Usher–Ticket Taker

Certified Sport Venue Staff (CSVs) Training
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**Developed with grant funding from the Mississippi Office of Homeland Security**
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS⁴) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
Introduction

The basic responsibilities of the team member's role which include the following disciplines:

- Cleaning Attendant
- Concessions
- Gate Security
- Ticket Taker
- Guest Services
- Traffic and Parking Lot Attendant
- Retail Associate
- Usher
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of **observing, listening, and monitoring** the actions of individuals attending the event
- The importance of **communication**
- Techniques for **problem solving** and **conflict resolution**
- How to **identify, assess, and evaluate** safety and security risks
- **Your role** as a member of the venue **safety and security team**
- How to conduct yourself in a professional, calm, and restrained manner
Usher and Ticket Taker Training Module

Ushers and Ticket Takers are virtually identical in terms of their role and responsibilities. They play a critical role in venue security.

You are responsible for learning ALL the material in this module so that you can perform your duties.
Usher and Ticket Taker Training Module

**Ticket Takers** admit only authorized individuals into the venue that have an appropriate ticket or credential for the event.

While checking the ticket or credential, **Ushers** and **Ticket Takers** have the opportunity to:

- Speak with patrons (guests)
- Listen to conversations
- Observe behavior
- Notice if a guest is carrying dangerous or prohibited items into the venue.
Introduction

Usher and Ticket Taker Training Module

Beyond checking tickets and credentials, **Ushers** speak to and frequently interact with patrons (guests) throughout the event.

**Ushers** are the **primary source of information** pertaining to the venue, i.e. ticket issues, layout of the venue, venue policies, etc. They also ensure compliance with venue policies as well as the execution of safety and emergency procedures.

**Ushers** ensure that guests are sitting in the correct seats; they answer questions and provide assistance to the guests while making them feel welcome, comfortable and safe in the venue.
Ushers and Ticket Takers will assist other members of the safety and security team with ensuring the safety and security of the guests, fellow members of the event staff and the venue.

The role and responsibilities of Ushers and Ticket Takers are very important and directly contribute to the overall success of the guests' event experience.

You must always Be Alert, Be Vigilant, and Be Safe.

If you See Something, Say Something!
Ushers and Ticket Takers

The Usher and Ticket Taker Module consists of the following Lessons:

- Lesson 1: Basic Responsibilities
- Lesson 2: Identifying and Assessing Risks
- Lesson 3: Safety and Security
- Lesson 4: Interaction with Guests
- Lesson 5: Communication
- Lesson 6: Teamwork
- Lesson 7: Problem Solving Tips
- Lesson 8: Guests with Disabilities
- Lesson 9: Standards of Conduct
- Lesson 10: Your Role as a Member of the Safety and Security Team
- Lesson 11: Risk Assessment and Evacuation Procedures

You are responsible for learning ALL the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities
of
Ushers and Ticket Takers
Lesson 1: Basic Responsibilities

Lesson 1 provides the information needed to perform the tasks of an **Usher** and **Ticket Taker** and as an effective member of the safety and security team.

**Ushers** ensure that guests are sitting in the correct seats. They also answer questions and provide assistance to the guests while making them feel welcome, comfortable and safe in the venue.

**Ushers** should interact and communicate with guests as they enter their section.

The **Ticket Taker** admits only authorized individuals into the venue that have an appropriate ticket or credential for the event.

**Ushers** and **Ticket Takers** are an important part of the event team. They play a critical role in the safety and security of the guests and the venue.

You will need to rely on all your professional training, knowledge and skills to efficiently and effectively fulfill your role.
Lesson 1: Basic Responsibilities

Learning Objective

After completing Lesson 1, you will be able to describe the responsibilities of the Usher and Ticket Taker.
Lesson 1: Basic Responsibilities

Usher and Ticket Taker

As an **Usher and Ticket Taker**, you must:

- Know your job responsibilities:
  - Enforce the venue’s policies
  - Look for dangerous or prohibited items
  - Identify safety hazards and understand safety precautions
- Identify and assess the safety and security risks
- Communicate and respond to safety and security incidents
- Have a thorough knowledge of evacuation procedures
Lesson 1: Basic Responsibilities

Ushers and Ticket Takers

The Basics

The basic responsibilities of Ushers and Ticket Takers are to:

• Greet the guests.
• Direct the guests.
• Monitor the guests for appropriate behavior and take corrective action when necessary.
• Attend to the guests' special needs or concerns.
Lesson 1: Basic Responsibilities

Ticket Taker

**Ticket takers** are generally the first venue staff to meet the guests. The main role of a Ticket Taker is to admit only authorized individuals into the venue.

