



**Role - Welcome Team Member**

**Reports to - Ellie Gavin (General Manager) and/or the Duty Manager on shift.**

This agreement is a description of the arrangement between us (Reading Rep Theatre) and you (the Volunteer).

The intention of the agreement is to highlight how vital your role within the organisation is and our commitment to making your volunteer experience with us a positive and rewarding one.

**Overall purpose**

To make Reading Rep Theatre a welcoming space, providing excellent customer service and safe operations for all audience members.

You will be the first point of contact, welcoming all visitors, assisting when required, controlling entry to the auditorium, supervising the audience during performances and helping to ensure the smooth and efficient running of the building.

**Duties and Responsibilities**

- Provide the highest level of customer care and service at all times whilst representing Reading Rep Theatre.
- Provide assistance, if required, to customers with access requirements.
- Be familiar with evacuation and emergency procedures, and assist with the safe evacuation of all customers when required.
- Be vigilant at all times, maintaining the safety and security of yourself and the public.
- Helping to maintain the cleanliness of all public areas, prior, during and after the performance.
- Provide accurate information to all customers; having a good knowledge of the history of Reading Rep as well as the forthcoming season, to promote upcoming performances when appropriate.
- Assist customers on arrival (both by car and foot), check tickets, show customers to their seats and deal appropriately with latecomers.
- Stand/sit inside/outside during the performance as required.
- Sell any show merchandise such as programmes/ scripts/ confectionery.

## Expectations

- Be presentable and courteous at all times. Please wear black, smart clothing. Avoiding items that may be revealing, logos, tracksuits etc.
  - There is no minimum requirement of shifts. Shifts will predominantly be in the evenings and at weekends and be for approximately 4 hours at a time.
  - Arrive in plenty of time, reporting to the Duty Manager for a briefing prior to the show.
  - Eating, drinking alcohol, smoking and the use of mobile phones are not allowed whilst on shift.
  - All absences must be reported at least 24 hours in advance to [stewards@readingrep.com](mailto:stewards@readingrep.com).
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Please review the information above and complete the required information below to confirm your understanding of this agreement.

Name -

Contact Telephone -

Email -

IN CASE OF EMERGENCY PLEASE CONTACT;

Name -

Relationship to you -

Contact Telephone -

SIGN -

DATE -