

Ticket Taker #1

Seat Assignment: Row Z Seat 1

Break Assignment: 1st Break

Emergency Task: Row Q Evacuation

The Ticketing Ushers are usually the first faces a patron sees when they attend an event. They are also the ones we rely on to be ready in order to open the lobby to patrons, so please head straight to your station as soon as the Pre-Show Meeting is over. Because it is closest to the doors it is more susceptible to the weather, we always have a few sweaters on hand in the colder months, just let the House Supervisor know if you need something to keep you warm!

Role Requirements:

- Stand in one place for an hour.
- Hand dexterity to manipulate a ticket scanner with one hand
- May be subjected to extreme heat or cold due to proximity to exterior doors
- Ability to aid patrons down stairs in the event of an emergency.

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Box Office and check-in with the KL!BO attendant on duty. They will give you a ticket scanner and review with you how to use it.

During your Shift:

Typically, they will enter the doors and present you with their ticket. Smile, greet them warmly, and scan their ticket! See the [References](#) section for examples of the three (3) ticket types we use. Patrons who have extra tickets that they aren't going to use can drop off their extras at the box office. Do not promise customers any refunds or value returned.

At about 5-minutes to curtain, the House Supervisor will start coming around the lobby and direct you to take your seat. Return your scanner to the KL!BO and head into the theatre!

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Return to your line, answer any patron questions, and monitor those going in and out (we do not scan patrons in and out, but keep an eye on the doors). You may be asked to support concession during the intermission.

Emergency Duties:

Head down the stairs to Row Q and help the Head Usher with evacuating Row Q through the Lobby,

Post-Show

Once all patrons have left, please help the other ushers tidy the theatre.

Ticket Taker #2

Seat Assignment: Row Z Seat 12

Break Assignment: 1st Break

Emergency Task: Row Q Evacuation

The Ticketing Ushers are usually the first faces a patron sees when they attend an event. They are also the ones we rely on to be ready in order to open the lobby to patrons, so please head straight to your station as soon as the Pre-Show Meeting is over. Because it is closest to the doors it is more susceptible to the weather, we always have a few sweaters on hand in the colder months, just let the House Supervisor know if you need something to keep you warm!

Role Requirements:

- Stand in one place for an hour.
- Hand dexterity to manipulate a ticket scanner with one hand
- May be subjected to extreme heat or cold due to proximity to exterior doors
- Ability to aid patrons down stairs in the event of an emergency.

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Box Office and check-in with the KL!BO attendant on duty. They will give you a ticket scanner and review with you how to use it.

During your Shift:

Typically, they will enter the doors and present you with their ticket. Smile, greet them warmly, and scan their ticket! See the References section for examples of the three (3) ticket types we use. Patrons who have extra tickets that they aren't going to use can drop off their extras at the box office. Do not promise customers any refunds or value returned.

At about 5-minutes to curtain, the House Supervisor will start coming around the lobby and direct you to take your seat. Return your scanner to the KL!BO and head into the theatre!

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Return to your line, answer any patron questions, and monitor those going in and out (we do not scan patrons in and out, but keep an eye on the doors). You may be asked to support the concession during intermission.

Emergency Duties:

Head down the stairs to Row Q and help the Head Usher with evacuating Row Q through the Lobby,

Post-Show

Once all patrons have left, please help the other ushers tidy the theatre.

Ticket Taker #3

Seat Assignment: Row Z Seat 23

Break Assignment: 1st Break

Emergency Task: Follow/Aid Patrons

The Ticketing Ushers are usually the first faces a patron sees when they attend an event. They are also the ones we rely on to be ready in order to open the lobby to patrons, so please head straight to your station as soon as the Pre-Show Meeting is over. Because it is closest to the doors it is more susceptible to the weather, we always have a few sweaters on hand in the colder months, just let the House Supervisor know if you need something to keep you warm!

Role Requirements:

- Stand in one place for an hour.
- Hand dexterity to manipulate a ticket scanner with one hand
- May be subjected to extreme heat or cold due to proximity to exterior doors
- Cash handling and concession sales
- Ability to aid patrons down stairs in the event of an emergency.

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Box Office and check-in with the KL!BO attendant on duty. They will give you a ticket scanner and review with you how to use it.

