Musical Theatre Ushering

We appreciate your willingness to act as an usher or greeter at our musical theatre performances.

As representatives of Edmonds Heights K-12 to the theatre community, we would like our volunteer staff to act and appear as professional as possible for all show levels.

Usher/Greeter Duties

Please dress neatly and appear as professional as possible. Black or black with white attire is encouraged as it helps people recognize you as an usher/greeter. No t-shirts, tanks, ripped jeans, shorts, etc. Personal belongings need to be tucked away under the benches or preferably in the Family Room (PVC). No food, drinks, gum, etc.

Arrive at the time indicated on the Volunteer Signup list. Check in with the house manager or ticket desk upon arrival and acquire an usher tag. House Manager will give a brief talk about any special information related to the day's performance prior to the show. The house opens about 30 minutes prior to curtain. House Manager will let you know when to open doors.

There are 2 main usher roles: Greeter and Seater. House Manager will assign roles upon arrival.

Greeting Usher: Stand near the covered vending machines. Greet patrons as they enter and direct them to the Box Office if they need tickets, or invite patrons to enjoy the lobby display, concessions, and raffles.

Door Usher:

Before auditorium door opens: Stand at the doors before the theater opens to prevent unauthorized people from entering before the theater is opened by the house manager. If applicable, help to fold programs for the show.

After auditorium doors opens: Ask guests which section they are seated in and direct them to that area. Be pleasant—thank people for coming to the show. Help them find their seats and assist those with special needs (wheelchairs, walkers, canes, etc.) as best you can - a red chair can be removed to accommodate a wheelchair in that place.

All Ushers: Please stay focused on your job and be attentive to the theater patrons who need assistance. Refrain from socializing with your friends and other ushers. Before the show, ushers will be asked to help with concessions/lobby/auditorium setup. Check with the House Manager if you are unsure what to do. If you are comfortable making coffee, please let the house manager know.

Any problems that arise (seating issues, food policy, special needs) bring directly to the attention of the house manager. In the event that someone is sitting in someone else's seat, ask to see the tickets of both parties, check the date on the tickets and the seat numbers to determine the legitimate occupant.

During the show, ushers sit on the house-left, back bench. Ushers will take turns helping patrons to quietly enter and exit.

If a child becomes disruptive during the performance, and the parent wants to take them out, let them out immediately.

Lobby Security will ask latecomers to please sit in any of the back rows, and let them know they can move up to their seats at intermission. Once inside the door please guide them to those back rows. Be aware that the change of lighting can be more difficult for some people and they may need more guidance.

During intermission, stand at the doors. When necessary, politely remind patrons not to bring food into the theatre. If you see them doing so, gently remind them of our lidded-cup policy (concession coffee with lids is ok). If the concession line is long, one of the ushers should guide patrons at the front of the line to open concession volunteers. Ushers can take turns for restroom breaks and snacks. Ushers may also be asked to stand watch at open alcove doors to allow fresh air in.

After the show, please go through the theater (about 30 minutes) pick up any programs, water bottles, or other trash that may have been left behind, and spot-sweep any significant debris. Stack reusable programs in a pile on the benches at the back of the theater and recycle trashed ones. Check with the house manager before leaving to see if anything else is needed.

Thank you for volunteering to act as an usher/greeter for our shows.