

## GuestASSIST Team member, Starlight Theatre Operations Department



**Date:** February 3, 2012  
**Classification & Title:** non-exempt, seasonal, GuestASSIST team member  
**Reports to:** Bob Potemski, House Manager  
**Works closely with:** Director of Operations/Theatre Plant, House Manager, Parking, NPB event staff, Starlight Ambassadors & Moonlighters (volunteers)

### Overview:

This is a key position in the Starlight Theatre Operations department, providing event day Guest services and ensuring a world-class experience for Starlight Theatre Guests. This position assists the House Manager, Director of Operations, Ticket Office and Volunteers in ensuring the ultimate in Guest satisfaction. Through certification (coordinated and paid by Starlight) as a Trained Crowd Manager, this position will play a vital role in assisting guests during emergency situations.

### ***Essential Functions:***

Note— essential functions are rotated daily so all GA staff have the opportunity to work in all areas.

In all of the responsibilities outlined below, a GA team member will always embrace the four Drivers of Guest satisfaction:

- Make each Guest feel special
- Treat each Guest as an individual
- Pay attention to each Guest's children (or partner/spouse/companion(s))
- Be able to answer any and all Guest questions

### **Direct and Manage Starlight Theatre's Guest Experience during ingress & egress**

- Maintain a visible and active presence at each public entry gate
- Monitor all patrons entering the venue for prohibited items (food, weapons, alcohol, coolers, etc.)
- Answer Guest questions and provide assistance as needed
- Maintain communication with House Manager regarding pedestrian flow
- Monitor gates after volunteers are released to monitor unauthorized entrance
- Interact w/ Guests who are leaving early (providing service recovery if needed)
- Refer all situations requiring additional Starlight management attention
- Thank all Guests at the conclusion of the evening, assessing their level of enjoyment
- Remain at each gate after show until all Guests have departed the venue

### **Guest Experience Assurance**

- Monitor pedestrian traffic patterns for backups and congestion, adjusting where necessary
- Provide first-level intervention for situations disruptive to the Starlight Guest experience
  - Smoking in inappropriate areas
  - Electronic device operation during inappropriate times (during the show)
  - Photography during inappropriate times, or of prohibited shows/items/sets
  - Talking during the show
  - Standing at inappropriate times
  - Minor conflicts between Guests
- Escalate continuing problems to House Manager for resolution when necessary.

### **Take a lead role in assisting Guests in the event of an emergency situation**

- Know and be able to execute Starlight Theatre emergency procedures
- Perform the assigned functions of a Trained Crowd Manager, including, but not limited to, assisting with evacuation (ambulatory and wheelchair), venue search and recovery, interaction with emergency services personnel.

### **Courtesy shuttle service & Crosswalks**

Provide courtesy shuttle (6 passenger golf cart) service for Guests in need of assistance in ambulating from parking areas to the nearest gate.

Patrol assigned parking areas prior to show, offering assistance to guests who may have mobility challenges.

Communicate with gate team members in advance of Guest arrival to facilitate smooth transfer of Guests who need assistance.

Stand in crosswalks at major pedestrian points and safely stop and start vehicles and pedestrians to ensure Guest safety (before and after every show).

### **Wheelchair Assist**

Provide mobile assistance to Guests utilizing wheelchairs

Push Guest or Starlight-owned wheelchairs to and from the Guest's ticketed seat location

Maintain a log of inbound assists

Organize, schedule, and perform outbound assists to facilitate timely egress

Provide relief/breaks to the rest of the GuestASSIST team during each performance

### **Gate and Ticket Office support**

Provide first-level service for scanner problems and ticket issues

Resolve any ticketing questions beyond the scope of volunteer knowledge

Assist with Will Call and Community Ticket distribution as directed

### ***Additional information***

Uniform required— Starlight-provided logo shirt with your khaki pants/shorts. Two shirts will be provided, more are available for purchase.

### **Attendance at Starlight-provided training sessions is mandatory.**

2012 Orientation date: Saturday, April 7. 8:00am to 11:00am @ Starlight Theatre's VIP Club.

First-year GuestASSIST training: 3 hours. At least two dates will be announced

Advanced GuestASSIST training : hours and dates TBA

### **Hours**

Starlight Theatre's 2012 Broadway season:

June 5-10                      In the Heights

July 3-8                         The Addams Family

July 10-15                      Memphis

July 24-29                      Peter Pan

August 8-September 2. La Cage Au Folles w/ George Hamilton

Dates for Starlight's concert series are TBA. GA hours are 5:30pm SHARP to approximately 11:00pm on performance dates, but may vary. GuestASSIST team members work on an advance sign-up basis.

### **Minimum/Essential Qualifications:**

Exemplary positive attitude and Guest relations skills

Outstanding verbal communication skills

Ability to work outdoors, sometimes under challenging conditions

Ability to walk long distances, push and lift heavy objects

Ability to function calmly in emergencies and other high-stress situations

Successful completion of TCM certification through IAVM

Ability to read tickets and locate seats correctly within venue  
Ability to assist guests with questions  
Ability to push an occupied wheelchair on a 20% grade  
Valid driver's license

\*The employer reserves the right to change or add duties to this position as long as the changes and/or additions are consistent with the job classification.

Please submit a fully completed application, along with a cover letter describing your strengths and passion for working with us this summer, and we'll be in touch with you quickly.

Direct your computer to send your documents to our House Manager, Bob Potemski.  
He can be reached at [Bob.potemski@kcstarlight.com](mailto:Bob.potemski@kcstarlight.com).

We look forward to hearing from you.