

Position: Usher/Ticket Taker – Main Stage

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: long sleeved, collared white shirt, black pants or skirt, black shoes (closed toed) & black socks (or neutral stockings), long dark tie(men), 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	- Knowledge of the House Layout for both theatres. - Familiarity with the venue, including washrooms, accessible locations, coat check, ATM, bar service and fire exits. - Theatre doors usually open 30 minutes prior to curtain subject to stage management approval. - Understanding of show procedures including late call procedure. - The standard intermission is 20 minutes in length. - Use your flashlight (pointed at the ground) as required to escort patrons. Please do NOT use a flashlight for the purposes of reading a program. House Manager will distribute the flashlights using sign out sheet. Return them at the end of the shift. - Floor supervisors enter the theatre between the 5 and 2 minute chimes to assist with last minute seating and call the house manager when all the patrons are ready. - Ushers are to remain alert and aware of the needs of the audience. - Report to House Manager immediately if there is any disturbance (e.g., cameras, cell phones). You are the eyes and ears of the Front of House staff. - The order of ushers in the Orchestra Main Stage from the entry door is Program Usher, Floater Usher, Stage Usher, and Ticket Taker. Any volunteer who is being mentored, will sit next to their mentor. - All ushers and ticket takers are expected to remain until the end of the show. Both ushers and ticket takers help to clean up after patrons exit the theatre, particularly looking for lost and found items. Then head to the catering room to sort programs for reuse.
General Duties All Positions	Pre show: - Help with stuffing programs in the catering room. - Attend the pre-show meeting in catering room which outlines the specifics (e.g., positions within the theatre, length of performance, in/out timing, etc.) and house policies (e.g., babes in arms, late seating, etc.) for that performance - Sign out scanner and flashlight from checklist in catering room - During pre-show, before the theatre is open, stand in front of the appropriate doors responding to patron inquiries - Ensure patrons do not enter with unauthorized food & beverage Intermission: - Ensure patrons do not return with unauthorized food & beverage

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- Assist with patron inquiries
- Scan audience looking for issues

Post Show:

- Go through the house in order to pick up lost & found items, garbage and programs. There are disposable gloves available in the catering room or on the light lock shelf if you wish to use them.
 - Return to the catering room to disassemble and recycle programs.
 - Sign in scanner and flashlight in catering room
 - Lost & found items should be placed in the bin in coat check.
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House Layout

- 786 seats (with the balcony and Orchestra pit seats)
 - Row A is always closest to the stage.
 - Double letters refer to the seats in the Orchestra Pit, and closest to the stage.
 - Seat 1 is always Riverside (Right), and the seats go in numerical order to the left.
 - In the Orchestra (except for the pit seating) Seats 9, 23 are always aisle seats.
 - Box A is closest to the stage, and seat 1 within the box is closest to the stage.
 - The centre of the theatre is between seats 15 and 16.
 - Accessible seating is row Q and C boxes
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Program Ushers

- There are four of these positions, stationed at each entrance to the house of the Main Stage.

Orchestra Left
Balcony Left

Orchestra Right
Balcony Right

Pre show:

- Collect programs in your basket in bundles (stacks of 50)
- Position yourself at the far end of the light lock at internal theatre doors ensuring patrons can see you when entering the dimmed light lock.
- In the balcony, you are just inside the theatre doors.
- Hand out programs to patrons as they arrive.
- Assist with accessible devices if applicable.
- Assist with patron inquiries, direct people to the ushers inside.
- When the Floater Usher is backed up, give more specific directions.
- Close the theatre doors when you see the CCH doors being closed by the ticket taker and the light lock is clear.
- Sit in the volunteer designated seats; closest to the door

During the Show:

- Help the Front of House staff seat latecomers, when applicable
- Assist any patron who needs to leave the house by escorting through the light lock and **wait for them to return** to escort them back into the theatre (at an appropriate break – this will be addressed by the house manager during pre-show meeting), closing the lobby door quietly.

Intermission:

- Open the inside theatre doors, and move behind the boxes to the front of the stage and stand at side stage emergency exit doors; patrons may **NOT** exit this way
- Assist with patron inquiries during intermission.
- Return to your seat as house lights dim

Post Show:

- Open the inside theatre doors.
 - Move behind the boxes to the front of the stage and stand at side stage emergency exit doors
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Floater Usher

- These two positions are stationed inside the Main Stage theatre.
Orchestra Left Orchestra Right

Pre show:

- Stand near the centre section of Row Q by the stairs leading to the Terrace
- Assist patrons with finding their seats, indicating the specific location verbally and/or gesturing appropriately.
- Assist with accessible seating. Walkers can be placed behind their seat by the wall for easy access.
- Strollers can be checked at Coat Check
- At curtain take a seat beside the Program Usher

During the Show:

- Cover for the Program Usher by escorting patrons from the theatre if he/she is already out of the theatre. ***See Program Usher description for specific information**

Intermission:

- “Float” around crossover aisle near entry door assisting patrons
- At five minutes to the end of the intermission, move to the far end of the light lock at theatre doors
- Close the theatre doors after intermission when the CCH doors are closed, when light lock is clear, and resume your seat in the usher chair.