Ticket Takers are required to:

- Accept Valid Tickets
- Accept Appropriate Credentials

A Ticket Taker is always aware of the designated entrance points for credentialed people, such as:

- Press and Media
- Players
- Game Day Employees
- Team Representatives
- Game Entertainment
Lesson 1: Basic Responsibilities

Usher

After guests enter the venue with their valid ticket or credential, Ushers direct them to their seats. Therefore, the Usher must be knowledgeable of the venue's ticket policies and layout and be prepared to provide high quality service.

You should:

• Speak with each guest while checking their ticket. This is your opportunity to evaluate the condition of the individual for any impairment due to the overconsumption of alcohol.
• Be knowledgeable and prepared to assist guests by answering questions about the venue, event, policies, etc.
• Monitor guests as they enter and leave your section
• Assist guests with disabilities.
• Decide whether the guest may pose a threat to other guests, event staff, the venue, or to themselves.
Lesson 1: Basic Responsibilities

Video 2: Impaired 49ers Fan

The role of an Usher includes creating an environment conducive to the safety and security of guests and event staff. This is achieved by properly following your duties and responsibilities. Click on the arrow to start the video.
Ushers and Ticket Takers

Remember, you must always:

- Maintain a respectful attitude and calm demeanor
- Look for signs of hostility, aggressiveness, threats, or any other issues with guests
- Have a good understanding of emergency and evacuation procedures
- Remain at your assigned posts until a supervisor tells you otherwise
Knowledge Check

Ticket Taker and Usher Basic Responsibilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 2

Identifying and Assessing Risks
Lesson 2: Identifying and Assessing Risks

Lesson 2 is about identifying and assessing safety and security risks.

Greeting the guests as they arrive at the venue and also when they enter the seating section is important since it gives the Ticket Takers and Ushers an opportunity to check the guests for items that could cause a safety or security risk.

It is possible that other safety and security team members may have missed an item that could be considered a risk, so it is important that the Ticket Takers and Ushers be vigilant.

Remember, Ushers will encounter the guests more often than any other member of the event staff.
Lesson 2: Identifying and Assessing Risks

Learning Objectives

After completing Lesson 2, you will be able to identify and assess safety and security risks.

Three Phases

Ticket Takers and Ushers normally perform safety and security tasks in three phases:

- Preparing to Receive Guests
- Seating and Observing Guests
- Exiting and Evacuating Guests
Lesson 2: Identifying and Assessing Risks

Phase 1 – Preparing to Receive Guests

**Ticket Takers** should check around their assigned station area for:
- Hazards
- Cleanliness
- Blocked exits
- Issues that could impact an emergency evacuation

**Ushers** should check their assigned seating section for the following and take the appropriate action:
- Hazards
- Cleanliness
- Condition of the seats
- Blocked exits
- Issues that could impact an emergency evacuation
Ticket Takers and Ushers should engage, talk to and monitor each guest providing assistance as necessary:

- Check ticket to ensure correct seating section.
- Check the physical condition of the guest (impairment due to overconsumption of alcohol).
- Check for dangerous or prohibited items.
- Observe guests for behavior issues.
- Enforce venue policies.
Knowledge Check

Ticket Taker and Usher Identification and Assessment of Risks

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on the final exam in order to pass.

Click the "Start Quiz" button to proceed.
Lesson 3

Safety and Security
Lesson 3: Safety and Security

Ticket Takers and Ushers have the opportunity to engage guests in conversations as they enter the venue and the seating sections.

