

## ARTISTS REPERTORY THEATRE VOLUNTEER USHER GUIDE

As a volunteer usher, you help Artists Repertory Theatre ensure that our patrons enjoy their theater experience. Your assistance, positive attitude and customer service affect how individual patrons view the show they are seeing and their experience at Artists Rep. You play a crucial role in Artists Rep's success. We appreciate your commitment and could not do what we do without your support!

The information below will help you answer patrons' questions and be a more informed representative of the theater. Please take the time to read through it, and, if you have questions, please contact Karen Rathje, our Front of House Manager, at [krathje@artistsrep.org](mailto:krathje@artistsrep.org), or 503.241.9807 x132, or ask the House Manager for the performance you are ushering.

A common sense application of the principles contained in this guide will ensure that both you and our patrons have the best possible experience at Artists Repertory Theatre.

### Volunteer Basics

#### Dress Code

The purpose of having a dress code is to ensure that our usher staff is both professionally and distinctively dressed. It is important to be easily identifiable as representing Artists Rep. The dress code is all black clothing and black shoes. Please wear shoes that are comfortable for walking, climbing stairs and standing.

#### Call Time

Call time is promptly one hour before a scheduled show. The House Manager starts orientation one hour before the scheduled performance and counts on all ushers being present and ready to work. Please make every effort to be on time. The lobby is considered open one hour before the performance begins.

#### Expectations

Please do not eat, drink, sit, socialize or read after the lobby opens. Please turn off your cell phone when you arrive. Ushers are expected to be familiar with emergency exits, the location of restrooms, water fountains, will call, the box office, and the information in this guide. Additionally, ushers are expected to be able to answer questions about the length of the show, when intermissions will occur and how long they will last, and when the house will open. The

House Manager will review most of this information at the orientation period before each usher shift.

Ushers are also expected to follow the directions of the House Manager. If you have questions about any of these matters, please ask the House Manager.

### **After The Lobby Opens**

The house (inside theater) is off-limits until the House Manager tells you that the house is open. Please do not go into the house to look at seats or allow patrons to enter the house until the House Manager gives the okay. Please consume beverages or food before the lobby opens to patrons.

### **The House Manager**

The House Manager will make assignments, give you instructions, and tell you when and where you may be seated. Please do not leave the theater without letting the House Manager know that you are leaving.

### **Attitude and Conduct**

Our volunteer ushers are the faces of Artists Rep that most patrons see. Ushers represent the entire company and the theater's staff who work hard to provide a unique and enjoyable experience for our guests. Ushers are expected to hold themselves to the highest standard of behavior when interacting with each other and patrons. Ushers are always expected to carry out their duties with courtesy at all times. Never argue with a patron, and if a conflict arises, please excuse yourself and ask the House Manager to intervene.

### **Patrons Who Need Special Assistance**

Please pay particular attention to the needs of patrons in wheelchairs or with walkers or who otherwise need special assistance. There are wheelchair seats available in the front rows of both theaters. Walkers need to be stored in the designated locations: in the Morrison Theatre, this is in the back of the house-left vom; in the Alder Theatre, this is in the storage space under the seats in the house-right vom. Please be sure to return the walkers to patrons who need them during intermission and at the end of the show. Ask the House Manager if you need assistance.

### **Coat Check**

Artists Rep does not have a coat check. There are coat racks located near the box office in the Morrison Lobby for the Morrison Theater and in the entrance way of the Alder Theater (this rack is not available until the house opens).

## **Inability to Keep a Schedule Date**

If for any reason you are not able to keep your scheduled ushering date, please let the Front of House Manager know by contacting Karen Rathje at [krathje@artistsrep.org](mailto:krathje@artistsrep.org) or by calling 503.241.9807 x132. You may arrange for a substitute to take your place. Please let Karen Rathje know that you have arranged for a substitute to take your place. If you do not arrange for a substitute and do not let the Front of House Manager know that you will not be able to keep your scheduled date in time for the Volunteer Coordinator to arrange for a substitute, you may not be asked to usher again. After two no shows, you will be asked not to return and your scheduled shift will be given to the next usher on the waiting list.

## **Benefits of Ushering**

You are entitled to a complimentary seat at a performance you are scheduled to usher, unless the performance is sold out. The House Manager will tell you where you may sit. If the performance is sold out, you will be entitled to two complimentary tickets for another performance. You are also entitled to free water or coffee from the concession stand. There will be bottles of water and cups for coffee put aside for you at the concession stand. You may take water or coffee into the theater, but please do not consume beverages while you are performing your ushering duties. By being an usher, you become part of the Artists Rep family and get to meet and socialize with other people who love the theater and enjoy ushering.

