CUAFOH212 Usher patrons

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with CUA Creative Arts and Culture Training Package Version 5.0.

Application

This unit describes the performance outcomes, skills and knowledge required to process tickets or passes, and seat patrons for theatre performances, events and cinema sessions. It involves checking and processing tickets, seating patrons within the venue and monitoring the auditorium during and after the event.

The unit applies to those who work under broad supervision and are expected to act autonomously within established parameters as they take responsibility for monitoring patron movements in and out of auditoriums and assisting with special seating requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Media and Entertainment Production – Front of House

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Check and process tickets	1.1 Check tickets for validity and seating location, and process according to organisational procedures
	1.2 Take action should problems arise with tickets according to organisational procedures
	1.3 Provide patrons with accurate auditorium information and information about special restrictions or requirements that apply
	1.4 Refer security and other issues beyond own level of responsibility to required personnel according to organisational policies and procedures
2. Seat patrons	2.1 Encourage patrons to enter location according to public

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ELEMENT	PERFORMANCE CRITERIA
	announcements
	2.2 Manage queues so that patrons are seated efficiently and performances are not delayed
	2.3 Monitor crowd movement and take required action to address problems
	2.4 Check safety of patrons when directing or guiding them to seats
	2.5 Manage seating problems and take remedial action according to individual level of responsibility and organisational procedures
	2.6 Identify patrons with special needs and provide assistance to seat them at the most applicable time for the comfort and convenience of all patrons
	2.7 Provide latecomers with accurate information on when they may be seated and assist them to their seats at the applicable time
3. Monitor entry in and out of auditoriums	3.1 Close auditorium doors in time for event and monitor state of doors according to organisational procedures and safety requirements
	3.2 Assist patrons to exit and re-enter auditorium safely as required
	3.3 Clear auditorium of patrons at the end of event according to safety requirements and regulations
	3.4 Tidy and secure auditorium as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	• Interprets information on tickets or passes and documentation associated with front of house duties
Oral Communication	• Provides information and explains requirements using clear language
Numeracy	• Counts tickets and seats
Teamwork	• Interacts with colleagues and general public in an appropriate and collaborative manner
Planning and organising	• Adopts a logical and time-efficient approach to ushering duties • Facilitates the movement of queues and crowds by following scheduled times
Initiative and	• Identifies ways to assist customers with special needs according to

SKILL	DESCRIPTION
enterprise	organisational policies and procedures • Identifies and deals with problems that arise when ushering patrons according to organisational policies and procedures

Unit Mapping Information

Supersedes and is equivalent to CUAFOH202 Usher patrons.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1db201d9-4006-4430-839f-382ef6b803d5

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