

## **An excerpt from the Ellen Eccles Theatre Usher Corps Guide:**

Thank you for donating your valuable time to be a part of our extraordinary volunteer staff. As a member of our volunteer Usher Corps, you are a personal representative of the Cache Valley Center for the Arts and its resident organizations. Our goal is to provide the most enjoyable arts experience for our patrons. This is an important responsibility entrusted to the Usher Corps. Our ushers are the first interaction guests have during their theatre experience. Your excellent service will keep the patrons coming back again and again.

Please read this manual carefully, as there have been some changes to the program. Whether you have been ushering for years or this is your first time, we want to make sure you have the information you need to fulfill this important responsibility and to get the most out of your ushering experience.

### **USHERS ARE REQUIRED TO:**

- Stand for extended periods of time
- Negotiate and climb stairs
- Provide friendly assistance for patrons before, during, and after the performance
- Accurately read small print on tickets
- Be 16 years of age or older
- Adhere to the dress-code
- Be on-time and reliable
- Assist in event preparation (stuffing programs, light dusting, table set-up, etc.)
- Be a team player who is able to work well with others and the ability to work and communicate effectively with people of diverse backgrounds
- Remain calm in the event of an emergency

### **USHER'S ARE RESPONSIBLE FOR:**

- Having a full understanding of the operating policies and house rules
- Being attentive to and working under the House Manager
- Monitoring and maximizing safety at all times
- Knowing entire seating layout to escort patrons to appropriate section and seat
- Having the ability to meet the public with courtesy and enthusiasm
- Following written procedures as specified in all material distributed
- Seating patrons in an efficient and non-disruptive manner
- Assisting with late seating requirements
- Monitoring their designated area during all performances
- Having a total understanding of emergency procedures
- Being easily accessible during the performance whenever needed

We are grateful to those who wish to volunteer their service to the Cache Valley Center for the Arts, and we believe the benefits are rewarding.