

OVERVIEW

The Customer Experience Student Ambassador Program offers secondary and post-secondary students the opportunity to complete volunteer hours required for an educational program in which they are enrolled. Volunteering is a valuable opportunity to learn more about oneself and career opportunities, as well as gain self-confidence and work experience. Student Customer Experience Ambassadors report to the Coordinator, Volunteer Services, and will greet and assist guests at City of Brampton Performing Arts venues. Onsite direction and oversight will be provided by the Front of House Manager, and communication with the Front of House Manager will take place through the House Usher. All required training will be provided by the City of Brampton. Upon completion of the student program, participants will receive a letter of completion detailing hours volunteered.

DUTIES

- Provide a high level of customer service, including greeting and engaging with patrons
- Under the guidance of the Front of House Manager, support patrons from arrival to departure
- Liaise with Front of House team onsite, as well as other departments as necessary to ensure patron needs are met
- Understand, adhere to, and apply corporate policies, procedures, and guidelines
- Report all concerns, accidents and incidents to House Usher for Front of House Manager follow-up
- Maintain an understanding of current and upcoming events and programs

REQUIREMENTS

- Excellent interpersonal skills; ability to be articulate, tactful and discreet
- Ability to work in a dynamic environment managing multiple tasks effectively
- Availability to work evenings and weekends
- Have a passion for performing arts and live entertainment
- Enjoy working with patrons and meeting new people
- Interested in learning new skills and give back to your community
- Be a student who must complete volunteer hours for an educational program
- Be 16 years of age or older

SHIFT ASSIGNMENTS

Under the supervision of a Shadow Mentor or House Usher:

- Coat Check
 - Accept, store and retrieve patron's personal effects
 - Arrive 1.25 hours prior to event start
- Greeter
 - Greet entering patrons, while answering questions or handing out printed material
 - Arrive 1 hour prior to event start
- Usher (non-evacuation)
 - Effectively direct patrons to their seats, hand out programs if required
 - Arrive 1 hour prior to event start
- Host (Garden Square, Rose Theatre)
 - Liaise with patrons, give directions, answer questions or hand out printed materials.
 - Arrive 30 minutes prior to event start

UNIFORM

Branded t-shirt provided by City of Brampton