

Dress Code for Ushers at Academic Performances

Black dress pants (no jeans) or skirt

White button down dress shirt

Dress shoes (no tennis shoes) preferably black

You will be using and returning a blue vest & bow tie

Turn your cell phones to silent mode. These are for emergency phone calls out only!!!!

The **HOUSE MANAGER** is responsible to inform all of the ushers of their duties, ensure that all ushers are dressed to code and is in charge of any patron needs or emergencies as they may arise during a performance.

One hour before a performance check with the box office/Theatre Manager for any group seating, ADA or other patron seating needs. This includes roping off balcony, mezzanine or group reserved seating areas.

Make sure there are programs for each usher; and ushers are spaced throughout the auditorium as needed.

OSHA standards are 1 dedicated usher per 250 patrons. Here at the RED that would require a minimum of 4 ushers. A preferred ratio is one usher per patron entrance (6) one house manager and two ushers in the center seating area on the lower level (9 total). This is for a full house of 800 patrons.

In the event of a concurrent item (i.e. Art show, refreshments, swag to sell) ushers will take up duties as a liaison to prevent the loss of property.

You are in charge of 911 phone calls as needed. Work with the Theatre Manager to make this decision.

Check uniforms in at the end of each performance.

HOUSE USHERS

Are appropriately attired.

Are courteous and friendly to all patrons, other staff and performers.

You must be dressed and on duty one hour prior to curtain.

All ushers have the duty to prevent food and beverages from entering the theater. Bottled water is the only item allowed in the theater.

House ushers will be kind but firm when asking patrons to remove their feet from the seats. Climbing over rows of chairs is not allowed, as is any patron trying to gain access from the main house to the on stage or backstage areas.

Help patrons find seats, pass out programs and answer questions. If you don't know the answer NEVER say "I don't know". A better response is "Let me find that answer for you..."

During the show you will be 'on duty' watching the show and the patrons. If a patron needs assistance during the show, please escort them to the lobby and deal with the issue. Inform the House Manager and/or the Theatre Manager on duty.

After the show, thank people for coming and hold open doors. All ushers will help to walk the house to pick up trash and/or any personal items that have been left behind.

House ushers may also be asked to act as wait staff for receptions.

When the House Manager dismisses you and you are finished with your duties, hang up your vest and bow tie.

Take pride in knowing that you are helping to set a professional atmosphere for our patrons.