

The
LITTLE

THEATRE
O F W A L L A W A L L A

Head Usher

&

Usher Team

Handbook

Rev. 1-13-20

Little Theatre Usher Team Training

The Little Theatre has been doing well for 75 years, but we want to keep learning and improving in so many ways. One of those ways include thanking and showing appreciation to everyone who volunteers their time, skills and whole hearted involvement – especially the Usher Team! So, Thank you, each of you, for your willingness to volunteer your time to what I know is a true labor of love.

As a part of this team, you'll often be the first contact of people coming to enjoy a wonderful and immersive live theatre experience with us. For some, it will be their first time here, for others this will be their most recent in a long relationship with the Theatre. Think about it, we all get the honor and privilege of inviting others in and sharing our gift of "hospitality", making each person feel special. **People won't always remember what you say, but, they will always remember how you make them feel.**

Each person on this team serves as an ambassador and the face of the Little Theatre to every person that arrives, and as ambassadors and the hospitality team, there are a few key elements we want to all be on the same page about... things like:

1. **Demeanor** – We want to always work hard to be gracious, friendly & welcoming. Not only with each other, but especially with all our guests. Coming to the theatre is a very special treat, and we want everyone to know how thrilled we are to have them as guests in what we can consider our home. Smile a lot. Shake hands. Say hello. Don't hesitate to offer your assistance.
2. **Self-Care & Hygiene** – I'm sure this goes without saying, but, I'll share it anyway. It is very important that we are fresh and clean, with clean clothes, deodorant, clean fingernails, brushed teeth...the whole package. And just to be on the safe side, I will also make sure there are always breath mints in the cupboard where we store coffee condiments, just in case any of us needs one. There will also be cough drops for the team, which we can offer to guests if the need arises. And let's help each other out, ok? We're a team....what that means is, if you are talking to me and I have something stuck in my teeth, my fly is undone or I need a mint – please tell me! Let's help each other and not feel awkward.
3. **Please be punctual & check in with the Head Usher as soon as you arrive.** - It's very important to everyone on your team that you arrive when you are supposed to. If for any reason you will be delayed, like an emergency, let your team leader (Head Usher) know right away. As soon as each team member arrives, there are still pre-show tasks we get to take care of. You are needed and important!
4. **Plan on having a great time!** – As a part of the Usher Team, there are a number of things we are counted on to take care of, before, during and after each performance. We want to make sure we are timely and conscientious about taking care of those things each time we come to serve, but, we also get some perks to enjoy while we're here!
 - Being a part of a vibrant team that gets to share the gift of hospitality
 - Contributing to the arts in our community – every person & contribution matters!
 - Volunteer *Thank You* Gala & special show preview the Thursday before opening nights (6:30pm)
 - Usher Seats during the play (*when available*)
 - Satisfaction of a job well done and being highly appreciated!

Thank you again for participating in Usher Team Training. You, your time and your involvement are all generous contributions to the Theatre & your family here. We also greatly value your thoughts, ideas and input. If there are ways you believe we can improve in this area, I welcome your feedback and comments! Please don't hesitate to contact me directly.

Warmly,

Mikki Jones

Managing Director & Usher Team Leader

Mikki.jones@ltww.org

Office: 509.876.2316/ Cell: 509.876.1397

Little Theatre

Head Usher & Usher Responsibilities

Arrival Time:

The Head Usher will arrive 30 minutes before the House is open. Usher Team will arrive 15 minutes before the House is open. Evening shows begin at 7:30pm and matinees begin at 2:00pm.

	Head Usher	Usher
Evenings		
Curtain Time	7:30p	7:30p
House Open	7:00p	7:00p
Arrival Time	6:30p	6:45p
Matinees		
Curtain Time	2:00p	2:00p
House Open	1:30p	1:30p
Arrival Time	1:00p	1:15p

The Head Usher will start coffee, set up the ticket scanning equipment and begin preparing for intermission as soon as they arrive; he/she will then assign tasks Usher Duties Checklist to the other ushers as they arrive.

