

ARTISTS REPERTORY THEATRE VOLUNTEER USHER GUIDE

Welcome! We're glad to have you as an usher for Artists Repertory Theatre!

As a volunteer usher, you help Artists Rep ensure that our patrons enjoy their theatre experience. Your assistance, including a positive attitude and kind customer service, affect both how patrons view the show they are currently viewing and Artists Rep as a whole. You play a crucial role in our success and we could not do what we do without you! Thank you for your commitment, hard work, and support.

This packet functions as a reference guide to help you navigate common occurrences at the theatre, from frequently asked questions to safety issue. Please take the time to read through the entire guide. If you have any questions, feel free to ask your House Manager or contact Karen Rathje, our Audience Services Director, directly! Her contact information is below.

Karen Rathje

Audience Services Director
503.241.9807 X101 (Office)
503.313.3048 (Cell)
krathje@artistsrep.org (Email)

VOLUNTEER BASICS

DRESS CODE

Our dress code exists to ensure that our usher staff is both professionally dressed and easily identifiable as representatives of Artists Rep.

Requirements:

- All Black Clothing
- Black, Comfortable Shoes (for walking, climbing stairs, and standing)
- Volunteer Badge (shared - remains at Artists Rep!)

EXPECTATIONS

Please remember to:

- Follow House Manager's Directions
- Be Kind & Courteous to Patrons
- NEVER Argue with a Patron (if conflict occurs, find the House Manager immediately)

Please be familiar with the locations of:

- Emergency Exits
- Restrooms
- Water Fountains/Coolers
- Will Call
- Box Office

If you are unsure about where any of these places are, please ask your house manager!

Please refrain from:

- Eating
- Drinking
- Sitting
- Socializing
- Reading

BENEFITS OF USHERING

- Being a part of the Artists Rep family
- ONE Complimentary Seat at the performance you are scheduled to usher, **UNLESS** that performance is sold out. **IF** that performance is sold out, you are entitled to **TWO Complimentary Tickets** for another performance.

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HOUSE POLICIES

Cameras & Recording Devices

Patrons **MAY** photograph the set before the show

Patrons **may NOT** photograph or record the stage after or during the show

If you see a patron doing this, kindly ask them to stop

Food & Drink

Food and drink **ARE** allowed in the theatre, but glass is prohibited.

Alcohol can be consumed **INSIDE THE BUILDING ONLY** (per OLCC rules)

Children

In the interest of all our patrons, we do not allow children under five years old.

Late Seating

We seat patrons late on a show-by-show basis. Late-seating and re-admittance is **NOT** guaranteed.

FREQUENTLY ASKED QUESTIONS

Where can I find the bathroom/water fountain/box office/will call?

Check in with the House Manager if you are unsure about the locations of these places

Is there a coat check?

Artists Rep does **NOT** have a coat check. For the Morrison Theatre, there is a coat rack located to the right of the front doors in the Morrison Lobby. For the Alder Theatre, there is a coat rack inside the theatre entrance (**ONLY** available when the house is open.)

Is there an elevator?

Artists Rep does **NOT** currently have an elevator. To move between the Morrison and Alder levels, if stairs are not an option, a patron can go around the building via car or along the exterior sloping sidewalk.

Is parking available?

Street Parking

- BEFORE 7P - \$2/hour
- AFTER 7P - Free (Unless there's a Timbers Game)

Artists Rep Parking Lot & Garage

- \$5/show

Can it be cooler/warmer in the theatre/lobby?

Check in with the House Manager to see if the temperature can be adjusted.

What's happening with the sale of half the building?

We are selling the Alder side of the building and then we plan to build two state of the art theatres on the Morrison side. We plan to make the building two to three stories tall, with two theatres, many offices, and several rehearsal rooms. We will have space for all of our hub companies. There will still be parking. Construction will begin AFTER the 2018-19 season. The 2019-20 season may use other Portland theatre spaces while the building is under construction.

SCHEDULE

One Hour BEFORE Showtime:

- Usher Call Time (please be prompt!)
- Usher Meeting with House Manager
 - Show Info
 - Quick Theatre Tour
 - Duties Assigned
 - Greeters:
Greet patrons, hand out programs, & answer questions
 - Tickets:
Check the time, date, performance. Tear the ticket & keep the **small** part!
 - Seaters:
Be familiar with seating layout. Help patrons find seats & guard the stage.

~20 Minutes BEFORE Showtime:

- House Manager Opens the House
 - Ushers Tear Tickets & Seat Patron

DURING Intermission:

- TWO Ushers must guard the stage at ALL TIMES. Ushers should prevent patrons from touching any scenic elements, walking on the stage floor, or going backstage. Ushers should take shifts guarding the stage, so that all ushers may have necessary breaks.

