

Old Opera House Theatre Guild

Usher Guidelines

1. Reporting for Duty
2. Before Patrons Begin to Arrive
3. Greeting/Seating Patrons
4. Mobility Handicapped Patrons
5. Once the Show Is Underway
6. During Intermission
7. After Intermission

Ushering and serving refreshments are two very important services the Theatre Guild provides. Both go a long way to enhance our patrons' experience at the OOH and keep them coming back.

1. Reporting for Duty

Be ready to seat patrons at least one hour before the show starts. The back doors and the Office door will be unlocked for ushers to use. Curtain times are:

7:30 Thursdays – **be there before 6:30**

8:00 Fridays & Saturdays – **be there before 7:00**

2:30 for Sunday matinees – **be there before 1:30**

Get usher badges from Box Office Manager

Familiarize yourself with the seating chart and location of restrooms. Check with Managing Director and/or Box Office Manager for any special instructions. Ask how long the first act runs and expected audience size.

2. Before Patrons Begin to Arrive

Please do these things first so that when the doors are opened, you are ready to help patrons.

1) Prepare Theatre House

Organize playbills - check quantity, prepare inserts if needed, place 10-12 playbills in balcony. Clean up any trash on seats and floor and do the same in the lobby.

2) Check Jean Heiler Art Gallery

Get keys for storage closets from Box Office Manager.

Straighten Heiler Gallery – organize chairs, wipe off tables, pick up any trash.

3) Check Bathrooms

Stock toilet paper, paper towels and soap in restrooms as needed. (Be sure there is one roll of toilet paper on the roll and another on the back of the toilet.)

Wipe down sinks and other surfaces as needed.

3. Greeting/Seating Patrons

The doors to the theatre will be opened one hour prior to the start of each performance. At least two ushers should be in place when the doors open.

Greet each patron with a friendly smile and hello!

One usher will take tickets:

- Tear off the ticket stub and put in the ticket box. Return the rest to the patron.
- For smart-phone and patron-printed tickets. On the paper list attached to the ticket stand, mark each ticket by category (adult, youth, senior, etc.) and turn this list into the Box Office along with the ticket stubs.

The other ushers will help patrons to their seats:

- Offer help to every patron to find their seat.
 - **Ask**, "May I help you find your seat?" or "If I may see your ticket, I'll help you to your seat."
 - **Do Not Ask**, "Do you know where you're going?"
- Do not hand out programs at the door** unless the party does not want usher help. Offer each patron a program **as they are being seated**.

Train new ushers by explaining the seating arrangement and walking them through the whole ushering process.

- There are 328 seats in the theatre, 272 on the main floor and 60 in the balcony. Patrons with balcony seats will seat themselves.
- Main floor rows are lettered A through P. Center stage seats are numbered 101 through 108, beginning from stage right.
- Stage right seats are numbered 1 through 6 and stage left seats are 7 to 12.

4. Mobility Handicapped Patrons

The box office manager will let you know if handicapped patrons need admittance. Open the handicapped entrance at front left of the stage, show them to their seats and provide them with a program. Ensure they know the location of the handicapped restroom in the green room.

5. Once the Show Is Underway

Keep discussion in the lobby to a minimum and a whisper.

Ask the box office manager if there are still unclaimed tickets and, if so, be prepared for up to 15 minutes to seat late patrons in the back of the theater if seats are available. Pick up the small flashlight from the manager if needed and be careful to not disrupt other patrons. You might need to wait for a scene change.

Prepare for intermission - get out cups, prepare cookie platters, put out donation baskets, give the restrooms a once-over.

The following instructions must be followed in order to comply with Health Department guidelines:

- 1) Always wear gloves when handling refreshments.

2) Do not keep opened packages or leftovers on trays. Take them home with you or otherwise dispose of them.

As we cannot save cookies, prepare a generous amount to serve, but do not open more packages than necessary. Keep an eye on platters to see if they need refilling,

6. During Intermission

Remember to greet each patron with a friendly smile and hello!
If noticed, thank those who contribute to the donation basket.
Serve and replenish refreshments as needed.

7. After Intermission

Put away supplies and wash and dry trays, etc.

Check that all supplies are well-stocked:

- If more soda is needed, call Judy Bolyard the next day.
- Contact Jo Myers if cookies need replenishing.
- For other supplies (napkins, cups, trash bags, etc.) contact Florence Hower
- For bathroom supplies, contact Steve Brewer

Restock soda in refrigerator, placing new bottles to rear of chilled ones.

Clean off tables and counters.

Empty waste cans in Heiler Room and restrooms into large garbage can. Remove and replace garbage bag, leaving full one to the side.

Give the restrooms a once-over, clean up as needed.

Take the rest of the night off knowing you did a great job!