

# GUIDELINES FOR USHERS

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1. Dress Attire: Wear black pants or skirt and an ironed, white, button down, collared shirt.
2. Report to the theater lobby ONE hour prior to the house opening; 6pm (thr/fri/sat) and 12:30pm (sun) and check in with the House Manager.
3. After checking in, begin assisting the House Manager with concessions. This includes:
  - Draining coolers of water, restocking each coolers and refilling with ice
  - Setting up snacks and beverages on the tables in the lobby
4. After concessions are set up, the House Manager will assign each usher a position to work. This includes:
  - Ticket Taker  
When the house opens, you will stand by the doors of the theater and tear each person's ticket, giving them back the long stub and keeping the short stub for our records. Remember to welcome the patrons as they enter. During intermission, you will stand here again, but this time you will make sure that NO food or soda comes back into the theater. (water is ok) Be ready to direct patrons to the restrooms. After the show, stand in the same position and thank the patrons for coming with a smile. Remember to help pick up trash and programs left behind in the theatre before checking out with the House Manager.
  - Program Giver  
When the house opens, you will stand opposite of the Ticket Taker and hand out a program to each person as they enter. Extra programs can be found in a box located just inside the theater doors on the ledge. During intermission, you will stand here again, but this time you will make sure that NO food or soda comes back into the theater. (water is ok) Be ready to direct patrons to the restrooms. After the show, stand in the same position and thank the patrons for coming with a smile. Remember to help pick up trash and programs left behind in the theatre before checking out with the House Manager.
  - 2 Stage "Bouncers"  
As silly as it sounds, you are to stand on the stage and have audience members walk around you rather than through the stage area. Remind audience members not to touch the scenery and/or props. You will work this position prior to the show, during intermission and after the show. Be ready to direct patrons to the restrooms. Remember to smile, and be courteous. Remember to help pick up trash and programs left behind in the theatre before checking out with the House Manager.
  - 2 House Ushers  
When the house opens, each Usher here will accompany those who need assistance to their seats. Be sure the DATE, SECTION, ROW AND SEAT are all correct. With our ticket system it is IMPOSSIBLE for anyone to have the same seat... unless it is the wrong night. Be familiar with the house seating arrangement and with how we handle handicap seating, especially wheel chair patrons. During intermission, you will stay in the lobby and assist the Theatre Parents with concession if needed. After the show, you will clean up the theater, collecting any trash or programs left behind. If the programs are still usable, give them to the House Manager. Otherwise, recycle used programs. Remember to help pick up trash and programs left behind in the theatre before checking out with the House Manager.

➤ Cappie Host

On the night of adjudication, there will be a group of students and adults to watch and judge the show. They are called CAPPIES. One usher will specifically be in charge of assisting them. Prior to the show starting, the Cappies will meet in my room to have a pre show discussion. You are to stand just outside the door and make sure that no one enters unless it is a Cappie or Mentor. Once the show is about to begin, you will personally usher the group into the theater and to their seats. During intermission, the groups will again meet in my room. Like before, you will “stand guard” and usher them back into the theater for the second act. After the show, they will meet one last time to discuss. Again you will “stand guard” until they leave for the night. Remember to help pick up trash and programs left behind in the theatre before checking out with the House Manager.

5. Before leaving for the night, each user should do the following:

- Sweep through the theater and pick up any trash or programs left behind. If the programs are still usable, give them to the House Manager. Otherwise, recycle used programs.
- Hand in name badge
- Check out with the House Manager

## **REMEMBER TO BE RESPECTFUL & ENFORCE THEATRE ETIQUETTE**

1. You are to be on your best behavior and display appropriate manners while working as an usher and dealing with the public. Smile and thank each person for coming to the show.

- “Good evening.”
- “Thank You for coming to the show”
- “We hope you enjoy the show”
- “Thank you for supporting the Arts”

2. Know the rules of the theater....

- NO flash photography.... This disorients the actors and is distracting to everyone
- NO recording; audio or video ... This is against the law. We do not have permission to do this.
- NO talking or texting.... This is rude and distracting
- NO food or drink (other than water) is allowed in the theater.... It ruins the seats and is distracting to others to hear others eat.

You must stop any of the above behavior if you see it occurring! Politely request that the person stop the behavior and put the item/s away. If there is trouble, do not try to resolve it. Instead find the House Manager and if they can't solve the problem, the Director will.