

*The*  
**LITTLE**

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

**Head Usher**

**&**

**Usher Team**

**Handbook**

***(COVID Edition)***

## Little Theatre Usher Team Training

The Little Theatre has been doing well for 77 years and we want to keep learning and improving. One of the things we love to do is to thank everyone who volunteers their time, skills and whole hearted involvement! 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 made them feel.**

Each person on this team serves as an ambassador and the face of the Little Theatre to every person that arrives. 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 consider our “home”. Smile a lot. 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. 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 we're visiting 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, contact me right away (**cell# 509.876.1397**). 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're 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* with special show preview the Thursday before opening nights (*Arrive before 7:30pm*)
  - Reserved “Usher Seats” for you to use during the performance you are serving as an usher
  - 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. We 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*

Executive Director

[Mikki.jones@ltww.org](mailto:Mikki.jones@ltww.org)

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# 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
<b>Evenings</b>		
Curtain Time	7:30p	7:30p
House Open	7:00p	7:00p
Arrival Time	6:30p	6:45p
<b>Matinees</b>		
Curtain Time	2:00p	2:00p
House Open	1:30p	1:30p
Arrival Time	1:00p	1:15p

The Head Usher will set up the ticket scanning equipment and check the restrooms for cleanliness and supplies as they arrive. After visiting with the team to find out preferences, the Head Usher will then assign stations and tasks from the *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

### Before opening curtains to allow seating ...

Do **NOT** open the red curtain or allow any guests into the auditorium until notified by the Stage Manager or Tech person. We aim to begin seating at either 7pm or 1:30pm, but this is at the sole discretion of the Stage Manager for each production. There may be pre-show adjustments that need to be made, people are still arriving or other delays.

**DO NOT ALLOW GUESTS INTO AUDITORIUM OR OPEN RED CURTAIN UNTIL INSTRUCTED TO DO SO, REGARDLESS THE TIME.**

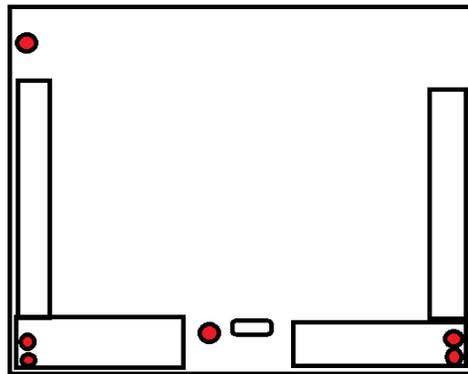
The Stage Manager *always* has final say for beginning of a performance.

In case of an Emergency the Board Representative is in charge.

## **Usher Stations:**

The goal is to have 4 ushers scheduled for each performance:

- 1 usher at main entrance to scan tickets
  - 2 ushers at top of amps (1 usher on each side)
  - 1 usher at side ramp door
1. **Main Entrance:** The person at the main entrance will scan the tickets and direct patrons toward the aisle closest to their seats. **Do not hand out programs to guests. 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 the scanner 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. **Ramps:** The people at the top of each ramp will hand out programs. Do not leave the top of ramp without an usher.
  3. **Side Door:** The person at the side door by the stage, which allows wheelchairs and special assistance entrance to auditorium, will both scan tickets and hand out programs as needed. This person should have paper tags and a pen to label walkers as needed. We can offer to label and move a collapsed walker to the aisle near the guest's seat. It is then the responsibility of that usher to make sure to return the walker to the guest as needed (intermission and after show).



## **Intermission:**

The Head Usher will make sure the team members know which areas they will be working during intermission.

- 2 ushers will go downstairs to point people to the table for a free bottle of water if they would like one
- 2 ushers will stay upstairs during intermission to help meet any needs in auditorium

### **After Intermission:**

The Head Usher will have a checklist to be completed after guests go back upstairs for the rest of the show. Following intermission, the entire Usher Team works together to make sure everything is cleaned and the trash is readied to go into dumpster after the show. \*Do not use the vacuum cleaner after intermission, it will be heard upstairs.

### **After The Show:**

As soon as the performance is finished, 1-2 ushers will go through 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.

Please restock toilet paper and paper towels as needed after each performance.

Please leave the toilet paper dispensers in the Ladies Room **unlocked** for ease of restocking.

The dispensers are “friction fit” and will stay closed, they do not need to be locked.

Do a final check for garbage in restrooms, put all accumulated garbage in the extra-large black garbage bag in the large kitchen trash can. 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 your shift please contact Mikki Jones (Cell: 509.876.1397) ASAP, so a replacement can be found.**

**Do not contact the Box Office about missing a shift.**

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

**509.876.1397**

# Usher Duties Checklist

## Before Show

**Everyone put on a lanyard with *Usher* name tag & LED mini-flashlight**

**Please note – if you need to use the flashlight during a performance to assist someone, make sure to shine it on the floor only and shield the brightness from the audience.**

### Head Usher (*in blue*)

- \_\_\_\_\_ Get scanners from Box Office and set up at entrances (*Review instructions*)
- \_\_\_\_\_ Introduce yourself to the Board Rep of the evening. They will be at the *Will Call* station as you first walk in.
- \_\_\_\_\_ Place stacks of programs under seats immediately behind where the person scanning will be standing between the two ramps. This will make it easier for ramp ushers to restock when needed. (Programs will be found in the Box Office. Ask whoever is selling tickets to point them out to you.)

### Usher Team (Below)

- \_\_\_\_\_ Stock mini-water bottles on tables in the center of room.
- \_\_\_\_\_ 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 and all trash has been picked up
- \_\_\_\_\_ Offer 1 program/couple or family. Additional only upon request

## Before Intermission

A few minutes before intermission, quietly get up and be ready to answer questions and direct guests toward the restrooms.

## During Intermission

2 ushers will remain upstairs and 2 ushers will join guests downstairs

**Don't forget to smile & greet everyone when they come downstairs!**

## After Intermission

**Very Quietly,,,,,all sounds and regular conversation can easily be heard upstairs**

**Head Usher** – Please make sure that all garbage is in the large black bag in kitchen.

As a team, please re-stock toilet paper, paper towels, and hand soap in bathrooms as needed.

## 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**

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 blue laptop and a scanner gun stored in cupboard of Box Office. Plug the scanner 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 in the middle of the screen to open scanning program
  - a. Login: [boxoffice@ltww.org](mailto:boxoffice@ltww.org)
  - b. Password: tickets (*Case sensitive*)
4. Once program is open, click on "Scan" icon on the lower left side of screen. Make screen full-size for viewing
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 and direct attendee to ramp closest to their seat.

**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.**