Central Alberta Theatre

Position Description

Ticket Taker/Usher

The Ticket Taker/Usher Role at Studio Theatre

A person taking tickets and ushering for shows at Studio Theatre for Central Alberta Theatre will be responsible for taking and checking tickets from patrons, and making sure they have a seat. They will also assist in looking after patrons during the show, and caring for the venue before and after the show.

Reporting

Ticket Takers/Ushers take direction from and report to the Front of House Coordinator(s) and the Front of House Manager. In areas of safety they are also required to take direction from the Production 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 Volunteer 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

Ticket Takers/Ushers must

- Be familiar with the seating layout for the production for which they are volunteering.
- Be familiar with the overall layout of the third floor (locations of bathrooms, etc.)
- Be familiar with Studio Theatre emergency procedures.

A Ticket Taker/Usher shift starts one half hour prior to show time. The start time for each show will be identified on the volunteer schedule.

Ticket Takers/Ushers will

- Take tickets/usher patrons approximately 30 minutes prior to performance
- Check tickets; ensure that both the event and date are correct
- Ensure that no food or drinks are brought into the theatre
- Close Studio main door when house lights go down and/or when show begins
- During performance keep an eye on patrons to ensure their comfort and safety
- Open doors for intermission
- During intermission answer questions from or direct patrons.
- Remain by main door of the Studio to assist in the event of an emergency or evacuation
- Assist with clean up after the Studio has cleared