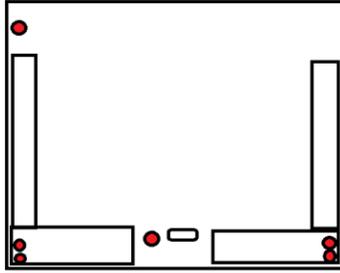
Examples of tasks are...

1. Making sure auditorium is ready, that seats are up, stocking programs
2. Stocking restrooms with paper towels & toilet paper; and make sure they are clean.
3. Make sure trash cans are empty & clean with extra liners in the bottom of the can
4. Preparing cookie platters, setting out napkins, cups, sugar & creamer, etc.

Usher Stations:

The goal is to have six ushers scheduled for each performance

1. The person at the main entrance will scan the tickets and direct patrons toward the aisle closest to their seats. **Ushers scanning tickets will need to make sure each person coming in has a ticket and that the ticket is valid for that performance.** When the ticket is scanned it will tell you whether the ticket is valid or not, and why. **If there is a problem with the ticket, you will need to direct them to the Box Office to resolve any issues.**
2. The two people at the top of ramps on each side will hand out programs and escort to row or seats as will the 1 person at the side door by the stage, which allows wheelchairs and special assistance entrance to auditorium.



Intermission:

During intermission, there will need to be at least one usher who stays in the kitchen and will continue to supply water, coffee and cookies for the other ushers as needed. One or two ushers will be a runner between the kitchen and tables, while the remaining ushers are at the tables serving water and coffee for the patrons and/or walking around and picking up used glasses. The Head Usher will make sure the team members know which jobs they will be serving in during intermission

After Intermission:

The Head Usher will have a checklist to be completed before anyone goes back upstairs. Following intermission, the entire Usher Team will make sure that everything is cleaned, trash is readied to go into dumpster after the show and dishes are washed. **The Head Usher is responsible for making sure the black money box containing cookie donation money is put away under the stairs.**

After The Show:

As soon as the performance is finished, 1-2 ushers will go into the auditorium to pick up any trash, put seats in up position, clean spills and empty the garbage cans from the top of the ramps (please take these downstairs to the large black trash can in kitchen). This only takes a few minutes.

Do a final check for garbage in restrooms, put all accumulated garbage in extra-large black garbage bags. Before taking garbage back to the dumpster, **MAKE SURE THE BAG IS NOT LEAKING BEFORE YOU WALK OUT OF THE KITCHEN AREA.**

Thank you for your time and being a vital part of the Little Theatre Usher Team... You are so appreciated!

Unable to Work A Scheduled Performance?

If you are unable to work the performance you have signed up for, please contact Mikki Jones (Cell: 509.876.1397) as soon as possible, so a replacement can be found.

Do not contact the Box Office to tell them you are not able to work.

It is imperative you contact Mikki at the above number.

Do not leave a message on the office phone over the weekend, but call the cell phone number.

Usher Duties Checklist

Before Show

Everyone put on Usher lanyard name tag

Head Usher (in blue)

- _____ Start Coffee. Always make 40 cups (instructions on wall behind coffee pot)
- _____ Get scanners from Box Office and set up at entrances

Usher Team (Below)

- _____ Platter cookies (*Put on table at intermission, not before*)
(Make sure to always use plastic gloves when working with food. Load platters with 2-3 packages of cookies each. Different cookies on each platter w/label. Put 2 platters on each table)
- _____ Put sugar, water & paper coffee cups, stir sticks, allergy signs (*if needed*), napkins, other small signage and items on table for intermission
- _____ Fill water pitchers, add ice and place in refrigerator
- _____ Check toilet paper, paper towels, and hand soap in bathrooms
(Two rolls in dispensers and one on back of toilet)
- _____ Make sure all trashcans have extra liners in the bottom
- _____ In auditorium make sure seats are up, there is no trash anywhere
- _____ Set programs at entrances (found in Box Office)

Note: Offer 1 program/couple or family. Additional only upon request

Before Intermission

- ___ Set out platters of cookies (2 trays/table)
- ___ Set out pitchers of water. Pour some cups of cold water to be available.
- ___ Fill & bring out pitchers of hot coffee
- ___ Smile & greet everyone when they come downstairs!

