Overview
The usher controls entrance to the auditorium, limiting access to approved staff and patrons with correct tickets. The usher greets the patrons, making them feel welcome and comfortable. Since food, beverages and cameras are not allowed in the auditorium it is the ticket taker’s responsibility to inform patrons of this restriction. Ushers distribute programs and determine if patrons need assistance finding their seats. They monitor the auditorium during the performance, anticipating potential problems (talking, cameras, food) and have an important share of the responsibility for the safety and security of theatre patrons.

Russell Miller Theatre:
There should be 7 ushers for each Mainstage performance: one to check tickets at each door, two seating assistants (handing out programs) for each door, and one runner to assist the House Manager.

Gordon Wilson Lab Theatre:
There should be 4 ushers for every performance: one to hand out programs for each side of the entrance into the Lab Theatre, one to monitor the back hallway and entrances and one runner to assist the House Manager.

Dress Code
All ushers must dress well to represent the university well. The object is to look nice, and yet not be a distraction moving around in the house during a performance. The Front of House Staff is the audience’s first impression of the department. Please dress accordingly.

Schedules and Calls
Ushers should arrive one hour before Russell Miller shows and one half-hour before Gordon Wilson shows. When you arrive at the theatre, you must immediately check-in with the House Manager and what for further instruction.

1) Before House Opens
Check in with House Manager at your announced call time, and carefully attend all training briefs. Assist with cleaning the house and lobby and with preparing programs.

2) Opening the house and seating patrons
One usher posted at each lobby door controls access and verifies that each patron has the correct admission ticket for the performance. This usher also sees that patrons do not bring food or drink containers, full or empty, into the theatre at any time. Unauthorized video cameras are likewise not allowed in the theatre; report any problems of this sort to
the house manager. **Do not let anyone enter the theater without a proper admission pass unless they are with the house manager or are a member of the cast or crew.**

Two seating attendants will be posted inside each lobby door to distribute programs and assist patron with seating.

### 3) During the Show

Sit in the back row, nearest to exits, not with friends elsewhere in the theatre. If you note a disturbance (such as people talking, babies crying, photography, etc.) notify the House Manager. Don’t simply ignore the situation. Make sure you are at the doors, ready to open them for intermission and after curtain call.

### 4) Intermission

Open doors as instructed by the House Manager, and remain at your assigned post just as you did prior to house open unless instructed otherwise by the house manager. There should be at least one usher at each door at all times. Food and drink containers, full or empty containers, are not allowed in the theatre at any time; it is your responsibility to see that patrons observe this rule.

### 5) After Show

**You are on duty until excused by the house manager.** Assist in whatever post-performance duties requested of you by the House Manager.