

# Instructions for CTE public show ushers

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## Appearance/What to bring

- Please wear black and white clothing so patrons can easily determine who the ushers are. Wear comfortable shoes as they may be quite a bit of walking and/or standing involved, and you may find that pockets are helpful in this assignment.
- Ushers will be given a name tag to wear to help identify them as ushers.
- Bring a small flashlight for use in guiding patrons inside the theatre.
- Please note that “House Left” and “House Right” refer to the parts of the theatre as they are when FACING the stage.

## Training and expectations

- All ushers need to be trained and given instructions before starting their service.
- Ushers need to be at attention throughout the performances so they can assist patrons in and out of the theatre as needed and to handle questions.
- Take and tear tickets at the door. All patrons (except for those age 2 and under who will be sitting on a lap) must have a paper ticket. *Do not allow patrons entrance by showing their tickets on their phones or other devices.* Send them to the ticket sales table if they don't have a ticket.
- Hand out programs as directed.
- Assist latecomers in finding their seats.
- Direct patrons to restrooms and other areas of the venue.
- Ushers remind patrons not to take photos or videos during the shows as needed.
- For perplexing issues, the show producer or production coordinator should be contacted.

## Front-of-house and training

- All ushers should first be trained to respond to patron needs and issues before acting as ushers.
- CTE House Management chair or designated individual will manage seating and related questions during performances. For perplexing issues, the show producer or production coordinator should be contacted.

## Wheelchairs/Walkers

- If a patron needs transport to/from their seat – *for transport only* – you can utilize the wheelchair in Will-Call. This wheelchair is **not** to be used during the performance as a seat.
- Unoccupied wheelchairs and walkers of all types *cannot* be left in the aisle against the wall – that would be a fire hazard. Instead, put them in the lobby on the outside of the blackout boxes.

## Hearing devices

- Hearing devices are available by request from patrons.
- To get them, find a Hemmens staff member to unlock the case next to the AED machine. The staff member will put the headset together for you.
- Patron should return the headset to ushers on the way out, and usher returns it to any Hemmens staff member.

## First aid

- There is a first aid kit on the wall with the coat racks in the Will-Call room.
- If there is a fall, there are some instant ice packs available.
- If there is anything major, please find someone from the Hemmens Staff so they can help.

- For anything other than a minor cut, an accident injury report must be filled out with a Hemmens staff member. If you can't locate a staff member, please take the first and last name of the injured party, phone, type of injury, location injury occurred both on the body and at The Hemmens as well as any "treatment" given. There is a notebook in the First Aid kit on the top shelf with a pen if needed.
- If you fill out a report, leave it near the first aid kit.

### **Exits, Emergencies, and Miscellaneous**

- Unless the side exits in the house are being used for entry by the performers, they are locked.
- Patrons can go out the side exits, but they must return through the main entrances (the blackout boxes).
- The theatre entrances on both the Main Floor and Balcony have TV monitors, if they are not on when you get here just press the button and they will turn on
- Fire Alarm: If the alarm goes off, assume it is real. Hemmens Staff will stop the show and give instructions.