Post Show:

- Stand near the exit doors assisting patrons particularly those with assistive devices
- Stay at your post until all patrons have left the house.
- After all patrons have left the theatre, close inside theatre doors.

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Stage Usher

- There are two positions located inside the theatre
Orchestra Left at Pit Orchestra Right at Pit

Pre show:

- Stand at the bottom of the stairs near the entrance to the orchestra pit (in front of half wall)
- Assist patrons with finding their seats, indicating the specific location verbally and/or gesturing appropriately.
- At curtain take a seat beside Floater Usher.

During the Show:

- Cover for the Program Usher or Floater Usher by escorting patrons from the theatre if he/she is already out of the theatre. ***See Program Usher description for specific information**

Intermission:

- Move (behind the boxes) to Row AA in orchestra pit with your back to the stage
- Ensure security of stage area
- Scan audience checking for issues (food and beverage, etcetera)
- Scan other volunteers for issues/needs
- Replace other volunteer position(s) if necessary

Post Show:

- Move to the same orchestra pit location as at intermission, ensure security of stage area
- Stay at your post until all patrons have left the house

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- Ticket Taker
- There are four of these, stationed at each entrance to the Main Stage theatre.
Orchestra Left Orchestra Right
Balcony Left Balcony Right

Pre Show:

- Collect ticket scanner and ensure it is working
- Check the date, time and venue on each ticket.
- Ensure that the patrons are at the correct theatre and the correct entrance to the theatre, but do not break up parties who cross the centre of the house.
- SCAN ticket(s)
- Send patrons with issues (e.g., ticket won't scan, etc.) to the Box Office or FOH Manager for assistance
- Some patrons may have an 8.5"x11" Print at Home tickets or Mobile tickets. Treat these exactly the same however, allow the patron to hold on to their phone.
- Ensure that no cameras or tape recorders enter the house. Speak to FOH manager to assist with photographers.
- Ensure that no food or beverage enters the house. Bottled water permitted
- Assist FOH with late calls for 10-15 minutes after the start of the show staying at your post in the lobby.

Curtain:

- Close the lobby doors only when you hear the call from the house manager "Staff please close the doors"
- Stay in position to assist late arrivals entering the theatre.
- Before going into the theatre, return your scanner to FOH staff
- Sit inside the theatre in the chair furthest from the door.

Intermission:

- Stand at lobby doors to ensure that no food or beverage enters the house and answer any inquiries from patrons
- Close the lobby doors only when you hear the call from the house manager "Staff please close the doors"
- Left Orchestra Ticket Taker - To assist with the flow of patrons at the bar, you may be asked to stand at the stanchions to direct patrons to the next available bar team

Post Show:

- Stand at the top of the light lock or just inside the theatre doors with the Program Usher's basket to encourage the recycling of programs.

Emergency Procedures

- In case of an **accident or incident**, the Program Usher exits and reports to the FOH staff, the Ticket Taker goes to the St. John's Ambulance volunteers (Often seated in W 7 & 8) and the Floater Usher attends to the patron, assuring them that someone is coming to assist.
 - In the event of a **Fire Alarm/Evacuation**:
 - Put on safety vest from basket in light lock for the **Main Stage** (retrieved by ticket taker)
 - Tell patrons we may have to evacuate and to please stand by
 - 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
 - If an evacuation is deemed necessary, assure patrons who may need assistance that help will be available to them
 - Alert staff if there are patrons who cannot exit the theatre
 - Assist with directing patrons towards the correct exit door
 - Exit the theatre after all patrons have left
 - For the **Main Stage**:
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- **Program ushers** should lead the patrons from theatre via appropriate door (indicated by staff) using the "Follow Me" sign from basket (collect when you obtain safety vest) if evacuation is necessary
 - **Floater ushers** assist with limited accessibility patrons
 - **Ticket takers** retrieve safety vests from shelving unit in light lock and pass out to the other theatre volunteers. Give "Follow Me" sign to the Program Usher. In the event of evacuation, block the exits not being used and remain until all patrons have exited, closing the doors behind them.
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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.