

PBCC EISSEY CAMPUS THEATRE USHER MANUAL

VOLUNTEER PHONE LINE: 207-5903 (messages may be left 24-hours a day)
Yvette Furst, Volunteer Coordinator: 622-4793 (home – do not leave messages)

DRESS CODE:

Men: black slacks, white shirt, and a tie, white or black jacket/sweater (optional) **SOLID COLORS ONLY!**

SHOES: black close-toed shoes only

Women: black skirt or slacks, white blouse, white or black jacket/sweater (optional) **SOLID COLORS ONLY!**

SHOES: black close-toed shoes only

Name Tags: You will be provided with a nametag by the college. They are to be worn whenever you are dealing with the public.

Flashlights: Provided for Portal Ushers

USHER SIGN UP:

Ushers' Performance Sign-up Book is kept in the usher room – AU 103 – off the main lobby.

You may sign up for performances two ways:

1. By stopping by the theatre administrative offices Mon. through Fri. 11 a.m. – 4 p.m. – enter through the Ticket Office on the first floor.
2. At the time you are ushering for future performances.

Sign-up sheets are put out on the first business day of the month (Monday – Friday, non-holiday) for the next month. See list of sign-up dates in the usher room for specific days and times.

The theatre's Calendar of Events can be found on-line at www.pbcc.edu/eisseycampustheatre and click on Calendar of Events

PLEASE SIGN UP FOR AT LEAST ONE PERFORMANCE A MONTH. If you do not usher for six months straight, you will be placed on the inactive list.

IMPORTANT... If you are unable to usher for the performance you have signed up for...

More than a week before the event: Call the volunteer line (207-5903) and leave a message or stop by and erase your name off the list. Alternates, if available, will be called.

Within a week of the event: Find a substitute for yourself off the usher phone list provided in the usher room. If you are unable to locate a substitute leave a message on 207-5903.

If you must cancel within 24 hours of the performance due to an emergency, please call the Theatre Manager at 207-5905.

If you do not show (and do not call ahead or get a substitute) for a performance that you are signed up to usher it will be marked on your time card and you will not be eligible to usher for special shows for six months.

The theatre views volunteer ushers as unpaid staff members. We encourage you to view yourselves in this same manner and treat your time here as professionally as you would if you were being paid for the job.

ATTENDANCE:

Only those ushers who have signed up for a performance may work. Off-duty ushers and alternates must have a ticket to attend the performance.

GUESTS:

Please do not bring any family or friends with you when you come to work at a performance unless they are a trained Eissey Campus Theatre usher who is scheduled to work.

PARKING:

Please park as far towards the back of the theatre as you can on the east side of the parking lot only.

ENTRANCE TO THE BUILDING:

Ushers are to enter through the front east entrance on the north side of the building.

CHECK-IN PROCEDURE:

1. Arrive at the theatre at the time designated on the sign-up sheet.
2. Check in at the Usher room off the lobby (AU 103). Sign-in on the clipboard.
3. Write the date you are ushering on your index card in the box
4. Put on a name tag and take a flashlight – write down the flashlight number on the sign-in sheet
5. The House Manager will conduct a *mandatory* usher meeting approximately 60 minutes prior to curtain
3. Ushers are to assist in stuffing programs (if applicable) per House Manager's instructions.

STAYING FOR THE PERFORMANCE:

Ushers are required to remain throughout the performance to assist patrons during intermission and after the show in exiting the building. Other arrangements may be made with the House Manager if necessary.

VOLUNTEER SEATING:

Seating for ushers is possible when seats are available **but not until 5-10 minutes after the show begins**. *Please sit only on the ends of the aisles. Do not cross over patrons to get to an empty seat - do not ask patrons to move.*

DURING THE PERFORMANCE:

Portal ushers are to **get up** from their seat and using their flashlight (pointed to the ground at all times), assist patrons in leaving and entering the seating area during the performance. Be sure to catch the doors when they close so they do not slam and disturb the performers. All ushers are to be at their post during intermission and after the show.

LATECOMERS:

- will be seated at the discretion of the House Manager and then **only between numbers** for most shows
- if a patron's seats, which they have tickets for, are not available, the patron is to be seated in the best available seats. They may move to their assigned seats at intermission.

WHEELCHAIR:

House Manager will have information on wheelchair patrons and where they are seated. Please make every effort to assist our handicapped patrons as quickly and easily as possible.

HEARING ENHANCEMENT SYSTEM:

A limited number of hearing enhancement devices are available at no charge to our patrons. See the House Manager to obtain one.

PLEASE REMEMBER:

- be helpful, courteous and flexible at all times – do not argue with patrons
 - do not smoke, eat, drink or chew gum while on duty
 - if you must leave your position for any reason, please ask another volunteer to cover
- NOTE:** There is no food or drink allowed in the theatre seating area except water. No smoking allowed anywhere in the building. Smoking urns are located outside doors on all sides of the building.