During Intermission

The Head Usher will assign where each person will serve during intermission (working in kitchen, pouring coffee & water, being a runner from kitchen to tables, etc.)

After Intermission

Head Usher – Put cookie money in locked storage area under stairs

(Please leave in black box and place on shelf next to raffle tickets)

- ___ Take extra coffee to green room (*located at far end of Mildred Stewart Room*)
- ___ Wash all water pitchers and let air dry (*do not fill and store in refrigerator*)
- ___ Clean coffee pot & empty old grounds in garbage
- ___ Fill ice trays in freezer
- ___ Make sure leftover cookies are put away in labeled Ziplock bags & throw away empty containers. Separate cookies by type into different bags.
- ___ Wipe down tables & counters and check for any trash in Mildred Stewart Room & restrooms. Put all garbage in the large black bag in kitchen.
- ___ Re-stock toilet paper, paper towels, and hand soap in bathrooms

After Show

- ___ **Straighten auditorium (Pick up trash, clean spills, make sure seats are up)**
- ___ **Take all garbage out to dumpster behind theatre before leaving**

***Extra supplies are located under the stairs**

***Keys for paper dispensers, storage area and dumpster are hanging on a nail inside the**

“Intermission Supplies” cupboard to the right of the pass through window to Mildred Stewart Room.

Instructions for Setting Up & Scanning Tickets During Performances

Main Scanner Gun

This scanner is used at the entry of the auditorium. People will either have printed paper tickets or they will have the barcode to scan on their phones.

Set Up:

1. Pull out laptop and scanner gun stored in cupboard of Box Office. Plug the USB cord into laptop.
2. Turn on computer and log on to the desktop with password: LTww2015! (*Case sensitive*)
3. Once desktop is opened, click **Ticket Agent** icon to open scanning program
 - a. Login: boxoffice@ltww.org
 - b. Password: tickets (*Case sensitive*)
4. Once program is open, click on "Scan" on the lower left side of screen. (*You can make screen full-size for ease of reading if you like*)
5. The scanner is now operational.

Scanning Tickets:

People will either have printed paper tickets or they will have the barcode to scan on their phones.

1. When you pull the trigger on the scanner, red lights display on ticket. Focus the red plus sign (+) on the printed square barcode to read ticket. It will take a little practice finding the right distance and angle to scan the tickets at first, but when you become familiar with the system, it can go quite quickly.
2. If you have any issues scanning the paper ticket after trying a couple of times, visually check the ticket to ensure the ticket reservation printed on the ticket matches the performance that is happening. If they have the correct ticket for the performance, quickly tear the barcode portion off ticket (*to give to box office*) and give the seat assignment portion back to attendee.
3. If having issues scanning a smartphone ticket, verify correct performance information, write down: "**Phone Ticket**", Date & Seat Assignment on a tablet to give to the box office. Then direct attendee to ramp closest to their seat.

We would like to make sure to track any issues that occur so we can improve our systems. Your input is vital.

When Finished:

When finished with equipment, please sign out of program & then close program (Red X, top right). **Unplug the scanner from laptop, plug laptop back into power source in cupboard so it is ready for next use.**

Cell Phone Scanner (For use in emergencies)

Set-up:

1. Retrieve cell phone from cupboard in Box Office
2. After turning on phone, select the Ticket Scan app (*there isn't a password protect on phone*).

Scanning Tickets:

1. Hold the cell phone over the paper ticket until it registers either "Go" or "Stop".
2. If you have any issues scanning the paper ticket after trying a couple of times, visually check the ticket to ensure the ticket reservation printed on the ticket matches the performance that is happening. If they have the correct ticket for the performance, quickly tear the barcode portion off ticket (*to give to box office*) and give the seat assignment portion back to attendee.
3. If having issues scanning a smartphone ticket, verify correct performance information, write down: "**Phone Ticket**", Date & Seat Assignment on a tablet to give to the box office. Then direct attendee to ramp closest to their seat.

We would like to make sure to track any issues that occur so we can improve our systems. Your input is vital.

When Finished:

Please turn off cell phone and return to cupboard in Box Office.

Please remember to plug in phone so it is ready for next use.