

Description of responsibilities

Ushers primarily stand in front of doors to auditorium and greet attendees with a smile. Once the Front of House Manager signals, they open the doors, then begin to pass out programs and assist people to their seats/answer questions.

Should any minor issues arise with the seating arrangements, they help resolve if possible or guide people to the box office to see the Front of House Manager. If anyone arrives after the ushers close the doors, or need to exit mid-performance, an usher should help discreetly guide them via flashlight* to their seats and make sure the aisles remain clear throughout the show.

**Flashlights should stay aimed at the floor to avoid distraction and annoyance to the other audience members*

Pertinent requirements

- Maintain a pleasant attitude and smile
- Quick to help and answer questions as needed
- Clearly communicate with Front of House Manager and Box Office Manager

Dress code

Modest Business Attire, sensible shoes (comfortable for standing and walking)

Basic training overview

- Greet customers with a friendly smile
- Offer assistance in finding their chairs (consult overhead map)
- Communicate w/ box office manager
- Close doors on box office manager's signal
- Discreetly assist late comers to their seats
- Help people who need to exit mid show do so safely

Training video available [explorecircle.com/volunteer](https://explore.circle.com/volunteer)

Safety Protocol

In the event of an emergency, please open doors and help direct people in an orderly fashion to the nearest exits.