

Lucie Stern Usher Guidelines

By signing up to usher with TheatreWorks at the Lucie Stern Theatre, you are agreeing to abide by these guidelines. If you have any questions, please contact Tracy Hayden at thayden@theatreworks.org.

Usher Qualifications

- Ushers must be 18 years of age or older, or, if aged 14–17, accompanied by an adult who is also ushering.
- Ushers must be able to respond quickly and calmly in case of an emergency.

Expectations

- Ushering for TheatreWorks Silicon Valley is both a privilege and a responsibility; you present our public face to the audience at the Lucie Stern Theatre in Palo Alto.
- TheatreWorks expects a high level of cooperation and respect when interacting with fellow volunteers, TheatreWorks staff, and the patrons attending the performance.
- TheatreWorks ushers will carry out their duties with a friendly attitude and be attentive to the needs of the theatre patrons.

Call Time for Lucie Stern Theatre, Palo Alto

- **Call time is 90 minutes prior to the show**—that's 6:30pm for an 8pm curtain, 5:30pm for a 7pm curtain, 6pm for the 7:30pm curtain and 12:30pm for a 2pm curtain.
- The House Manager will open the lobby doors for the ushers at the appropriate call time.

Upon Arriving at Lucie Stern

- The House Manager presents an usher briefing before every performance. This briefing takes place 15 minutes before the lobby doors open to the public. The briefing will include any important details pertaining to the current performance, the house count, patrons with special needs, actor entrances, special effects, intermission details, and emergency evacuation procedures.
- Usher positions/stations are on a first-come, first-served basis, but the HM may re-assign ushers as needed.
- Ushers arriving after the briefing may still be permitted to sign in but will be marked as late. Depending on the number of ushers in attendance, the HM may send a late usher away and it will be noted in the House Manager's report.
- Consistent tardiness and/or an uncooperative attitude can cause the usher to be removed from the usher program.
- At the conclusion of the show, the ushers are expected to clean the house, pick up everything left behind by the patrons, noting the seat location of any lost items. Please notify the House Manager at the beginning of your shift if there is a need to leave before the end of the performance.
- Do not leave the theatre without checking out with the House Manager on duty.

The House Manager at Lucie Stern Theatre

- The House Manager is a TheatreWorks staff person.
- The House Manager is in charge of all facets of the front-of-house, including the house and patrons, the lobby, concessions, listening devices, and the volunteer ushers.
- The House Manager presents the usher briefing and assigns the ushers to their positions before the lobby doors open to the patrons.
- The House Manager will tell you when the house is open, and when you may leave your post to take your seat in the theatre.

Usher Dress Code

- TheatreWorks has an usher dress code in order to create a professional, easily identified look for the volunteers and staff who are greeting our patrons.
- **The dress code is all black.** Most types of clothing are permitted, but t-shirts, short skirts, and jeans are not, even if they are the right color.

Usher identification

- Usher badges will be provided at the usher briefing. The badges must be worn and clearly visible while ushering; they are returned at the end of your shift.