## **Volunteer Usher Posts**

The addition of the interior staircase at Artists Rep has added significantly to the number of jobs that ushers are needed for at Artists Rep. There is no elevator at Artists Rep at the present time. Patrons who need to go to a different theater than the one they have entered need to be directed to either drive or walk around the building if they are unable to use the stairs. Ushers who are greeting patrons at an entrance to a theater need to be alert to this situation and be able to explain the options to patrons. Please alert the House Manager if special assistance is required.

## **Tickets**

Ticket ushers greet patrons, tear tickets, and direct patrons to the proper entry door. Ticket ushers must be friendly and fast. They should have good eyesight for reading tickets. Please check the date, time, and performance. When tearing tickets, give the patron the larger, right-handed portion. Think of it as “we keep the small, they get the big.”

## **Seating**

Seating ushers assist patrons in locating their seats. They should be friendly, able to climb stairs, and have good eyesight to read tickets. They should also be familiar with the seating layout of each theater. If there is a conflict in seating assignments that you cannot readily resolve, please ask the House Manager to assist in resolving the issue.

## **Doors**

Door ushers greet patrons, hand out programs and answer questions. Door ushers will be assigned to cover both the upstairs and downstairs doors.

## **Stage Guards**

At intermission, two ushers are needed during intermission to direct patrons away from the stage and the back stage areas and to assist patrons in returning to their seats. The House Manager will make these assignments.

## **Post-Show**

After the show, all ushers are asked to assist patrons while they are exiting and to help the House Manager in picking up the house. Please be sure to return walkers to patrons who need them at the end of the show.

## **House Rules and Policies**

### **Food and Drink**

Patrons are allowed to bring beverages in plastic or paper cups and food into the theater. No glass containers or cans are permitted in the theater. Patrons are not allowed to take alcoholic beverages outside of the theater building under any circumstances (this is an OLCC rule).

### **Cameras and Recording Devices**

Cameras or recording devices are not permitted to be used in the theater. Copyright law strictly prohibits the taking of images of copyright material, including the performance, sets and props. Additionally, camera flashes are extremely distracting to performers who rely upon lighting cues during the performance, and they are annoying to other patrons. If you see someone using a camera, please politely ask them to stop.

### **The Stage and Backstage Areas Are Off-Limits to Patrons**

Patrons are not permitted to go on the stage, touch the sets or props or enter the backstage areas.

## **Late Seating**

Latecomers will NOT be seated once the performance has started. If a patron leaves the theater during a performance, generally the patron will not be permitted to return until the next intermission.

## **Children Under Five Years of Age**

In the interest of all patrons, we cannot admit children under the age of five into the theater.

## **Parking**

Street Parking is free after 7 pm and \$ 1.25/hour before 7 pm. You may park in the Artists Rep parking lot for \$5 per show, payable at the pay station. Sometimes it is difficult for patrons to find parking if there is an event scheduled at PGE Park. If patrons tell you they are having trouble finding parking, please alert the House Manager.

## **Emergencies**

The House Manager and Stage Manager are trained as to what to do in the event of an emergency. Should there be an emergency, find the House Manager immediately.

### **Specific Emergencies**

#### **Minor Accidents and Falls**

An usher should stay with the injured person and send another usher to get the House Manager. If the patron says that he or she does not need assistance but appears to be injured, please note the patron's appearance, where the patron is sitting, and report the incident to the House Manager immediately.

#### **First Aid Kit**

Should a patron request pain killers, a bandage, an antacid or cold medication, those items are available in first aid kits that are located in the kitchens on each floor. Any request for these items should be directed to the House Manager.

#### **Medical Emergency**

In the case of heart attack, stroke, seizure, or medical emergency, notify the House Manager immediately. If it is during the performance, one usher should remain with the patron and send another usher to find the House Manager immediately.

