

MUSIC BOOSTERS USHER GUIDE

This document provides a general outline for music department performances in the PAC.
Each usher will work closely with the house manager to customize these recommendations in order for each performance to run smoothly.

Finding and Prepping Ushers:

1. The performing group is to provide 3-4 parents to serve as ushers for each event.
 - a. Performing group's liaison will work to identify ushers.
 - b. In the event of joint concerts, then the house will be at a higher occupancy. In this case, 5-8 ushers will be needed.
2. The ensemble liaison will send the house manager names of parents or HS students who will serve as ushers for each concert.
3. Information to tell potential ushers:
 - a. Arrive 35-40 minutes early
 - b. Dress nicely and wear a smile!

35-40 Minutes Prior to Concert:

1. Ushers arrive and locate house manager for the event.
 - a. Put on an usher button
 - b. Obtain information (length of show, number and length of intermissions)
 - c. IF YOU ARE A NEW USHER: ask about house rules, appropriate concert behavior for patrons
 - d. Obtain assignment for concert
 - a. Usually, 2 ushers at main house doors, 1-2 at each balcony being used.
 - b. Occasionally for special events with larger crowds, we add student ushers at additional entrances
 - e. Locate programs; ensure that you have ample programs for the crowd accumulating.
 - a. Some concerts require that we "ration" programs. Be sure to help patrons understand.
 - f. Find assigned location to monitor; place personal items in a seat near that location.
2. Check with the house manager regarding what time the house will be opened.
 - a. The house manager MUST obey the directives of the conductor and the PAC manager (Trent Wadsworth). *The house may NOT be opened in advance of their explicit direction.*
 - b. Same decisions are held for balcony usage.
 - c. Be understanding yet clear with all patrons: the conductor/PAC manager decides balcony usage.

When the House Is Opened:

1. When the doors are unlocked for seating by the house manager, greet attendees and remind them about polite concert behavior (if necessary).
2. Seating patrons:
 - a. All doors (internal and external house doors) should be propped open.
 - i. Ensure that wood wedges are not in the way to cause tripping
 - b. Usually, music events are not ticketed, therefore seating is first come, first served.
 - c. Welcome any patrons with disabilities with care for their seating and comfort.
 - i. Seating is available at the aisles, particularly house back left.
 - ii. Additional (and more comfortable) seating is available in the balconies.

When the Concert Begins:

1. At applause for the conductor, be seated.
 - a. If there is a last minute rush, sometimes you are prevented from sitting until (or after) the start of the concert.
2. Be available to alert the house manager to any problems throughout the concert (or approach folks directly).

Key Rules for Safety of Performers and Patrons:

- a. Please enforce the “no public backstage” rule. No visitors backstage or in green room until after the show.
- b. Watch young children on the spiral staircase. No climbing!

Polite Behavior

Headlights Left On: if someone has their lights on, write a note and deliver it backstage to one of the directors/conductors.

Late Arrivals: Greet patrons as they enter and let them know the concert has started and they must wait in the back. Balconies are usually full by the time the concert starts; late arrivals will have to take a seat on the main floor, but will need to wait until applause to find a seat.

Lobby Noise: Noise in the lobby must be kept to a minimum, including performers. Ushers or the house manager should ask patrons using a cell phone to keep voices to a minimum or step outside.

Lost and Found: Any items found and turned in during and after a performance will be placed in the ticket booth (box office). Mark each item with a sticky note stating the date item was found.

After the Performance:

1. Open the doors and prop open with wood wedge. Assist with any departures as needed.
2. Report any difficulties to the house manager.
3. Return usher badge to house manager.
4. Recycle excess programs and turn in lost and found items.

Thank you for your support of EGR Music!