

FOH & VILLAGE · TEAM X

Team X Experience Guide

Deliver Radical Hospitality across all four venue zones and five operational acts as a unified, cross-trained Experience Guide corps—rotating across Greeter, Scanner, Roamer, and Seater posts with dedicated Anchor Stations.

Project focus	Rotating Guest-Experience Core & Anchor Stations (Consolidating R07–R15, R17, R40)
Command	FOH & VILLAGE
Playbook lane	L02 Event Operations / L03 Venue Operations / L04 Ticketing / L05 Sales
Reports to	Three Active Voices on Headset: 1. The Conductor (Venue Lead R01), 2. Head of House (R02), 3. Head of Ticketing (R05)
Supervises	None
Engagement	Track 2 Team X Core, hourly · \$19.67/hr City Living Wage Floor (38–40 paid hrs · 4-hr min call)
Staffing by mode	14–16 Cross-Trained Guides (10–12 Rotating Core + 3–4 Anchor Stations)
Hire and start	Submissions close Sun, Oct 25 (12:00 PM PT) · Rosters lock Tuesday, October 27, 2026
Training and trials	Virtual Welcome — Oct 28 (3–4pm PT); On-Site Part 1 — Oct 30 (11am–4pm PT); On-Site Part 2 & Paid Trial Shift — Nov 10 (11am–4pm PT); Show Calls — Nov 12 (6:30–10:30pm), Nov 13 (7–11pm), Nov 14 (10am–6pm), Nov 15 (3–9pm PT)

CORE MANDATES

- Deliver warm, culturally grounded Radical Hospitality across all guest touchpoints, making every visitor feel respected, seen, and cared for.
- Execute the 4-Post Rotating Circuit without gaps: The Greeter (Zone 1 Village / street arrival), The Scanner (Zone 2 Portal / Fever QR access), The Roamer (Zone 3 Activations / lobby queue pacing & vibe), and The Seater (Zone 4 House / auditorium aisle seating).
- Staff assigned Anchor Stations with operational rigor: Box Office / Resolution (R12), Store / Merch POS (R17), or Care & Access Escorts (R14).
- Uphold the 2-Hour Core Operational Cadence across Acts I–V, guiding smooth transitions from street arrival to 8-minute post-show egress.
- Maintain active radio awareness on Channel 2, resolving guest questions promptly and de-escalating friction with calm dignity.

WHAT THIS ROLE PRODUCES

- Punctual, seamless guest flow across all four operational zones and performance calls.
- Welcoming, accessible arrival and seating experiences for neighborhood elders, families, and visitors.
- Clean, orderly venue spaces and rapid lobby-to-auditorium transitions under 20 minutes.
- Nightly post-shift debrief reflections and incident/feedback notes shared with Zone Captains.

ON A SHOW DAY

- Act I (Village Event Mode): Check in at T-60m; receive zone and post assignment; set up signage, scanners, or aisle stations; complete radio check.
- Act II (Portal Opens · Max 45m): Greet arrivals in the Village, scan Fever QR tickets at the Portal, or float through the lobby to manage lines and vibe.
- Act III (House Opens · 15–20m): Guide guests to auditorium aisles, assist elders and wheelchair users into accessible seats, and clear lobby before curtain.
- Act IV (The Show · Max 45–75m): Monitor aisles silently, hold late-seating queues, guide mid-show restroom runs, and rotate scheduled rest breaks.
- Act V (The Let Out): Open all exit doors wide for 8-minute egress; bid guests goodnight; guide patrons safely back to transit and parking.

WHAT THE RIGHT PERSON LOOKS LIKE

- Natural warmth, patience, and enthusiasm for community gathering, arts, and Black cultural storytelling.
- Adaptable and energized by moving between indoor auditorium zones and outdoor street activations throughout a shift.
- Reliable, communicative team player; 100% available for all required training sessions and assigned opening weekend shifts.