

**Position:** Usher/Ticket Taker

**Department:** Front of House Services

**Location:** River Run Centre, City of Guelph

- House Rules
- River Run is a scent free facility.
  - Please no gum chewing, eating or drinking in front of patrons.
  - Attire: long sleeved, collared white shirt, black pants or skirt, black shoes (closed toed) & black socks (or neutral stockings), cross tie(ladies) or long dark tie(men), black vest, and nametag.
  - Pick up your nametag and basket (program usher) from coat check shelves
  - Pass on all patron comments to the Front of House Manager.
  - Use your flashlight (pointed at the ground) as required to escort patrons. Please do NOT use a flashlight for the purposes of reading a program.

- General Information
- Knowledge of the House Layout for both theatres.
  - Familiarity with the venue, including washrooms, accessible locations, coat check, ATM, bar service and fire exits.
  - Theatre doors open 30 minutes before curtain.
  - Understanding of show procedures including late call procedure.

- Main Stage**  
House Layout
- 786 seats (with the balcony and Orchestra pit seats)
  - Row A is always closest to the stage.
  - Double letters refer to the seats in the Orchestra Pit, and closest to the stage.
  - Seat 1 is always Riverside (Right), and the seats go in order to the left.
  - In the Orchestra (except for the pit seating) Seats 9, 23 are always aisle seats.
  - Box A is closest to the stage, and seat 1 within the box is closest to the stage.
  - The centre of the theatre is between seats 15 and 16.
  - Accessible seating is row Q and C boxes

Specific Duties  
All Positions

**Pre show:**

- Help with stuffing programs in the kitchen.
- Attend the pre-show meeting
- Sign out flashlight and ties from house manager

**Post Show:**

- Go through the house in order to pick up lost & found items, garbage and programs. There are disposable gloves available in the coat check if you wish to use them.
- Return to the kitchen to disassemble programs.
- Sign in flashlight and ties in kitchen
- Return vest, nametag and lost & found items to coat check.

Program Ushers

- There are four of these positions, stationed at each entrance to the house of the Main Stage.

Orchestra Left  
Balcony Left

Orchestra Right  
Balcony Right

**Pre show:**

- Collect programs in your basket in bundles
- Position yourself at the far end of the light lock at internal theatre doors ensuring patrons can see you when entering the dimmed light lock.
- In the balcony, you are just inside the theatre doors.
- Hand out programs to patrons as they arrive.



**Position: Usher/Ticket Taker**

---

- At curtain take a seat beside Floater Usher.

**During the Show:**

- Cover for the program usher or floater usher by escorting patrons from the theatre if he/she is already out of the theatre. **\*see program usher description for specific information**

**Intermission:**

- Move (behind the boxes) to Row AA in orchestra pit with your back to the stage
- Ensure security of stage area
- Scan audience checking for issues (food and beverage, etcetera)

**Post Show:**

- Move to the same orchestra pit location as at intermission
- Stay at your post until all patrons have left the house

**Ticket Taker**

- There are four of these, stationed at each entrance to the Main Stage theatre.

Orchestra Left

Orchestra Right

Balcony Left

Balcony Right

**Pre Show:**

- Check the date, time and venue on each ticket.
- Ensure that the patrons are at the correct theatre and the correct entrance to the theatre, but do not break up parties who cross the centre of the house.
- SCAN ticket(s)
- If the ticket does not SCAN for any reason, check the information and if needed direct patron to the Box Office or fold and rip the smaller portion and give the patron the larger portion of ticket. (try scanning later)
- Some patrons may have an 8.5"x11" Print at Home tickets or Mobile tickets. Treat these exactly the same however, allow the patron to hold on to their phone.
- Ensure that no cameras or tape recorders enter the house. Speak to FOH manager to assist with photographers.
- Ensure that no food or beverage enters the house. Bottled water permitted
- Assist FOH with late calls for 10-15 minutes after the start of the show staying at your post in the lobby.

**Curtain:**

- Close the lobby doors only when you hear the call from the house manager "Staff please close the doors"
- Stay in position to assist late arrivals entering the theatre.
- Before going into the theatre, return your scanner to FOH staff
- Sit inside the theatre in the chair furthest from the door.

**Intermission:**

- Stand at lobby doors to ensure that no food or beverage enters the house and answer any inquiries from patrons
- Ticket taker at Orchestra Riverside (Right) helps to sell ice cream until 5 minutes before curtain. When you hear the first chime then return to your door.
- Close the lobby doors only when you hear the call from the house manager "Staff please close the doors"

**Post Show:**

- Stand at the top of the light lock or just inside the theatre doors with the Program Usher's basket to encourage the recycling of programs.

**Co-operator's Hall  
House Layout**

- 225 seats (including accessible seating)
  - Row A is always closest to the stage, up to Row L at the rear
-

**Position: Usher/Ticket Taker**

---

- The three accessible seats are in Row A, seats 1,6, and 21
  - The aisle seats are 5 & 6 and 16 & 17.
  - Seat numbers begin at the door and go across in order to seat 21 at the far wall.
  - Orchestra Right (Audience Right) aisle is the one closest to the door.
- Ushers
- Ushers sit on the floor level during the show (The Host will assist latecomers who enter by the back door.)
  - Ushers stand at the base of both stairs
  - The usher is asked to guard the stage during intermission and at the end of the show.
- Ticket Takers
- Sit at back of the theatre beside back door
  - Return to the Atrium doors during intermission to ensure that patrons do not enter with food or drink except for bottled water
  - Ticket takers are expected to stay for the entire show
  - The Atrium theatre doors are sometimes locked to ensure minimal interruptions to the performance from entering patrons.
- Evacuation procedures**
- Main Stage
- In the event of an emergency, direction would come from the stage or through the public address system as to the proper exits to take.
  - **Program ushers** should lead the patrons out
  - **Floater ushers** assist with accessible seating patrons
  - **Ticket takers** go to the Box Office door to receive information from house manager to pass onto other volunteers. Then block the exits not being used and remain until all patrons have exited, closing the doors behind them.
- General Notes
- Floor supervisors enter the theatre between the 5 and 2 minute chimes to assist with last minute seating and call the house manager when all the patrons are ready.
  - Ushers are to remain alert and aware of the needs of the audience.
  - Report to House Manager **immediately** if there is any disturbance i.e. cameras, cell phones.
  - In case of an accident or incident, the program usher exits and reports to the FOH staff, the ticket taker goes to the St. John's Ambulance volunteers (They are usually in W 7 & 8) and the floater usher attends to the patron, assuring them that someone is coming to assist.
  - **You are the eyes and ears of the Front of House staff.**
  - The order of ushers in the Orchestra Main Stage from the entry door is Program Usher, Floater Usher, Stage Usher, and Ticket Taker. Any volunteer who is being mentored, will sit next to their mentor.
  - All ushers and ticket takers are expected to remain until the end of the show. Both ushers and ticket takers help to clean up **after** patrons exit the theatre, particularly looking for lost and found items. Then head to the kitchen to sort programs for reuse.
-