During your Shift:

Typically, they will enter the doors and present you with their ticket. Smile, greet them warmly, and scan their ticket! See the References section for examples of the three (3) ticket types we use. Patrons who have extra tickets that they aren't going to use can drop off their extras at the box office. Do not promise customers any refunds or value returned.

At about 5-minutes to curtain, the House Supervisor will start coming around the lobby and direct you to take your seat. Return your scanner to the KL!BO and head into the theatre!

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

At intermission, please help with the concession or bar, the House Supervisor will let you know where we need the support.

Emergency Duties:

Since you are seated in the upper house, in the event of an evacuation you follow the patrons out of the building, assisting anyone who needs help navigating the stairs.

Post-Show

Head to the Coat Check and help the usher there give back all the coats and sign in Hearing Assists.

Program Ushers

Seat Assignment: Row Q Seat 2 or 23

Break Assignment:

2nd Break

Emergency Task: None

The Program Ushers are stationed at the House Doors to greet patrons entering the theatre, hand them a program, and give general directions to their seats.

Role Requirements:

- Stand in one place for an hour (some accommodations can be made if required).
- Smile!

Shift Start:

Once the Pre-Show Meeting has concluded, continuing stuffing programs if needed, then head to your assigned door (Left or Right).

During your Shift:

While waiting for the House Doors to open, stand near your door to ensure patrons do not try to open the doors themselves. Keep a look out for a signal from the House Supervisor or Head Usher on when it is ok to open the doors.

Monitor patrons entering the theatre, looking for items that are not allowed in the theatre. The House Supervisor will go over the policy for that event before each show.

At about 2-minutes to curtain, the House Supervisor will start coming around the lobby and direct you to take your seat.

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Try to exit before the patrons so you can prop open the house doors. Stand by your door and be available for patron questions. Monitor patrons entering for items not allowed in the theatre.

Emergency Duties:

Join the patrons exiting the theatre. You have no specific evacuation duties!

Post-Show

Again, try to be the first to arrive at the House Doors, prop them open, and be available to say goodbye to patrons and answer questions.

Seating Ushers (1, 2, 3, 4)

Seat Assignment: Row Q : 1 & 24, Row R 1 & 24 Break Assignment: 1 & 3: 2nd Break, 2 & 4 1st Break

Emergency Task: Open Doors, lead patrons to muster point

The Seating Ushers are stationed on either side of the Theatre to guide patrons to their seats.

Role Requirements:

- Walking for an hour or longer
- Moving up and down stairs confidently
- Leading patrons in the case of an emergency
- Comfortable showing patrons around in the dark

Shift Start:

Once the Pre-Show Meeting has concluded, continuing stuffing programs if needed, then head to your assigned door (Left or Right).

During your Shift:

While waiting for the House Doors to open, stand near your door to ensure patrons do not try to open the doors themselves. Keep a look out for a signal from the House Supervisor or Head Usher on when it is ok to open the doors and begin seating patrons.

You guide patrons to their seats! Ask “Can I show you to your seat?”. Read the patron ticket and show them to their seating area. Please do not point and expect patrons to be able to find their seats.

During the Show:

When the House Supervisor closes the House Doors, you can take your seat. Since you are on the ends please keep an eye out for patrons coming and going according to the policy for that event. If you see someone get up to leave please hold the door until the appropriate interval to let them out.

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Stand near your door and be available to answer patron questions, look for issues, etc. Lower house doors, please also ensure no one goes onto the stage or puts things on it.

Emergency Duties:

In the event of an emergency, open your door and lead patrons outside to the muster point.

Post-Show

Stand by your door, monitor patrons, and wait for everyone to leave! Once patrons have left, help clean the theatre.

Box Office

Seat Assignment: Row R Seat 23 *Break Assignment:* 1st Break *Emergency Task:* Assist House Sup, Check washrooms
The Box Office usher helps the KL!BO staff with ticket pick-ups and answer patron phone calls in the hour before the show starts.

Role Requirements:

- Remember the information from the Pre-Show chat.
- Know the alphabet!
- Answer patrons inquiries on the phone.

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Box Office and check in with the KL!BO staff. They will give you some instructions/review.

During your Shift:

The KL!BO opens right at the hour to curtain, it can be quite busy at the door! Hand out the Will Call tickets (pre-purchased tickets held for pick-up at the door) as patrons arrive and give their name. Patrons may also call the theatre line and inquire about show info. Common questions are show length, if tickets are available for sale, and other simple inquiries. Answer the questions based on the info given in the pre-show chat.

