

Usher - Greeter Training





Usher – Greeter Training Course Description

Usher - Greeter (2hr)

Usher / Greeter training provides the ability to assist professional armed security personnel and community members with recognizing and reacting to suspicious activity and providing communication during critical incidents.

Course Objectives:

- Discuss how the usher/greeter position(s) factor into the total security approach and how it relates to your location.
- Discuss the characteristics of a successful usher/greeter program.
- What usher/greeter responsibilities are concerning the facility's overall security plan.
- How to perform the essential functions of the usher/greeter role during events.



Usher – Greeter Training Course Outline

- **Goals and Objectives of the training**
 - Discuss how the usher/greeter position(s) factor into the total security approach and how it relates to your location.
 - Discuss the characteristics of a successful usher/greeter program.
 - What usher/greeter responsibilities are concerning the facility's overall security plan.
 - How to perform the essential functions of the usher/greeter role during events.
- **An Usher–Greeter program is a critical part of an overall security plan.**
 - Observe
 - Communicate
 - Respond
- **Usher - Greeter Roles and Responsibilities**
 - Definition of Usher and Greeter
 - Who should serve in each position
 - Roles and Responsibilities of each position
- **Usher - Greeter Roles and Positioning**
 - Positioning as it relates to each location

- **The Power of “Hello”**
 - **How to utilize “Hello” correctly**
 - **If trained correctly the “power of hello” can assist**
 - **Observe**
 - **Assess**
 - **Obtain Help**

- **Strategies for dealing with Individuals in Crisis**

- **Summary**

