

Position: RRC Showcase 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. - Cash Only accepted - If you need assistance, ask the Front of House Staff - It is preferable to be standing and engaging with customers pre-show and during intermission. Stools for sitting are available for you when no customers are at the Showcase - Never ignore a Customer
General Duties	- To courteously and efficiently sell giftware to guests in accordance with the Centre's policies and procedures. Customer Service is of prime importance. Serve patrons with efficiency, patience and a smile - Count the cash in the till upon arrival at the Showcase - Do not leave the cash or show case unattended without informing Front of House Staff - Set up and put away merchandise, including putting on and removing merchandise case covers - Sell products as requested by patrons - Report any errors to Front of House staff - Be familiar with the theatre policies and layouts
Selling	- If a Customer shows interest, take items out of the case so the Customer can view the product better - When you have made the sale, enter the sales amount under the correct column in the Sales Sheet: one entry per each item sold (if a customer buys 2 rings, each individual price is to be entered). Remove the price tag and place in the tag box - Wrap and/or bag the item for the Customer - Mints sold are to be entered in the mint column, one entry per sale - Thank your Customer
Closing	- Reconcile cash and place money in white envelope with Sales/Cash sheet - Write date and sales amount on the outside of the cash envelope - Place the envelope in Judy's plastic envelope (Bottom right-hand cupboard) - Put all merchandise away - Lock ALL Drawers & Cabinets. Double check to ensure the Cash Drawer is locked before leaving. All locks should be double checked by the second Volunteer working

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- Cover merchandise cases
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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
 - 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.