AFTER Showtime:

- Help clear Litter
- Check-in with House Manager before leaving

Patrons Who Need Special Assistance

Please pay particular attention to the needs of patrons in wheelchairs, with walkers, or who otherwise need special assistance. Wheelchair seating is available in the front rows of the theatres. Walkers must be stored in out-of-the-way locations (oftentimes the theatre entrance area or vomms.) If you move a patron's walker to another location, please make sure to return it to them during intermission and at the end of the show.

Shift Cancellation

If, for any reason, you are not able to keep your scheduled ushering date, let Karen know (contact info on cover page.) If you cancel 48 hours in advance, you may remove yourself from the schedule. Please avoid doing this often because it leaves the usher shift uncovered. If you cancel with LESS than 48 hours twice, you will be asked not to return as an usher and any scheduled shifts will be given to the next usher on the waiting list.

Running Late

If you are running late, please let Karen know (contact info on cover page), if possible. She will let the appropriate House Manager know.

EMERGENCIES

The House Manager and Stage Manager are trained to handle emergencies. If there is an emergency, find the House Manager immediately.

First Aid Kit

Certain first aid items (painkillers, antacids, bandages, etc.) are available in the first aid kits, located in the kitchen on both floors. Any requests for first aid items should be directed to the House Manager.

Minor Accidents and Falls

If there is a minor accident or fall, the usher should stay with the injured person and send another usher to get the House Manager. If the patron says that they do not need assistance, please note the patron's appearance and where the patron is sitting then report the incident to the House Manager immediately.

Medical Emergency

If a patron has a heart attack, stroke, seizure, or any other medical emergency, one usher should remain with the patron and another usher should find and notify the House Manager immediately.

Fire

If there is a fire, the House Manager or Stage Manager will make an announcement, directing the patrons to exit the theatre. Ushers should assist patrons in exiting the theatre. Ushers should be familiar with all exits and the locations of all fire extinguishers.

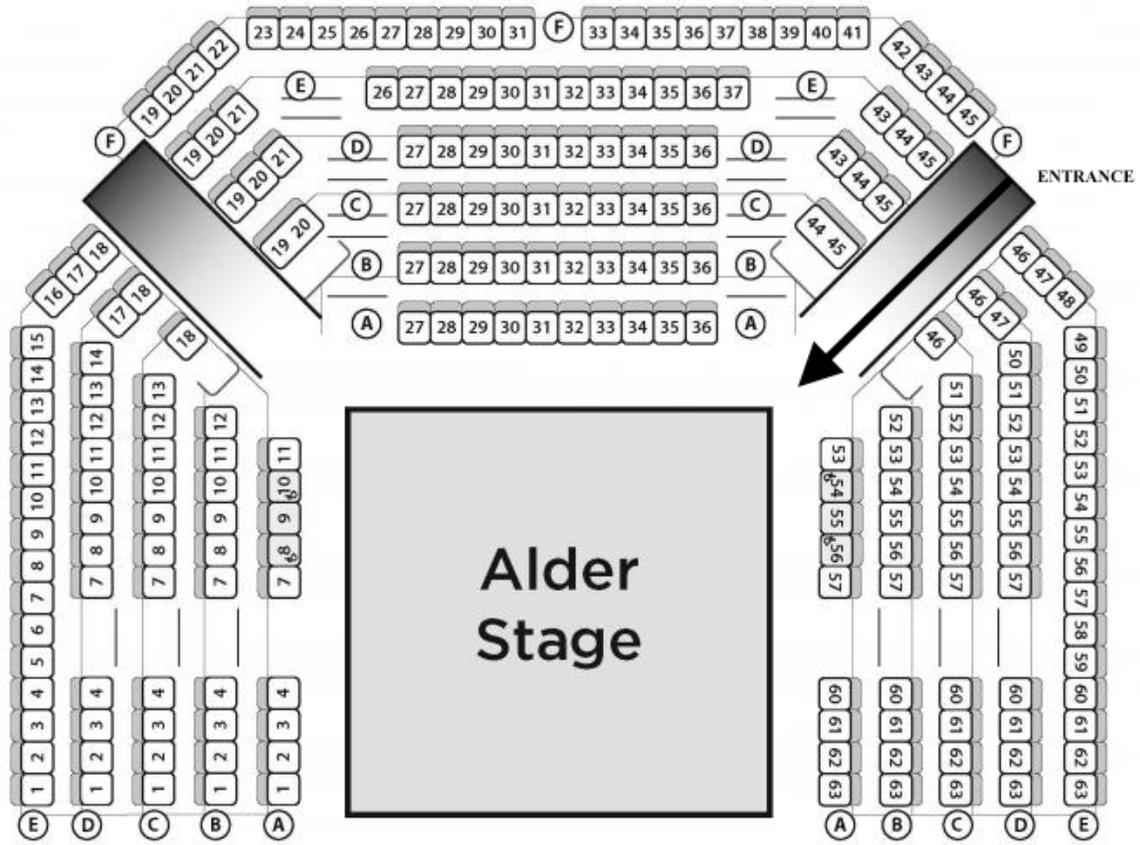
Earthquake

If there is an earthquake, the Stage Manager will make an announcement, directing patrons to remain in their seats and cover their heads with their arms until the earthquake ends. After it ends, the House Manager and Stage Manager will conduct a safety check of the building and will make an announcement with further instructions.

