

USHERS

Ushers welcome our patrons to the theatre, hand out programs, answer questions, scan their tickets, help them find their seats. As the primary person that our patrons interact with, we hope that you put on a big smile and make our patrons feel very welcome. If you are asked a question that you can't answer, just direct them to the board member on duty (BOD).

6:30pm (1:30 pm matinee) Arrival time

- ☐ Check in with Board Member on Duty (BOD)
- ☐ Review seating chart
- ☐ Check program supply and prestock them on the table inside the house
- ☐ Check that the lights are on in the three bathrooms & make sure all have enough paper products (towels and toilet paper)

We generally staff 4 ushers for all shows. Two ushers will scan patron tickets and the other two ushers will hand out programs and direct patrons to their seats.

*If you are interested in scanning tickets, we ask that you download the ticket scanner software to your phone. It's called **Ludus** and is free to download from the Apple App Store or Google Android Store. A staff member will help you get it configured. We also have several devices that we can provide for scanning tickets as well.*

Patrons are allowed in the lobby during this time, but they are not allowed into the house (the curtains remain shut). Please be friendly and if appropriate, direct them to our concessions area while they wait.

7:00 pm (2:00 pm)

- ☐ The house will open at 7:00 (2:00) or shortly after (the BOD will open curtains when we are ready to seat people).
- ☐ Please be aware of patrons who move slower when escorting to the seats. When seating patrons GIVE THEM BACK THEIR TICKETS
- ☐ If there are seating conflicts, check show date, section and seat number. If there are still conflicts ask the Board Member on Duty for assistance.

At intermission

- ☐ Check to see if help is needed at concessions

After the Show

- ☐ After the majority of the house empties, please do a walk through the house and collect trash and lost and found items.
- ☐ Lost and found items should be given to the Board Member on Duty

2024-2025 Seating Chart

Please be aware that seat numbers have changed. All seats are numbered starting on the far right wall. Seat number plaques can be found on each row.

Seats 1-6 are in the right section
Seats 7-14 are in the center section
Seats 15-20 are in the left section.

In the event of an emergency, urge patrons to calmly exit the theatre via the exit routes in red dashed lines. Help any patrons who need extra assistance.

