

HEAD USHER (GROUP LEADER)

Responsibilities:

- Supervise ushers as to when doors are to be opened
- Organise with the ushering team to meet outside the auditorium 40 minutes prior to each session
- Know emergency procedures of KCC site
- Liaise with the AV team contact and Event Manager
- As the head usher you will lead the team in creating a positive pre-session ambience for the delegates, whilst providing for the orderly movement of delegates as they enter and exit the auditorium.

USHERING TEAM

The Ushering Team is the face of Spark before it starts! Your team is one of the first contacts the delegates will have with Spark and so plays a crucial role in helping Spark provide a fun, positive and encouraging overall experience for the delegates.

Responsibilities:

- Working with the team to help the Team Leader carry out the ushering responsibilities in a helpful, courteous, and positive manner.
- Greet delegates with a **SMILE!** Be **HELPFUL!**
- Your various allocated duties may include:
 - Scanning e-tickets when people arrive and giving them wristbands
 - Checking everyone is wearing a registration wristband
 - (Re-direct people who don't have them to the Spark info tent)
 - Greeting people
 - Controlling the flow of delegates into seats
 - Helping with communion logistics during the session on Saturday night
 - Collecting the offering on Sunday morning
 - Making sure seats are filled.



STANDARD PROCEDURES

E-Ticket Scanning:

- Ushers will need to use their own phones to scan e-tickets of delegates to exchange for their entry wristband. Please ensure that your phone is fully charged and ready to go on Friday night – it might also be helpful to bring a power bank if your phone runs out of charge fast!
- When you arrive on Friday afternoon, we'll have instructions on an app you'll need to download and how to access our ticketing platform – it should take you less than 5 minutes to do!

Wristband checking:

- As people enter through the auditorium doors make sure they have a Spark wristband on and stop anyone without a wristband. Please direct anyone without a wristband to the Spark Info Tent to purchase a replacement.

Auditorium Seating:

- Assign ushers (2 per aisle) to control the flow of delegates into their seats (row by row, starting from the front). Encourage delegates to fill all seats as they are entering.

EVACUATION OF THE AUDITORIUM IN THE CASE OF AN EMERGENCY

- Ushers need to move to the doors and aisles and begin evacuating people row by row from the auditorium via the nearest exit.
- Ushers need to advise people to proceed to the outdoor Plaza to the Emergency Assembly Point.

NB. Be familiar with the Emergency Procedures at the back of the Spark booklet so that you will know how to direct delegates.



PEOPLE WITHOUT WRISTBANDS?

Note: some people who will not have wristband will be wearing a name badge on a lanyard. The colours represent different categories of people:

Black lanyard – KCC Board & Spark Committee

Red lanyard – KCC Staff

Please allow these people through the doors.