Disruptive Patron

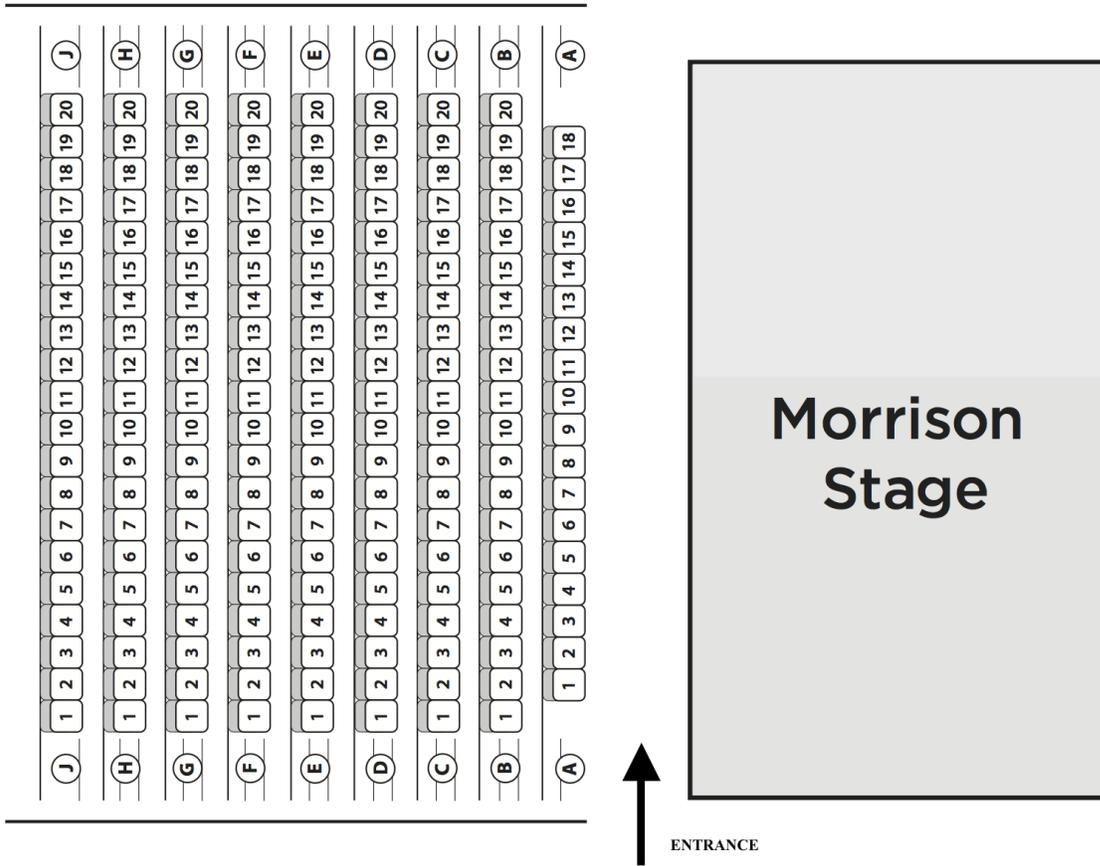
If a patron disturbs the performance in a manner that requires attention, find and notify the House Manager immediately.

ALDER STAGE LAYOUT



	Rows	Seats
House Left Section	A - E	1 - 18
Middle Section	A - F	19 - 45
House Right Section	A - E	46 - 63

MORRISON STAGE LAYOUT



	Rows	Seats
Main Section	A - J (No I)	1 - 20

TICKET BASICS

The diagram shows a theater ticket for 'Ah, Wilderness!' with various fields and labels. Arrows point from labels to specific fields on the ticket:

- Show**: Points to 'Ah, Wilderness!'
- Date**: Points to 'Sep 10, 2010'
- Row**: Points to 'A'
- Seat**: Points to '31'
- Stage**: Points to '151 SW Alder'
- Time**: Points to '7:30 PM'

The ticket itself contains the following information:

Ah, Wilderness!
09/10/10
109272
Rathje
Ticket No. 338340
Ord. 125208
\$42.50
Cent
A
31
109272
Karen Rathje

ARTISTS REPERTORY THEATRE
Ah, Wilderness!
Sep 10, 2010
Friday Evening 7:30 PM
Opening Night
Alder Stage
151 SW Alder
Tkt. 338340
Ord. 125208
Cent
A
31