If there are missing tickets, sales inquiries, or other issues direct patrons to the KL!BO staff.

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be resealed, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Concession Support. Head to concession and help the staff with the intermission rush!

Emergency Duties:

Get the First Aid kit from the Coat Check and take it to the marshaling area.

Post-Show

Stay in the theatre and monitor egress of patrons. Once all patrons have left help clean the theatre.

Coat Check

Seat Assignment: Row R Seat 2

Break Assignment: 2nd Break

Emergency Task: Usher Belongings

The Coat Check usher takes patron coats and give them the return tags. They also sign out the Hearing Assist devices.

Role Requirements:

- Repetitive movements, lifting and hanging coats, heavy winter coats.
- Standing for the duration of the shift

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Coat Check, make sure you have the Hearing Assist list for the evening, and be ready for patrons!

During your Shift:

Take patron coats, put them on hangers, (in order, working around the room), and give patrons the return tags. This is a free service, but they are welcome to make donations to the Volunteer Fund.

Sign out the Hearing Assist devices, taking the patrons' Photo ID and put it in the folder, under the corresponding number for the device. Have them sign the form and instruct them to return them at the end of the show.

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, cell phone or camera use, patrons leaving the theatre, patrons needing to be reseated, or for other emergencies. Please watch all patrons that you can see from your seat. Your seat is specifically assigned to allow for the viewing of a particular area within the theatre.

Intermission:

Head back to the Coat Check to be available for patrons. They might need something from a coat pocket or decide they don't need the hearing assist devices anymore.

Emergency Duties:

Grab the bag of Usher Belongings and take it to the marshalling area.

Post-Show

Head to the Coat Check and give back the coats!

50/50 – WCT Shows Only

Seat Assignment: N/A

Break Assignment: N/A

Emergency Task: N/A

50/50 ushers volunteer specifically to do 50/50 sales during WCT runs. They are a unique position, we cannot guarantee a seat for you at the show, so you are welcome to leave after the intermission!

Role Requirements:

- Standing and walking for the duration of the shift
 - There is no table or designated space for 50/50. The sellers wear aprons and walk around the lobby and the theatre making sales
- Cash handling.

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Coat Check, that's where the ticket box will be and all instructions. Count your float and split it between the two ushers. Don your aprons and pins and get ready for doors to open!

During your Shift:

Walk around the lobby and inside the theatre selling 50/50 tickets. Take patrons money in exchange for tickets. Every once in a while head to the Coat Check or wherever the draw box is located to deposit your ticket stubs for the draw.

During the Show:

If there is an intermission, you can check in with the KL!BO to see if there are any extra seats for you, if so you can go in and watch the show. If the show is sold out you may have to sit in the lobby with the staff until intermission.

Intermission:

Sell sell sell! After the show has gone in after intermission, give the House Supervisor a chance to get the show rolling again, then give them all cash and tickets from your sales. You will sign off on the float and sales amount, then you are free to leave!

Emergency Duties:

None.

Post-Show

None.

Pavilion Theatre

The roles at the Pavilion are very similar to the Sagebrush or any other location, just a different area! A few notes:

- When you arrive, hang your coat in the hallway and put any purses on the shelf above.
- The seating arrangement is always different, the House Supervisor will give you a chance to get familiar with the layout before the show begins.
- Concession ushers must have their SIR certificate.

Other Volunteer Positions

Office Volunteers

Volunteers at the WCT admin office perform duties such as:

- Scanning & filing
- Answering of correspondence
- Stuffing & collating mailers
- Other duties as assigned and required

If you feel this would be an area you could assist in, please alert the Volunteer Coordinator.

Telemarketing

Telemarketing volunteers assist with special projects for the KL!BO, WCT and our Clients. Duties could include:

- Phoning patrons to alert them to an event's date, time or venue change
- Proactively alerting patrons to deadlines for subscriptions, discounts, or offers
- Following up on previous conversations to close sales and process ticket orders & receive donations

If you feel this would be an area you could assist in, please alert the Volunteer Coordinator.

Production

WCT's production department offers opportunities for individuals with experience in sewing, carpentry, paint, furniture, cabinetry, electrical, etc.

If you feel this would be an area you could assist in, please alert the Volunteer Coordinator.