



On behalf of all of us here at the Pasadena Playhouse, thank you for volunteering with us! You play a vital role in the smooth operation of countless performances which could not happen without your support!

We greatly appreciate the commitment you have to the Playhouse and want you to enjoy being a volunteer.

Expectations of Ushers and their Duties at the Pasadena Playhouse

Start of shift and before the show

Dress Code

As representatives of the Pasadena Playhouse, ushers are expected to be dressed appropriately for shifts.

The dress code *includes* the following:

a plain white top, long black slacks or a skirt with plain black, and closed toed shoes;

and *excludes* the following:

tops and shirts with trims and logos, sleeveless tops, tank tops, t-shirts, shorts or capri pants.

To stay warm, wear a nice black sweater or jacket.

Variations of the dress code need be proposed to a House Manager before being worn onsite. If ushers do not adhere to the above dress code, they may be asked to leave.

First time ushers

Come to shift 1 hour and 30 minutes before the show for a brief orientation given by the House Manager.

Regular ushers

Arrive 1 hour and 15 minutes before a show time. Arriving on time is important. Before each performance, a House Manager briefs on the show and provides the Front of House updates.

Reporting times are: 12:45 pm for 2 pm show,

3:45 pm for 5 pm show,

5:45 pm for 7 pm show,

6:45 pm for 8 pm show.



The lobby opens 45 minutes before a curtain call for scanning tickets, and the House opens 30 minutes before the curtain call for patrons to take their seats.

Ticket takers posted in the lobby remind patrons not to bring in any food or beverage, other than bottled water, unless otherwise instructed by the House Manager.

During the shift

Signing up to usher means that you can be assigned to different positions throughout the theater. The House Manager will run through each position with you during orientation.

Ticket Takers (2-3 per performance)

Trained in use of electronic scanners and familiar with all areas of the theater.

Seat Ushers - Orchestra and Mezzanine (4-8 per performance)

Assist patrons to seats inside of the theater.

The seat ushers in the mezzanine close the curtains before the show.

Usher Flashlight Etiquette

If you are seat ushering, flashlights will be available to check out at the start of your shift.

Seat ushers keep flashlights with them at all times and use them when a patron needs assistance.

Always point a flashlight to the ground to avoid distracting anyone.

Use flashlights to guide patrons to available seats, assist them as they exit, and illuminate steps in the mezzanine.

Mezzanine ushers use their flashlights to assist patrons with seating and taking the stairs before and during the show.

Loaning of Assisted Listening Devices

Our theater has a state-of-the-art hearing loop system that brings sound clarity to those with hearing aids or cochlear implants that have a telecoil (or T-Coil).

For every performance on the mainstage, patrons can borrow Assisted Listening Devices at the Front of House. During the seating period, a volunteer will be posted next to a credenza at the House Right to check listening devices out to the interested patrons. The House Manager will brief you on this process should you be assigned to hand out listening devices.



Late seating

Once the show starts, there may be a seating hold when no one is allowed to enter the House for a certain duration of time. The House Manager will inform everyone of any late seating holds during the pre-show briefing.

Seating holds are to be observed by everyone, including ushers. Exceptions are made for show personnel and emergencies.

The House Manager may ask that the ushers posted at the rear doors be stationed outside of the seating area until the end of the seating hold in order to assist any late-arriving patrons into the theater once the hold is lifted. All seat ushers should remain alert and ready to assist late arriving patrons.

As a rule, ushers will always seat patrons during the applause between musical numbers. If a show is not sold out, patrons may take available seats in the back of the House to maintain minimal disturbance to others.

Intermission

At intermission, ushers should wait until the house lights come up before opening House doors and the mezzanine curtains. If patrons begin to exit before the lights come up, that is perfectly fine, but House doors will officially open when the cast exits the stage and the house lights come up.

The House Right seat ushers will open the alley doors at intermission for patrons to exit to the courtyard.

The seat ushers in the mezzanine will open the curtains at intermission and ensure they are closed once the second act starts.

Ticket takers should be posted in the lobby to remind patrons not to bring in any food or beverage, other than bottled water, unless otherwise instructed by the House Manager. House ushers should ensure that patrons do not sit on the Juliette stages on either side of the mainstage.

The line for the Women's restroom should go up the alley between the restaurant and the theater. One of the House Right ushers should be posted at the door giving ladies the option of utilizing either the All Gender restrooms in the Carrie Hamilton Theater or the restrooms across the street in Playhouse Plaza.

After a performance

At the end of the performance, ushers will wait until the house lights come up before opening House doors and the mezzanine curtains. If patrons begin to exit before the lights come up, that is perfectly fine, but House doors will officially open when the cast exits the stage and the house lights come up.



The "three-minute door" is the last theater door on the South Alley near the stage on House left. At the direction of House Management, one usher may be assigned to this door at the end of the show to cover the door while any visitors gather to go downstairs to the greenroom to meet the cast. A member of the Production team will come up to retrieve these visitors within 3 minutes of the show ending.

At the end of a performance, Ushers are expected to:

Look for any lost & found items and turn them in to the House Manager and report exact whereabouts of the items found.

Pick up programs left behind.

Report any broken or damaged items to House Management.

Turn in any items borrowed: name badges and flashlights.

Remain onsite until the majority of the audience has left the building. Please check out with the House Manager before leaving.

When leaving for the day and exiting the theater, volunteers are encouraged to use the "buddy system" and to leave with a fellow volunteer.

Expectations when volunteering

Our goal is to create a positive experience for our patrons, and we encourage everyone to be friendly with patrons.

All volunteers should be ready and willing to learn every position (Seat Usher, Ticket Taker, Assisted Listening Devices, etc).

Flexibility in duties and reasonable accommodations will be made to enable individuals with limited abilities to perform the essential functions.

Volunteers should always be readily available to assist patrons and a House Manager.

When assigned a position, volunteers remain at their post for the duration of the shift unless the House Manager gives further instruction. If position changes are needed for any reason, please let the House Manager know so that a replacement can be found.

Volunteers are given various opportunities to attend Playhouse productions as a guest in gratitude for their time commitment. However, when volunteering for Front of House, a volunteer's top priority is to ensure the care, comfort and safety of the Playhouse patrons and not watch the performance, and watching the performance during your shift is never guaranteed.

If volunteers were not assigned as a seat usher, they should consult with the House Manager before going into the theater to watch the show. Volunteers, who are permitted to watch the show, should only take a seat along the aisle in the back of the House and be ready to move should a patron need the seat. Never sit in the middle of a row.



Due to the safety regulations, mezzanine ushers should never sit on the stairs during the seating period or performance.

Volunteers should not guess or assume an answer to a question. If unsure about an answer, please consult with the House Manager.

Everyone should be aware of the location of the Will Call window, restrooms, drinking fountains, a first aid kit and concessions.

Scheduling *

Ushers can schedule themselves by email, phone and through an online program.

Parking *

The Playhouse provides complementary Usher Parking.

* The complete information about parking and scheduling is shared with all new and current volunteers.