This interaction allows you to:

- Observe the condition of the guests
- Determine whether the guests pose a threat to other guests, event staff, or themselves

Learning Objectives – After completing Lesson 3, you will be able to:

- Identify and assess safety and security risks
- Describe basic venue security policies and procedures
Duties

As you engage with each guest, you should look for:

- Suspicious behavior
- Confrontational individuals or people who appear to be impaired
- Dangerous or prohibited items

If any of the above is suspected, you should immediately contact a supervisor and request assistance.
Lesson 3: Safety and Security

You will recall from Lesson 2 that some of the most common prohibited items are:

<table>
<thead>
<tr>
<th>Alcohol</th>
<th>Firearms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baby strollers</td>
<td>Fireworks</td>
</tr>
<tr>
<td>Backpacks</td>
<td>Ice chests</td>
</tr>
<tr>
<td>Balloons</td>
<td>Laser pointers</td>
</tr>
<tr>
<td>Banners and signs</td>
<td>Pets (except for service animals)</td>
</tr>
<tr>
<td>Beach balls</td>
<td>Pro cameras (lens greater than 6 inches)</td>
</tr>
<tr>
<td>Coolers</td>
<td>Umbrellas</td>
</tr>
<tr>
<td>Explosives</td>
<td>Video cameras</td>
</tr>
</tbody>
</table>
Lesson 3: Safety and Security

Crowd Surge

Crowd surge refers to guests walling together in a large mass in an open area and crowding the entrances and exits. If a crowd surge occurs, the crowd has nowhere to go. Surging could result in a “crush” of people possibly resulting in injuries or death.

The video below shows what surging looks like. Press the arrow to start the video.
Knowledge Check

Safety and Security

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 4
Interacting with Guests
Lesson 4: Interacting with Guests

Interacting with guests as they enter the venue provides an excellent opportunity for Ticket Taker to greet and evaluate the guests. As a member of the safety and security team, Ticket Takers will be required to know how to respond safely to security issues.

**Learning Objectives** – After completing Lesson 3, you will know how to:

- Greet the guests
- Direct the guests
- Monitor the guests for appropriate behavior and take corrective action when necessary
Lesson 4: Interacting with Guests

Greeting the Guests

After ensuring that guests have the appropriate ticket for the event, Ticket Takers and Ushers should create an enjoyable environment for the guests.

Ticket Takers and Ushers should greet guests with a friendly “Hello,” “Welcome,” or “Thanks for Coming!”

If an issue occurs while checking a ticket, engage the guest in a simple, friendly conversation while making sure the ticket is not fake or counterfeit.

If necessary, request the assistance of a supervisor.
Directing Guests

If asked, provide directions for the guests to specific areas in the venue. This could include the following areas as well as other locations in the venue:

- Seating section
- Restrooms
- Concession stands
- Medical services
- Nearest exit
Lesson 4: Interacting with Guests

Listen and Observe

Ticket Takers and Ushers should actively and quickly engage guests and listen to them while also observing them.

Be alert and take the time to understand what guests are saying or asking. Ask follow-up questions when necessary.

You should always:

• Answer questions politely.
• Inform guests of venue policies when necessary.
• Refer guest to supervisors when necessary.

Keep the lines of people moving as quickly as possible while still doing your job.
Knowledge Check

Interacting With Guests

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Quiz

Click the Quiz button to edit this object

Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 6
Teamwork
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 7

Problem Solving Tips
Click the Quiz button to edit this object

Knowledge Check

Problem Solving

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 8

Guests with Disabilities
Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 9

Standards of Conduct
Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 10

Your Role as a Member of the Safety and Security Team
Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 11

Risk Assessment and Evacuation Procedures
Quiz

Click the Quiz button to edit this object

Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Ticket Takers and Ushers

Put Your Training to Work

You can now put your Ticket Taker and Usher training to use in the venue in which you work.

By taking on the role of Ticket Taker and Ushers, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Ticket Taker and Ushers – Next Step

- You have completed the training module.
- You will now take the final exam.
- Final Exam
  - 25 question, multiple choice exam
  - You must score 100% to pass the exam
  - You will be retested on any missed questions
- You will receive your certificate after you pass the final exam.
- You will receive additional location-specific training when you join your team at the venue.
THIS CONCLUDES YOUR TRAINING