

Old Town Playhouse

Volunteer Job Descriptions

Ushering



The primary responsibility of ushers is to assist patrons with their needs and ensure a pleasant experience for everyone attending an Old Town Playhouse performance. Ushers are the “face” of OTP and should greet patrons with a smile and willingness to assist them.

Ushers will receive an email before their assigned usher date to confirm attendance and relay any particular information about the show. Ushers are requested to wear dark clothing, to arrive at least one hour before performances (6:30pm for evening, 1pm for matinees), to park somewhere other than the OTP parking lot and to be ready for a short meeting with the house manager approximately 60 minutes before the performance begins.

Ushers are invited to attend dress rehearsals on the Wednesday nights prior to opening night for all Main Stage and Studio Theatre performances. Dress Rehearsals are closed and are not for additional friends and family to attend. Volunteers attending will be asked to sign in at dress rehearsal.

Performance Responsibilities

1. As the public face of the OTP, all ushers and front of house staff are asked to refrain from smoking and drinking any alcoholic beverages prior to or during their shift.
2. Usher assignments within the theatre will be made by the House Manager. In general, these assignments include Sections B & C, B and A & D on the main floor, the balcony, Greeter/Elevator Assistant, Ticket Taker, and Concessions. The House Manager will review the floor plan and assign responsibilities and review responsibilities. Greeter/Elevator Assistant are reminded to make sure that both gates and all doors are firmly closed after each use.
3. The House Manager will review the printed tickets and print-at-home tickets and how to read seating assignments.
4. As patrons arrive, ushers should; welcome them, escort patrons to the appropriate row. Programs will be available at our website online. Ushers will be trained as to how to assist patrons to find the program using their phone. Any discrepancies in seating or problems that arise should be brought to the House Manager's attention immediately.
5. Ushers should be aware of the fire exits: in the front of the Main Floor on the left front side of the auditorium, by the elevator at the back of the Main Floor, the right side of the auditorium in the balcony and the front entrance. Ushers should also be aware of the placement of fire extinguishers in the building -- at the back, main entrance and across from elevator. In case of emergency, ushers will be asked to assist patrons in evacuating or finding shelter in the building. Ushers should be aware of placement of defibrillator – on wall inside main house double doors going into the auditorium.
6. Please keep all aisles clear. Be aware of coats, canes or other items that could cause tripping in the dark. Wheel chairs, walkers, scooters and canes can be stored behind Sections A and C during the show. There are coat racks in the basement.

7. Latecomers will generally be seated in the back of the audience in any vacant seat until intermission. The ushers should also assist patrons that leave during the show and upon return.
8. Ushers will be assigned seats during the show in order to assist patrons with any needs that arise. If there are duplicate tickets sold or if there is a total sell-out, ushers may be asked to give up their seat for the performance. All ushers are encouraged to attend the invited dress rehearsal for each show.
9. The House Manager and the Stage Manager will decide together when to open the house for seating – generally 30 minutes before the performance begins. Handicapped and patrons with special needs may be seated earlier upon agreement with the Stage Manager and House Manager.
10. During intermission two ushers will leave to assist with concessions. Other ushers should help in the auditorium and in the basement with any needs that arise and reseating at the end of intermission.
11. After the show ends, all ushers will assist with clearing patrons from the auditorium, collect all refuse and any forgotten items. Lost and forgotten items should be given to the House Manager, who will turn them into the Conference Room. If possible, put a note (sticky Note) on the item as to where it was found in the house.
12. Any and all emergencies should be reported to the House Manager immediately.
13. Ushers should politely direct patrons to use the public, carpeted stairwells of the building for arriving and departing. This is for everyone's safety. The concrete back stairwells should be reserved for cast/crew/orchestra and for the usher assisting with the elevator.