

CBFT, Inc. Job Description for Voluntary Role as House Attendant

The position has overall responsibility for:

Greeting, directing, and assisting guests attending performances and other functions at the Theatre.

The person reports to:

House Manager or Production Manager or Event Coordinator

It is anticipated that the successful applicant would spend 3-4 hours as needed per show in the role.

Responsibilities are:

- Unlocking door thirty minutes prior to show time.
- Ensuring restrooms and all floors are clean. If necessary clean or vacuum.
- Greeting guests, tearing tickets or checking off reservation log, direct guest to proper entry door into the auditorium.
- Distributing programs to guests as they enter the theatre.
- Allow or disallow access into the theatre seating areas based upon credentials or tickets.
- Assisting guests in finding seats and immediately report any ticket problems to a house supervisor. Record discrepancies in red Incident Log.
- Answering questions and providing guests with directions and other information regarding the theatre.
- Responding to all guest comments and/or complaints in a prompt and friendly manner and documenting as necessary in red Incident Log. Get name and phone number and email of person with complaint.
- Ensuring that guests follow theatre safety policies and that all fire codes are enforced.
- Distributing promotional materials for upcoming performances to guests as they exit the theatre.
- Providing information and direct guests to appropriate exits in the event of an emergency.
- Encourage the collection of email info for our e-newsletter
- Performing other duties as assigned.

Some of the skills / qualifications required are:

- Must be willing to make a commitment to work at least two events per month.
- Excellent customer service skills required.
- Must be friendly and personable.
- Must be a team player and able to work well with others under a sometimes stressful environment.
- The ability to work and communicate effectively with people of diverse cultural backgrounds.
- Must be at least 18 years of age if working past 10:00 PM.

I agree to perform within the parameters of this job description or future adaptations as they may be revised while performing this specific role. I understand that this is not a contract of employment. I am responsible for any of my personal items and agree to hold harmless CBFT and / or its assigns in the event of loss or destruction of personal items brought to or left on the premises.

Signature: _____ **Date:** _____

Who we are

Chesapeake Bay Floating Theatre, Inc recreates the experience of the James Adams Floating Theatre, a barge that traversed the Chesapeake Bay in the early 1900's. Headquartered in the Indian Head Center for the Arts, in Indian Head, Maryland, the not-for-profit corporation produces professional live theatre, music, dance, readings, gallery showings, and other artistic endeavors, leading the way for revitalization of this rural Southern Maryland community. Through its outreach programming such as, theater labs, apprenticeship programs and community-centered performances, Chesapeake Bay Floating Theatre, Inc, maintain it's close connection to the local community.

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