

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 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 Audience Services Director, at krathje@artistsrep.org, or 503.241.9807 x101, 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.

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 at the end of the evening 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 Theater, this is in the back of the house-left vom; in the Alder Theater, 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 Audience Services Director know by contacting Karen Rathje at krathje@artistsrep.org or by calling 503.241.9807 x101. You may remove yourself from the schedule if you cancel 48 hours in advance. Please try to avoid doing this often because it leaves usher shift uncovered. If you are not canceling 48 hours in advance, please let the Audience Services Director know that you will not be able to keep your scheduled date. After two no shows or last minute cancellations, 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. 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

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, at least 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.

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 usually not be seated once the performance has started. If a patron leaves the theater during a performance, the patron will usually 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 \$ 2.00/hour before 7 pm (unless there is a Timber's Game) 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 a Timbers or Thorns game. 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

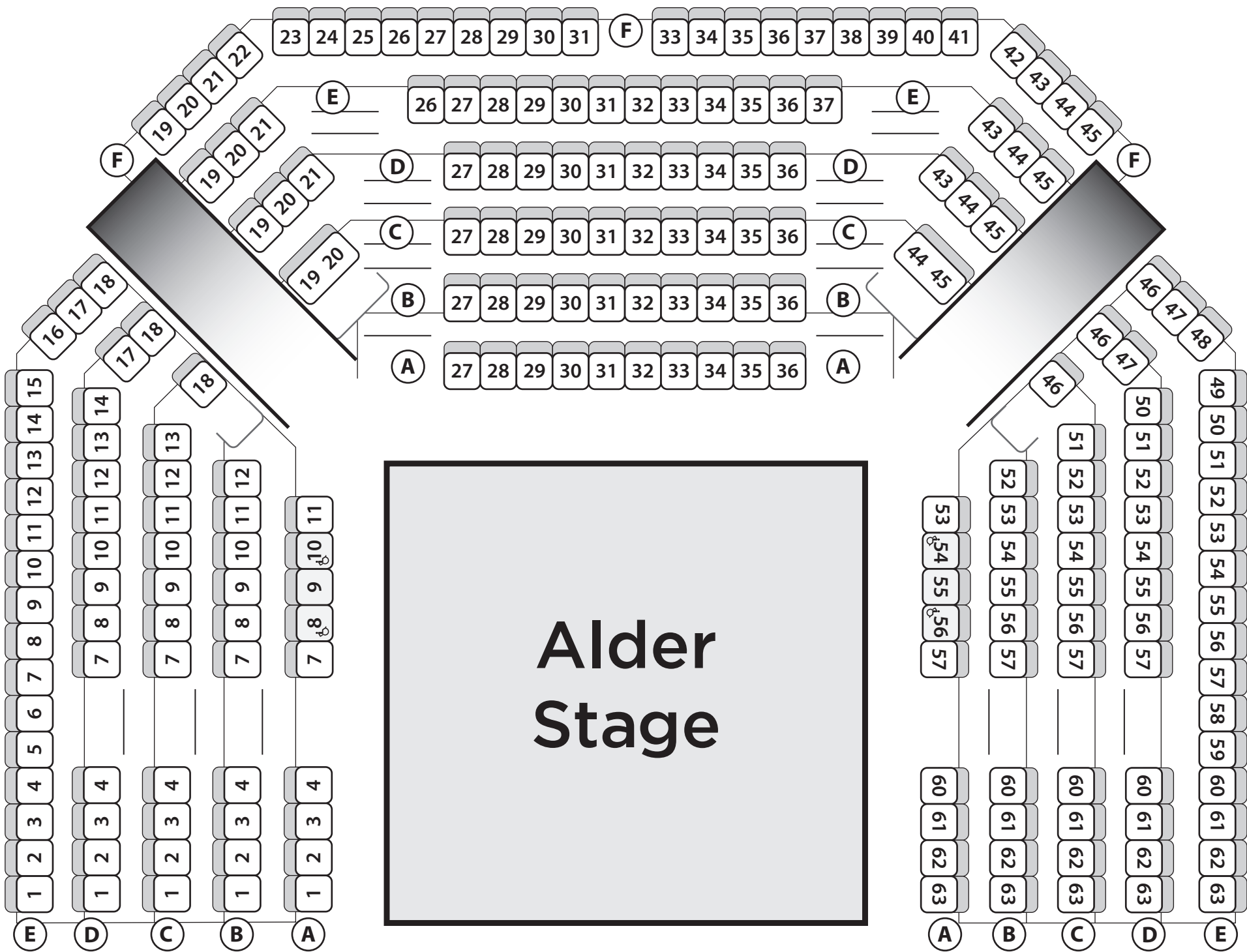
If there is a fire, the House Manager or Stage Manager will make an announcement directing patrons to exit the theater. Ushers should assist patrons in exiting the theater. Ushers should be familiar with all exits out of the theater. There are three exits out of each theater and there are several exits 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.



J 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **J**

H 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **H**

G 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **G**

F 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **F**

E 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **E**

D 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **D**

C 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **C**

B 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 **B**

A 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 **A**



Morrison Stage

Ah, Wilderness!

09/10/10

109272

Rathje

Ticket No. 338340

Ord. 125208

\$42.50

Cent

A

31

rick



ARTISTS REPERTORY THEATRE

Ah, Wilderness!

Sep 10, 2010

Friday Evening 7:30 PM

Opening Night

Alder Stage

1516 SW Alder

109272

Karen Rathje

42.50

Cent

A

31

Tkt. 338340

Ord. 125208

rick

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.

Ticket holder agrees that by purchasing this ticket, he/she hereby gives Artists Repertory Theatre, its employees and its affiliates the absolute right and permission to publish, copyright and use for promotional purposes, in whole or in part, Ticket holder may be included in whole or in part, complete or redacted in character or form, with no name credits or compensation of any kind.

Box Office: 503.241.1278

Fax: 503.241.8268

www.artistsrep.org

1515 SW Morrison • Portland, OR 97205