MEDICAL EMERGENCY:

- DO NOT leave or move an injured person
- have the closest usher notify the House Manager **immediately**. He/she will call security and/or determine if EMS is needed
- NO NOT attempt CPR or administer first aid of any kind unless you are qualified
- A certified defibrillator is available in the lobby by the orchestra right ticket taker stand
- make note of any witnesses who may have been present

EVACUATION PROCEDURE:

- When the fire alarm sounds all patrons are to exit the building in an orderly fashion using the side doors in the orchestra or the balcony. Ushers are to exit with the last patron in their area and assist in moving patrons to the far side of the parking lots to await further instructions from the emergency staff.
- DO NOT panic. Stay calm; assuring the patrons that there is plenty of time.

See page four for details on evacuation responsibilities.

ASSIGNMENTS:

HOUSE MANAGER:

- paid college staff personnel who is responsible for all ushers
- checks with the ticket office to see if there are any wheelchair patrons for that performance. If there are the Portal Usher nearest to the entrance for the wheelchair will be notified.
- has house seats to be used for any seating problems
- makes sure programs are prepared for distribution
- handles any seating problems that the ushers can't handle
- seats latecomers
- signals the house by flashing the lights in the lobby five (5) minutes before curtain and before the end of intermission
- coordinates with Stage Manager to start show and when late seating will occur.

USHER POSITIONS:

PORTAL USHER:

- one usher is stationed at each portal, one or two on each side of the balcony (if available)
- be at your assigned portal immediately following usher meeting, during intermission and after the show to assist patrons in seating and exiting – WATCH THE LEVELS!
- *do not open your portal door until the House Manager instructs you to do so.*
- hand out programs and direct patrons to their assigned seat
- all patrons are required to sit in their assigned seat. Any seating change requests must be made at the box office. Refer all seating problems to the House Manager
- stand at your portal door (inside) 5-10 minutes after the performance begins for latecomers – for most events seat latecomers only between numbers during the applause
- **during the performance when a patron leaves or enters– get up, use your flashlight to assist the patron. Open and close the exit door for the patron so it does not slam.**
- ***KEEP FLASHLIGHT POINTED TO THE GROUND AT ALL TIMES!***
- leave the portal doors open after the performance

TICKET TAKER:

- one stationed at each of the four entrances to the seating area
- checks to be sure patron is at correct performance and correct event
- takes ticket stubs, places in ticket stand bag
- be at your station immediately following usher meeting, remain until 15 minutes after the curtain goes up – assist with seating latecomers per the House Manager's direction

GREETER/DIRECTIONALS:

- two in lobby to give general directions & answer questions
- one downstairs in box office area to help handicapped patrons get to the elevator and direct flow of box office traffic.
- all directionals are to be in place immediately following usher meeting

5/07

EVACUATION PROCEDURES

Ushers – While we realize that you cannot be in several places at once, please use this as a guide as to what needs to be done during an evacuation and use your best judgment. Each situation will be unique depending on the number and age of the patrons attending the event.

- a. Evacuate all patrons to the side parking lots - move them to the far side of the lot away from the building and the main entrances so that emergency units have access to the building.
- b. Be animated and be sure to emphasize that patrons are to move **AWAY** from the building.
- c. Do not change the straps inside the theatre-if they are up leave them up and visa-versa.
- d. Interior doors to seating area will shut automatically (magnets will not work). Help hold the doors for patrons as they exit.
- e. Help hold the exterior glass doors open for patrons to exit.
- f. **Ticket takers and directionals** seated in the house should help wherever they are needed

ORCHESTRA LEVEL (right and left):

Ushers on Rows A - G: Direct patrons to exit out the lower glass doors in the side lobby. Assist any (lower 3 doors) wheelchair patrons seated in Row A. Follow out with the last patron.

Ushers in Rows H - L: Direct patrons to exit out the upper glass doors in the side lobby and down the exterior stairs. Follow out with last patron. Assist any wheelchair patrons in Row L to the elevator in the lobby. If there are problems with the elevator – exit wheelchairs to the first landing on the exterior stairs and alert the emergency crews on the west side of the building.

IMPORTANT: ushers located at doors at Row F/G and Row H/I on either side should help direct patrons to go either down or up to exit.

BALCONY (right and left):

Ticket takers: Lead the back two rows of patrons out to the lobby, DOWN THE STAIRS and out the main front doors. Instruct them to go to side parking areas with other patrons. Follow out with the last patron in your area.

Ushers: Send Rows AA - CC down and out the green exterior doors to the exterior stairs. Hold the doors open and instruct them to go all the way to the bottom of the stairs and move to the side parking areas with other patrons. Follow out with the last patron.

ELEVATOR: May be used only to assist disabled patrons and no others. Do not use if fire or smoke is located near elevator. One usher to accompany patrons to the 1st floor and then exit with patrons out the front through the box office. Go to east side lot.