



## USHER RESPONSIBILITIES

*Thank you for volunteering your time to usher a show at Gallery Theater. We appreciate you!*

### GENERAL INFO

- Please arrive one hour before show time; Friday & Saturday at 6:30 and Sunday at 2:00.
- Wear a white shirt and black pants or skirt (plus apron provided by the theater).
- You are expected to stay for the entire performance with minimal clean up time after the show ends.
- Must be physically capable of helping frail patrons get seated. Must be able to help lift a person if they fall or provide assistance in an emergency situation.
- Must be able to calmly, quickly and efficiently provide instructions and help escort patrons out of the building in the event of an emergency.
- Have good enough vision and physically be able to handle walking on stairs and in low light situations in a dark theater.
- Be willing to enforce the "House Rules" with assistance from the House Manager.
- For Main Stage shows, there are four ushers. For Arena shows, there are two ushers.

### WHEN YOU ARRIVE

- Please check in with the House Manager on duty.
- Put on an apron, name badge & grab a flash light from the box office.
- Please review the "House Rules" sheet posted on the bulletin board and help enforce them.
- Gather programs from box office to distribute to patrons. Programs should be put in each of the two baskets on the green steps (Main Stage) or basket close to stage (Arena).

### EMERGENCY EXITS

- Check all emergency exits to make sure all is clear. Report any concerns to the House Manager.
- Please review the emergency exit routes & procedures sheets on the bulletin board.
- All ushers have assigned seats. For Main Stage, it's seats B5 & B6 and B19 & B20. For the Arena, it's two seats in the first couple of rows on an end where you can get up quickly if needed. There are laminated place cards (arena shows) for ushers in the box office that can be put on the seats to reserve them before seating the audience.
- In case of an emergency, you are to stay in the theater and assist with evacuation, if necessary, or with any emergency situations.

### WHEELCHAIR & HANDICAPPED PATRONS

- Check with the House Manager. He/she will let you know if a wheelchair reservation has been made. If so, remove the "floor insert boards" in main stage and section of seating in Arena as needed. The boards should be stored safely out of the way so they can be put back after the show ends.
- Handicapped seats are A19 & A20 & A5 & A6.
- These patrons will be seated first when the house opens.

### BASIC THEATER CHECK

- Peruse the theater and restrooms for basic cleanliness when you first arrive. If supplies are low, please refill them. Supplies are located in the maintenance closet (through the main stage door closest to the box office).
- Keys to restock bathroom supplies are hanging up in the box office behind the door on the bulletin board.

- Check the seating area for programs or garbage and general cleanliness.

## **GET IN POSITION**

### Main Stage

- One usher should be stationed in the lobby at each door entrance and one usher should be on each side of the stage. The lobby usher will greet patrons & take tickets & tear the bottom stub off the ticket. Tickets can be placed in bottom of show program (recycle) box. If the patron has a print out of their e-ticket or it's on their phone, verify the info; show name, date, # of tickets for number of people entering, etc. The stage ushers will hand out programs, help direct people to their seats and assist patrons needing help to their seats.

### Arena

- One usher should be stationed in the lobby next to the Arena entrance and one usher should be positioned by the stage. The lobby usher will greet patrons, tear tickets & verify e-ticket/phone info & the stage usher will hand out programs and direct/assist patrons to their seats. Ticket stubs can be placed in bottom of show program box.
- The House Manager will tell you when it's time to open the house & seat patrons (typically a half hour before show time).

## **MEMBER SEATING**

- Members are listed in the program (inside cover & back).
- Members are to be seated first in the Arena Theater. Since the Arena seating is "first come-first served," this is an important Member Benefit. When the House Manager announces the house is "open," he/she will also announce that members (NOT FLEX-PASS HOLDERS) are to go in first. Give them a few minutes and then allow others to enter.
- There should be no seats reserved before show time other than usher seats. If there is a seating problem, inform the House Manager immediately.

## **DURING THE SHOW & INTERMISSION**

- If a patron has an emergency during the show and has to leave, please assist them if needed (flashlight & assistance for frail patrons). If a patron must leave during a performance, they will not be allowed back into the theater until intermission.
- At intermission, please station yourself at the front of the stage to assist patrons if needed while the theater is clearing to the lobby for the break, and upon return to their seats for the second act.

## **AFTER THE SHOW**

- Peruse the lobby and stage area for garbage, used programs, etc. Found items can be put in the "Lost & Found" box under the staircase (by the box office).
- If full, empty lobby and restroom garbage cans and take to the dumpster (located in the alley off of the Main Stage). Replacement bags can be found in the maintenance closet.
- Put the "floor insert boards" back (Main Stage handicapped seating).
- Return your name tag, flashlight & apron to the box office. Thank you!