

# Central Alberta Theatre

## Position Description

### **Usher: Memorial Centre**

#### The Usher Role at the Memorial Centre

A person ushering patrons for shows at the Memorial Centre for Central Alberta Theatre will be responsible for helping patrons to locate their seats. They will also assist in looking after patrons during the show, and caring for the venue before and after the show.

#### Reporting

Ushers take direction from and report to the Front of House Manager.

#### Etiquette

- Treat patrons, visitors, artists, and staff with respect and courtesy
- Conduct yourself in a manner that portrays a positive image
- Arrive on time and stay throughout your entire shift
- Contact the Front of House Manager as soon as possible if you are unable to work your scheduled volunteer shift
- Do not report for duty under the influence of alcohol or drugs

#### Duties

Ushers must

- Be familiar with the seating chart of the auditorium. You can find a copy of this chart in your volunteer handbook.
- Be familiar with Memorial Centre emergency procedures. Those are also contained in the handbook.

**An Usher shift starts one hour prior to show time.** The start time for each show will be identified on the volunteer schedule.

Ushers will

- Work at the area or exit assigned by the Front of House Manager
- Assist patrons in locating their seats
- Ensure that no food or drinks are brought into the theatre, with the exception of bottled water
- During the performance, keep an eye on patrons to ensure their safety and comfort. Make sure patrons are not eating, drinking, taking photographs (unless it is approved by the artist), video or audio recording the performance, or disturbing other patrons
- Assist any patrons who are entering and exiting the auditorium during the performance, use your flashlight
- Assist with clean up after the auditorium has cleared
- Assist with autograph signing following the performance if asked to do so by the Front of House Manager

