



Australian Government

Department of Education, Employment and Workplace Relations

CUEFOH04B Usher patrons

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to process tickets and seat patrons for a theatre performance, event or cinema session. It covers the monitoring of patron movements in and out of the auditorium and assisting with any special seating requirements.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Check and process tickets	<ul style="list-style-type: none">1.1 Check tickets/passes for validity and seating location and process in accordance with organisational procedures1.2 Take appropriate action should any problems arise with tickets/passes1.3 Provide patrons with accurate auditorium information and advise if any special restrictions or requirements apply
2 Seat patrons	<ul style="list-style-type: none">2.1 Encourage patrons to enter the appropriate location in accordance with public announcements2.2 Deal with queues to ensure that patrons are seated efficiently and quickly and that the performance is not delayed2.3 Monitor crowd movement and take appropriate action to address problems2.4 Direct patrons to their seat location or guide patrons to seats, ensuring their safety2.5 Deal with any seating problems, take remedial action according to individual level of responsibility and enterprise procedures2.6 Identify patrons with special needs and provide special assistance to seat them at the most appropriate time for the comfort and convenience of all patrons2.7 Provide latecomers with accurate information on when they may be seated and assist them to their seats at the appropriate time2.8 Observe safety requirements and regulations at all times in accordance with organisational procedures
3 Monitor entry to and from the auditorium	<ul style="list-style-type: none">3.1 Close auditorium doors in time for the performance/session/event and continually monitor3.2 Assist any patrons to safely exit and re-enter the

auditorium at appropriate times

- 3.3 Clear the auditorium of patrons at the conclusion of the performance/session/event in accordance with safety requirements and regulations
- 3.4 Tidy and/or clean the auditorium and secure, as required

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

- formats and features of tickets as appropriate to the organisation or industry sector
- typical procedures for ushering patrons
- layout of the auditorium (all entrances, exits)
- seating configuration of the auditorium and various pricing categories
- performances/session/event times (start, conclusion, intermission)
- special seating facilities and services available to people with special needs
- procedures for assisting people with special needs to and from their seats
- procedures for late admissions
- methods of crowd control
- literacy skills sufficient to read and interpret tickets
- numeracy skills sufficient to count tickets, seats
- safety issues and regulations particularly in relation to the ushering of patrons.

Linkages to other units

This unit has strong linkages to the following units and combined training and/or assessment is recommended:

CUFSAF01B - Follow health and safety and security procedures

CUEFOH10A - Monitor entry to a venue

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

- ability to check and process tickets and seat patrons customers efficiently
- ability to identify and resolve seating problems
- provision of special assistance to those people who have special seating needs
- knowledge of typical procedures used for ushering patrons.

Method and context of assessment

The assessment context must provide for:

- the ushering of patrons within an operational venue environment, e.g. a cinema, live theatre, conference centre
- interaction with and involvement of a customer group to be seated and to whom special assistance can be provided
- provision of multiple types of assistance to ensure varying customer needs can be met.

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

- direct observation of the candidate ushering patrons within a venue
- direct observation of the candidate providing special services to those people who have special needs
- role plays to assess ability to resolve seating problems
- written or oral questions and tests to assess knowledge of the auditorium, seating layout and procedures, e.g. safety and security, special needs procedures
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

Assessment of this unit requires access to:

a venue where performances/cinema sessions/events take place
tickets/passes.

Key competencies in this unit

Key competencies are built into all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Checking tickets for validity.

Communicating ideas and information (1)

Providing performance advice.

Planning and organising activities (1)

Ensuring patrons are seated in adequate time.

Working with others and in teams (1)

Agreeing split of ushering duties with colleagues.

Using mathematical ideas and techniques (1)

Checking times of performances.

Solving problems (1)

Seating late arrivals.

Using technology (-)

Not Applicable.

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procedures for assisting people with special needs to and from their seats

procedures for late admissions

methods of crowd control

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Not Applicable.

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Processing tickets may include:

collecting whole tickets
tearing ticket stubs and returning main portion to patron
tearing tickets.

Auditorium information provided to patrons may include:

correct entrance for particular seats
exit points for the auditorium
location of seats.

Special restrictions or requirements may include:

non use of audio or camera recording equipment inside the venue
no entry or return entry to the venue once the performance has commenced
no intermission
exiting via an exit point.

Problems with tickets may include:

patron is using a concessional ticket/pass to which they are not entitled
tickets are for a past or future performance/session.

Seating problems may include:

patrons sitting in incorrect seats
patrons moving onto seats which are of a higher price to which they are not entitled
broken seats
patrons have impaired vision due to height and require booster cushions.

Providing special assistance to seat those with special needs may involve:

adjusting walking pace to that of a less mobile person to ensure their safe arrival at seat location
pushing or guiding wheelchairs
physical guiding of visually impaired patrons
providing extra verbal instruction to less mobile persons about presence of stairs, steps, steepness of slope, availability of handrails.

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Unit Sector(s)

Not applicable.