

Instructions for CTE public show ushers

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

- The hearing devices will be next to the batteries in a green Hemmens tote along with a few alcohol pads to clean the units once returned. Next to that will be a battery strip where the device batteries are charged and kept on the Box Office counter on the outside.
- The wooden Box Office doors will be shut, but not really locked. Grab a few batteries before the show so you can have them ready to go if need be.
- To prepare a headset, insert the battery into the device. Tell patrons that the unit hangs across the neck rather than going over the head. Also, the bubble on the unit needs to face the stage, and works best if patron is more centrally located. The yellow wheel on the device adjusts the volume. When you test it, it will have static and you'll know it works.
- Make sure to return the devices and clean them and put insert batteries back onto the strip for charging at the end of the night.

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.
- If you can't locate anybody, 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 with the hearing devices.

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's, 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.