Pre-Show: - Have Theatre Rental Representative or FOH Staff review instructions for merchandise (e.g., sizes, item specific information, display preferences, etc.) and sales methodology (e.g., point-of-sale terminal, cash, etc.) - Count product and complete inventory sheet - Count and confirm cash received, if applicable - Initial the Opening Float ("Cashier initial") CASH BALANCE - Sell the merchandise, counting as you go if possible "Close" when instructed by FOH Manager - During the Show (before intermission): - Clean up merchandise table(s) in preparation for intermission - Intermission - Continue to sell merchandise as required - During the Show (after intermission): - If necessary, clean up merchandise table(s) in preparation for post-show sales - Post Show "Close" when instructed by FOH Staff or Theatre Rental Representative - Count products remaining and complete final inventory sheet - If applicable, count cash and complete Closing Float reconciling sales to cash - Put stock away in the original boxes as per instructions from the merchandise owner/representative

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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**:
 - Secure cash and Point-of-Sale terminal
 - If possible, quickly cover inventory
 - Follow instruction from FOH staff
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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.
- **Smile**, it's a universal language.