

EVENTIDE THEATRE COMPANY

Quick Reference Guide for Ushers

Ushers are critical to the excellence of the theatre experience—
thank you for your dedication to making this perfect!

Safety First

- The safety of our guests is the most important consideration in ushering
- Remedy any situation that threatens the safety of someone, or notify the House Manager
- Know the layout, including exits, locations of restrooms, stairs, and elevators

Being an Eventide Theatre Company Usher

- Ushers are a guest's primary contact with Eventide; be welcoming, friendly, and helpful
- Greet guests as they arrive, answer questions, help with seating, and thank guests as they leave
- Be proactive, approachable, aware, and alert
- Minimize chatting with other ushers or patrons while on duty
- Eating food or chewing gum is never allowed
- Bring situations you are uneasy handling or questions you cannot answer to the House Manager

The Theatre Experience

- Help maintain quiet during performances for the patrons and the artists
- Respond unobtrusively to any specific need
- Assist any guest entering or leaving the theater with the door to assure a silent door opening and closing
- Be aware of open seats so you can be proactive and unobtrusive with latecomer seating
- Once everyone is seated, sit in designated usher seating only.
- Remain at your post during intermission –if you need to leave your post, inform the House Manager

After the Performance

- Assist with tidying the venue after the performance
- Check out with the House Manager before leaving

Attendance Requirements

- Be on time for usher briefings
- Be present before, during (including intermission), and after the performance until the House Manager has dismissed you

Dress Code Requirements

- Wear white tops and black bottoms without prints.
- Wear your name badge
- Refrain from wearing noisy jewelry such as bangles
- Wear quiet, comfortable shoes

Thank you for dedicating your time and energy to Eventide Theatre Company. We continue to always work towards an unparalleled level of excellence in all areas, including ushering, and we thank you for making this possible!