

# HERITAGE CENTER FOH

## ENTRY LEVEL POSITIONS

Ushers work events welcoming patrons to the facility; guiding them to their seats, providing primarily a hospitality, PR, and safety function. Person needs to be knowledgeable of the seating layout, of emergency contingencies and exit plans, and ensuring that all patrons have a distraction-free performance. Most events will likely require a 4-5 hour time commitment when you consider arriving early for some event specific prep time to ushering the patrons out of the venue and tidying up afterwards. Requires a minimum of 4 hours of training prior to working first event.

### **USHER**

#### Job Description

As an USHER, the Employee is required to perform the following duties and undertake the following responsibilities in a professional manner:

- Ensure your section is clean and tidy.
- No talking is allowed during the performance unless necessary to assist a patron.
- Greet patrons and ask if you can assist them to their seats.
- Read tickets and show patrons to their seats. Gesture with an open hand rather than a pointed finger.
- Distribute playbooks to patrons.
- Assist patrons who may need to move during a performance by using their flashlights to guide a person to the doorway. Remember moving lights are distracting to other patrons. Please be aware of the beam that your flashlight is casting and keep it pointed to the ground.
- Help enforce house policies like no food or drink. Video recording and photography in general are not allowed.
- Assist patrons by offering listening assist devices, booster seats, or helping patrons with physical needs like wheelchairs or walkers to their seats.
- After the show remain in your section and thank patrons for coming as they leave.
- When theater is empty check your section for lost items or trash, and fold seats up.
- Perform other duties as assigned.
- All ushers are expected to behave in a polite and professional manner toward both the members of the public and toward each other.

#### Job Requirements

- Neat appearance
- Good communication skills
- It is required that each participant completes the Usher Orientation Class prior to ushering. This is a privilege, so you are expected to understand the seating arrangements, wear the appropriate attire, be able to take patrons to their seats, stand and do steps, be able to direct people to the lounges and concessions and stuff the playbills before we open the doors.
- Ushers are expected to arrive one hour prior to the performance time. Each usher should be capable of standing until released from duty.
- Willingness to be trained in CPR, First Aid & AED.