

## 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 the StayKCC site (attached at the end of this document).

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 KYCK before it starts! Your team is one of the first contacts the delegates will have with KYCK and so plays a crucial role in helping KYCK 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:
  - Checking everyone is wearing a registration wristband.  
(Re-direct people who don't have them to the KYCK Information Tent.)
  - Greeting people
  - Controlling the flow of delegates into seats.
  - Collecting the offering on Sunday morning.
  - Making sure ALL seats are filled.
  - Helping to collect rubbish after sessions 1, 3, 4 & 6.

## STANDARD PROCEDURES

### Wristband checking:

- As people enter through the auditorium doors make sure they have a KYCK wristband on and stop anyone without a wristband. Please direct anyone without a wristband to the KYCK Information 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 Emergency Assembly Area in the Plaza.

**NB.** Be familiar with the Emergency Procedures at the back of the KYCK 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

**Gold lanyard** - KYCK Committee

**Red lanyard** - KCC Staff

Please allow these people through the doors.

## STEP-BY-STEP GUIDE

### 1 Ushering

- All doors are to remain closed until around 30 minutes prior to each session.
- Allocate some ushers to the main site entry, to greet delegates as they arrive with a cheerful greeting and to direct them to the auditorium or to the registration/help desk as applicable.
- Encourage your ushers to **SMILE**; establish **EYE CONTACT** and **BE INTERESTED** in the delegates! (A deadpan or sullen facial expression is a real put-off!)
- Roving ushers may be used outside the auditorium before the opening session of KYCK to target people or groups looking lost or lonely, to see if they can be of any help.
- Side doors and windows are to remain open to allow for more airflow, aim to have one usher at the back door to check wristbands.
- All ushers must know where the head usher is at all times to inform them of any emergency. It is the head usher's responsibility to direct the ushers in the case of an emergency. The head usher needs to call the Event Manager and let them know of the emergency.

### 2 Offertory

- The head usher must inform their team what sessions the offertory is to be collected. This year, it will be in **Session 5** on **Sunday at 9.37am**.
- Ushers will be required to pass around buckets for the collection. You will be given instructions about this from the Event Manager onsite. Once all collected take the buckets to the Event Manager at the back of the auditorium.

### 3 Conclusion of the Final Session

- Assist with the packing up of chairs (if needed) and finish off by helping to pick up rubbish.
- Collect any lost property and take it to the KYCK Information Tent.

**EMERGENCY INFORMATION**

In an emergency, keep your cool and read our safety tips below.

Please follow the directions of KCC Staff (you'll know who they are by their staff name badge and uniform) and any emergency teams (ambos, fireys, cops).

**If you feel really sick or hurt yourself:**

If you're at the auditorium (during our KYCK program), look for someone on our ushering team or head directly to our First Aid tent in the Plaza.

When you're at KCC (including Clairvaux) outside program times, talk to your group leader and friendly site hosts - they'll know what to do!

**If there's a bushfire or a serious storm with hectic wind or lightning:**

STAY INDOORS away from windows where you are or in a large meeting room. If possible, make contact with your youth group leader for a 'head count' or check in with KCC staff or site hosts and follow instructions.

**If we need to evacuate KYCK and the KCC auditorium:**

Remember to KEEP YOUR COOL!

Follow the instructions of the person on stage and stay in your seat until your row is directed to leave the auditorium via the nearest safe exit.

Go to the Plaza EMERGENCY ASSEMBLY AREA.

Meet up with your youth group crew and your leader will do a 'head count'.

Wait for further instruction, which may involve going to the Oval Evacuation Area.