

## **Volunteer Usher – Frost Amphitheater**

Hello! Thank you for your interest in becoming a volunteer usher at the newly renovated Frost Amphitheater, located on Stanford University campus. The amphitheater is an outdoor stage which can seat up to 8,000 people. At Frost we want to provide an excellent customer experience to all patrons who attend Frost, and as an usher you are an important part of creating that experience.

We are looking for motivated and friendly folks to help educate our patrons about the venue upon arrival and while they are inside. For shows with reserved seating, you will help patrons find their seats and bring any seating issues to the managers on duty.

### **Key Responsibilities:**

As an usher, you are the first point of contact for either an issue a customer is having or to be told how much they love the venue! It's important that we take complaints, suggestions and compliments seriously and help people enjoy their experience at Frost.

### **Time Commitment:**

We are seeking volunteers to sign up for at least one show day, which will require some hours to assist before the show begins.

Volunteer opportunities for each show are filled on a first come, first served basis. You will be relieved from your post shortly after the headliner takes the stage so you can see most of their set.

### **Qualifications:**

- Strong customer service
- Communicate in a clear, pleasant, and professional manner
- Dependable and punctual

Please note this is an unpaid volunteer position and will not lead to employment opportunities.

**If becoming a Frost Amphitheater volunteer is something that interests you, please reach out to Mike Ryan to talk about scheduling – [mikeryn@stanford.edu](mailto:mikeryn@stanford.edu)**