## **Fire**

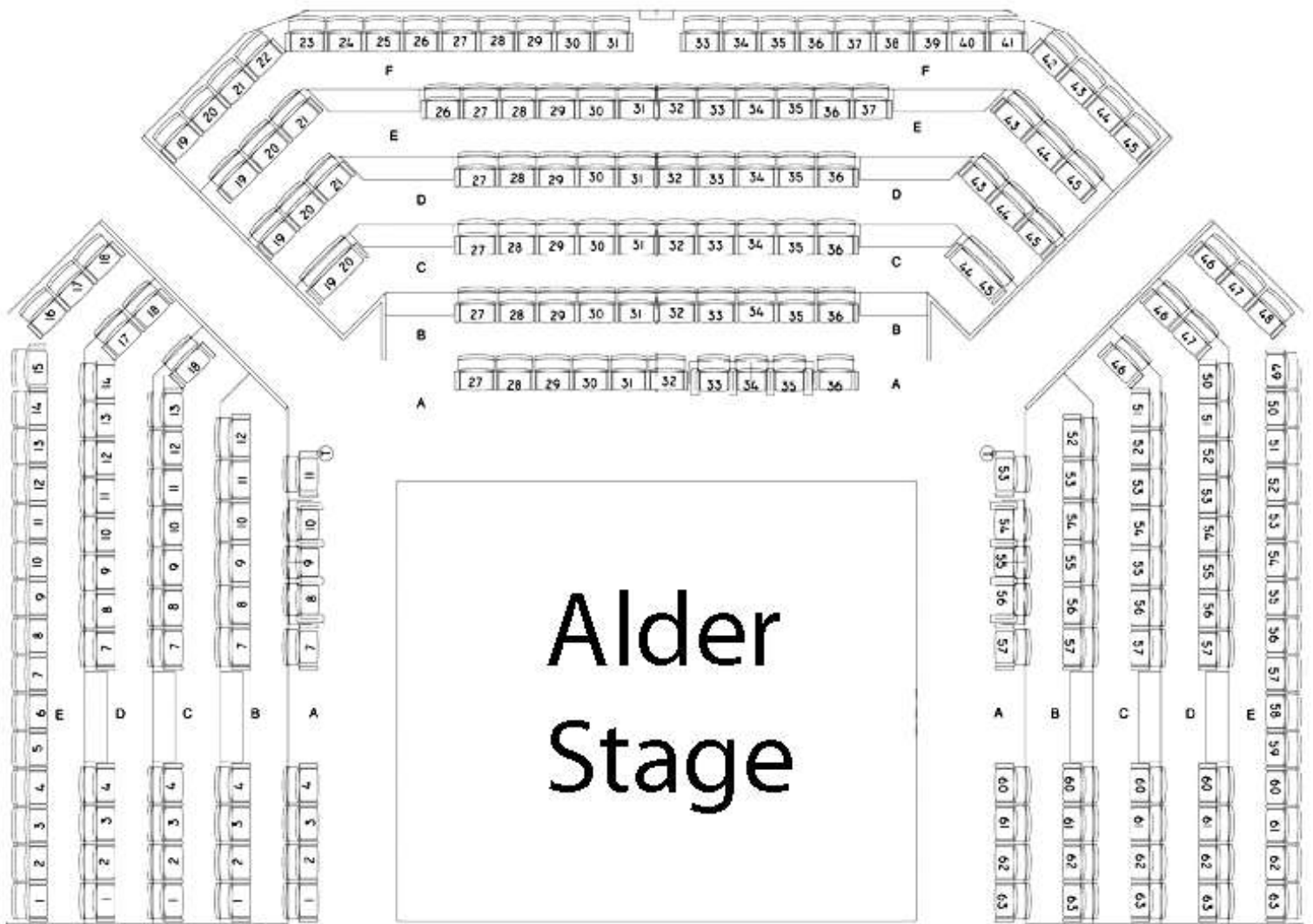
If there is a fire, the House Manager or Stage Manager will make an announcement directing patrons to exit the theater. Ushers should assist patrons in exiting the theater. Ushers should be familiar with all exits out of the theater. There are three exits out of each theater and there are several exits out of the lobby. Additionally, there are fire extinguishers located outside of each theater. If you are ushering and you do not know the location of exits out of the theater, ask the House Manager to show you where exits are located.

