

City Theatre's Usher Handbook 2021-22

Introduction

This handbook contains an outline of the policies and procedures to be used by City Theatre ushers. Any questions regarding the following materials may be taken to the Patron Services Manager. You can contact them by emailing ushering@citytheatrecompany.org.

To help do our part in ensuring the health and safety of all of us, effective immediately City Theatre will **REQUIRE PROOF OF VACCINE** for anyone attending events at City Theatre. Everyone – staff, volunteers, and audiences – **WILL BE REQUIRED TO WEAR MASKS**.

Dress Code

An usher's attire should be business casual, at minimum. We strongly encourage attire to be black and white but will accept darker colored clothing as well.

Parking

Ushers are responsible for finding their own parking. They may use street parking in the surrounding areas. They are also welcome to park in our pre-paid lot along with patrons. The lot tickets are \$10 and can be purchased at the time of parking.

Overview of Usher Shift

- Ushers are to arrive at City Theatre one hour prior to showtime. For example, if a show starts at 7:00PM, the call time for ushers is 6:00PM.
- Upon arrival, ushers will check in with the House Manager and wait in the lounge. Ushers are not permitted to purchase or consume alcoholic beverages at the theater prior to the show. As you are considered volunteer members of City Theatre's staff for the evening, you are to follow company policies which prohibit the consumption of alcohol during a shift.
 - Ushers are permitted one complimentary soft drink prior to their shift when the bar is operational. This includes coffee, tea, and soda.
- At 45 minutes to showtime, the House Manager will escort the ushers to the theater to run through a description of the show, describe usher positions, review theater seating and how to use the ticket scanners, and to stuff programs if necessary.
- At 30 minutes to showtime, the house will open and ushers will take their positions where they will remain until they are seated or dismissed by House Management staff.
- At showtime, the House Manager will seat the ushers and they can enjoy the show or leave.
- Ushers are encouraged to stay after the show to pick up any discarded programs or tickets from the theater, but not required.

Usher Positions

A mainstage show at City Theatre will require six ushers. Two ushers will be stationed in the entrance of the theater to scan tickets. Two ushers will be on each side of the theater to assist with handing out programs and helping patrons locate their seats. While preferences are taken into consideration, the

House Manager reserves the right to assign the ushers which jobs they perform and **the ushers should be willing to perform the job they are assigned, bearing they able.**

Cancellations and Swaps

While we would like to minimize cancellations as much as possible, we understand that situations do arise where an usher may need to cancel. As soon as the usher is aware of the conflict, they are to email ushering@citytheatrecompany.org to inform the Patron Services Manager. Ushers are provided a Swap List and we ask that ushers find someone to fill in for their spot using that list. Once a swap is found, please email again to inform that a replacement was found and who the replacement is. If a swap cannot be found, please email anyway so that Front of House staff can plan accordingly.

Usher Ticket Discount

Ushers can purchase tickets at a rate of \$24 by calling the box office at (412) 431-4400.