

## **Guidelines for Volunteer Ushers and Front of House Managers**

**Thank you** for supporting the Guild as a Front of House (FOH) volunteer. Your job is important as you are one of the first people our patrons meet when they come to the theatre. The guidelines below are provided to make your work easier.

### **Reminder Call**

The Box Office will phone you the day before your shift. If you are unable to keep your volunteer commitment, please let the FOH Coordinator know as soon as is possible.

### **Arrival Time**

**Please arrive one hour before the show is scheduled to begin.** That is 7:00 for an evening show and 1:00 for a matinee. That gives you 30 minutes to meet your fellow ushers and learn of any specific information for that night before the doors open 30 minutes before the show begins. If you are running late, please let us know so the audience is taken care of.

### **Length of Shift**

You are expected to stay at the theatre until the end of the performance. If this is not possible, please contact the FOH Manager.

### **Front of House Team**

For all performances, there is usually one FOH Manager and two Ushers on duty.

### **Complimentary Preview Performance**

As one way to express our thanks, volunteer ushers and FOH managers are entitled to attend the preview performance for the show they are volunteering on for free. Please note that you must contact the Box Office to reserve your seat. Call (250) 384-2142.

### **Watching the Show**

Two front of house seats are available for each performance. On certain nights there may be more than two. It is the responsibility of the FOH Manager to determine which volunteers will sit in and watch the show.

### **Dress Code**

Our theatre is somewhat informal and we only ask that you wear what might be considered "smart casual." Volunteers can purchase Langham vests and golf shirts through the Box Office if they wish to wear those. To help patrons identify you, please wear one of the magnetic badges ("Usher" or "Front of House Manager") kept behind the bar. Remember to return it after your shift so it is there for the next person.

### **Patrons with Disabilities**

Patrons requiring level access to the theatre should be helped to access the door around the north side of the theatre. Assist patrons with placing walkers and canes out of the theatre seats prior to the show and returning them safely afterwards.

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### **Specific Duties of the Position: Usher**

- Arrive on time and check in with the FOH Manager
- Pick up your badge
- Assist with tidying the theatre as required
- Hand out programs as patrons enter the theatre
- Assist in closing and opening theatre doors as directed by the FOH Manager
- Assist in checking the lounge and bathrooms for patrons at the end of intermission
- After the show, raise seats and tidy floor to make it easier for the cleaning staff
- Return your badge

### **Specific Duties of the Position: FOH Manager**

- Arrive on time, check in with the Stage Manager and Bar Manager
- Confirm the length of the acts and intermission with the Stage Manager
- Greet the ushers and answer questions for those that may be new
- Pick up your badge
- Assist with tidying the theatre as required
- At the direction of the Stage Manager, open the theatre door 30 minutes before the performance
- Greet patrons welcoming them to the theatre. Remind them to take in the art show and let them know that the bar is open and that they can pre-order drinks for faster service at the intermission.
- Collect tickets and direct patrons to ushers for programs
- At the direction of the Stage Manager, close the theatre doors just before curtain time
- When the lights dim, stand on the step at audience right (not on the stage) and read the introduction and welcome prepared for you (these are kept in the drawer of the desk in the lobby). Note that some directors prefer to have a cast member read the welcome
- Initiate the movement of patrons back to their seats approx 12 minutes into the 15-minute intermission
- Alert the Stage Manager when there are no patrons in the lounge and bathrooms at the end of intermission
- Ensure the doors are closed after intermission
- After the show, bid the patrons good night in the lobby and thank them for coming
- After the show, work with the ushers to raise seats and tidy floor to make it easier for the cleaning staff
- Return your badge through the mail slot in the Box Office door

**Thank you for volunteering for the Guild.** Please let us know if there is anything we can do to help make your experience easier, safer or more enjoyable.