

# **Usher Duties and a Dress Code at The Pasadena Playhouse**

## **BEFORE THE SHOW**

- \*\* Arrive one hour before curtain time in uniform.
- \*\* First time ushers come one hour and fifteen minutes before curtain for orientation, given by the House Manager. Sign in on your Usher Card.
- \*\* Stuff programs if needed; the House Manager will give instructions.
- \*\* Doors open one-half hour before curtain.
- \*\* Infrared and/or coil listening devices are available *in the lobby, at no charge*.

## **DRESS CODE (BUSINESS CASUAL)**

- \*\* Wear a white long or short sleeved shirt/blouse, black jacket (optional), black slacks/skirt, your volunteer badge, and comfortable closed back shoes.

## **DURING**

- \*\* Offer to usher our guests to their seats, rather than just hand out programs. Don't assume they know their way as we have a lot off "first timers". They bought their tickets and as representatives of The Pasadena Playhouse, we are to help them have a pleasant evening, so that they will come back. By not offering to help, they might sit in the wrong row or seat, and when the lights go out we could have a seating problem. A smile and "enjoy the show" is always nice. See if you can help, when you notice patrons may have a problem as they seat themselves.

## **SEATING PROBLEMS**

- \*\* Some letters are hard to read on the tickets. First check to see if patrons are in the right row, then check the seat number. Sometimes people just need to move over one seat to solve a problem.
- \*\* Check the date to make sure they are here for the right time and the right day.
- \*\* If you have checked all of the above and there is really a duplication of the tickets, House Manager will handle the problem.
- \*\* If someone is here for the wrong day, and they want to stay to see the show and we are not sold out, have them see the House Manager.

## **LATE SEATING**

- \*\* Each production has its own rules about the late seating – the House Manager will inform you of the procedure. *We do not seat anyone during a musical number.*
- \*\* As a general rule, whenever anyone comes after the show has started, seat them in the rear of the theatre until intermission, then we will get them into their seats. This saves embarrassment and does not interfere with the actors or patrons who did get there on time.
- \*\* Be available for late seating – wait at least 10 minutes after the show starts before you sit down. Never sit down front – crawl over people to a center seat – or sit on the Juliette stages. You are welcome to sit in aisle seats toward the rear of the theatre. Usually, there are empty seats in the balcony. But use discretion so as not to disturb patrons. The House Manager always needs to know where you are.
- \*\* It is important to be able to see latecomers when they come in so you can get up to help find their seats. Even subscribers, who know where they sit, can have a hard time finding their seats in the dark.

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### **FLASHLIGHTS**

- \*\* Flashlights are only used for the latecomers. Use the aisle light located at every row to read the ticket – this saves having a bright light shining in the theatre. Take patrons to the proper row and only then turn on your flashlight, pointing your light close to the floor. We have had complaints from other patrons, actors, Stage Managers, and Directors, etc. about ushers who shine their flashlight all around the theatre, on the walls, in the eyes of the seated patrons and even at the actors on stage during a performance.

### **INTERMISSION**

- \*\* Stand in the lobby near the front door, to make sure patrons with beverages have lids on the cups. Food items, such as pizza and to-go items must be left with the House Manager.
- \*\* Lines to the restroom should not go down into the theatre. See the House Manager for instruction on how to handle this.
- \*\* Someone will be assigned to close the side doors and Balcony curtains before the show starts. If you notice this is not done, please help us out. Check to see that nothing has been put on the Juliette Stages, or on the front of the stage.
- \*\* During Intermission, or before the performance, no one is allowed to go backstage or to the Green Room. If a patron asks, simply tell them they may see the actors after the performance.

### **AFTER**

- \*\* When the performance is over, go through the rows of seats, and pick up programs and stuffers. You are not required to pick up tissues or anything else.
- \*\* If you find valuables turn them in to the House Manager, and give the location of the item found i.e., row and seat. If someone reports something lost to you, get a flashlight and try to locate it before they leave. If you do not find it, report it to the House Manager and he/she will complete a “lost and found” form, and explain that if the item turns up, after a final cleaning and vacuuming is done, we will be glad to call them.
- \*\* When you are leaving the theatre use the “Buddy System”, and leave with someone. Although we like to think this is a safe area, we just don’t want to take a chance.

### **MISCELLANEOUS**

- \*\* At the beginning of each act and also at intermission, doors and balcony drapes are closed. The doors and balcony drapes should not be opened at the end of the show until the house lights go on. When the actors are on stage, for their curtain call, and people are starting to leave, keep the doors and drapes closed until the lights come on; the patrons will still go out the door – we can’t hold them captive!
- \*\* Each patron should have a seat. If you see them standing in the aisles, contact the House Manager. Under no circumstances is anyone allowed to sit in the aisle, and no extra chairs are allowed to accommodate extra patrons. This is a Fire Department rule. If we have an emergency, anyone sitting on the floor can run the

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risk of being trampled, and a chair in the aisle could be in the way of a safe evacuation. No one is allowed to sit on the Juliette stages.

- \*\* Wheelchairs and crutches should be placed in the front of the theatre, against the wall facing the audience. If a patron cannot get out of his wheelchair, he was probably sold an aisle seat for row A or B. Wheelchairs are also placed in Row S.
- \*\* Photography is not allowed during a performance. The use of a cell phone and texting is not allowed. If you see this occur, report it to the House Manager and try to help locate the culprit. Videotaping is also not allowed unless permission is granted from the Stage Manager. The House manager will inform you about it. Equity rules are very strict about taping a performance.
- \*\* Report anything broken or damaged to the House Manager for repair before the next show.
- \*\* The round “mushrooms” under the seats are simply air vents! If they are off, replace them over the holes.
- \*\* An Emergency Procedure Manual is located in the ushers’ hallway. Please take time to familiarize yourself with it, and learn escape routes, fire extinguisher locations, etc. In case of emergency, stay calm and follow emergency procedures.

**For questions regarding usher duties, please ask the house manager.**



The Friends of the Pasadena Playhouse Usher Committee offers flexible scheduling with a minimum commitment of ushering two or three performances for every show. Each production runs a total of 42 performances and requires at least 12 ushers for each show – that’s a need of 504 ushers per run of a show! Let us know when you are available and wish to usher again.

***Thanks for ushering with us. You are greatly appreciated!!!***