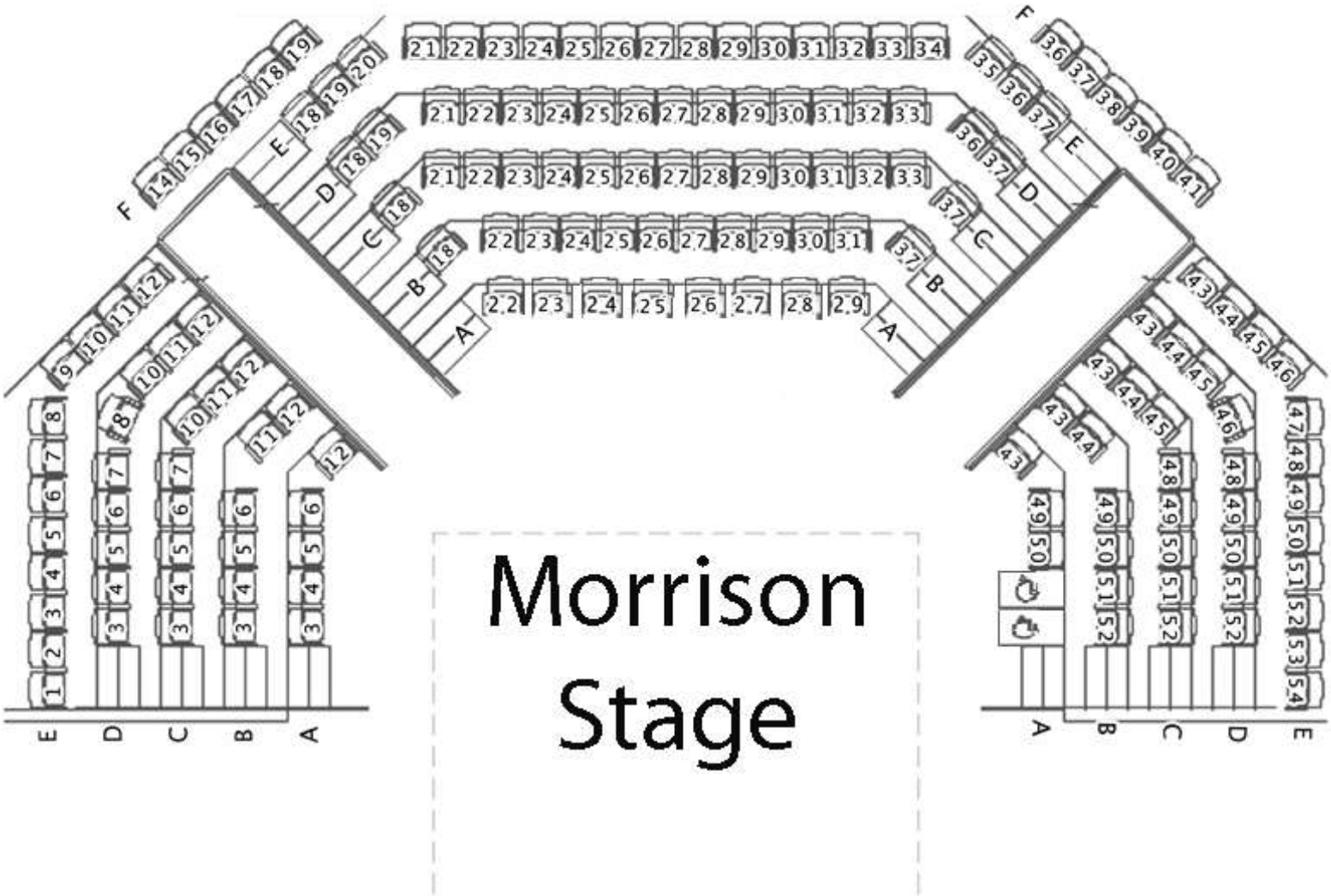
## **Earthquake**

In the event of an earthquake, the Stage Manager will make an announcement directing patrons to remain in their seats and to bend over and cover their heads with their arms until the earthquake passes. After the earthquake has ended, the House Manager or Stage Manager will conduct a safety check of the building and will make an announcement with further instructions.

## **Disruptive Patron**

If a patron disturbs the performance in a manner that requires attention, find the House Manager immediately.





Ah, Wilderness!

09/10/10

109272

Rathje

Ticket No. 338540

Ord. 125208

\$42.50

Cent

A

31



Ah, Wilderness!

Sep 10, 2010

Friday Evening 7:30 PM

Opening Night

Alder Stage

1516 SW Alder

42.50

Cent

A

31

Tkt. 338540

Ord. 125208

109272

Karen Rathje

IN THE INTEREST OF ALL PATRONS and due to the intimate size of our theater, we cannot admit children under five into the theater. Also latecomers will not be seated once the doors have been closed.

All tickets are non-refundable but may be exchanged into a different performance of the same production. Some fees may apply.

Management reserves the right to refuse admittance for any reason it deems necessary.

Artist Repertory Theatre is a 501(c)(3) non-profit organization. All proceeds from the sale of tickets and other fundraising activities are used to support the production of theater. For more information, please contact the Box Office at 503.241.1278 or visit our website at www.artistsrep.org.

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