



## Quick Reference Guide for Ushers

*Ushers are critical to the excellence of the theater 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 of the situation
- Know the layout of the venue, including exits, locations of restrooms, stairs, and elevators

### **Being an Eventide Theatre Company Usher**

- Ushers are a guest's primary contact with Eventide Theatre Company; 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 Theater Experience**

- Help maintain quiet during performances for the patrons and the actors
- Respond unobtrusively to any specific need
- Assist any guest entering or leaving the auditorium 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

### **During Intermission**

- Remain at your post during intermission – if you need to leave your post, inform the House Manager
- If you are working the concession stand, please be aware of the time and close window before play begins.

### **After the Performance**

- Thank people for coming at the theater door, if there are any marketing materials to hand out for future shows, please be sure to give all attendees one
- Assist with tidying the venue after the performance
- Check out with the House Manager before leaving

### **Attendance Requirements**

- Be on time for usher briefings (45-60 minutes before showtime)
- Check in with House Manager
- 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. Outerwear and scarves should also meet these requirements
- Wear an USHER badge. Do not wear noisy bracelets. 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!