



Wick Theatre Usher Guidelines

Season 2015-2016

Welcome to the Wick Theatre and thank you for volunteering with us. Without your participation in our volunteer usher program, we would not be able to provide this community with quality entertainment in this beautiful complex. It is our desire to make each visit to the Wick Theatre special for both you and our patrons. As ambassadors for the Wick Theatre, it is important that you help each guest feel welcome and at ease and that your actions, appearance and general conduct influence a patron's perception of the theatre. Our general rule is that we treat patrons in the same manner that we would like to be treated. Always greet patrons with a ready smile and a willingness to help them with their needs.

We hope that you will find the following information helpful to you in your capacity as a volunteer usher.

Mobility Requirements

Volunteer ushers may be required to stand for moderately long periods of time, move quickly and move up and down stairs easily. They also must have adequate vision to read tickets.

Dress Code

The purpose of the dress code is to present a consistent, uniform, professional image to our patrons and to be easily recognized by them as an usher.

Men:

- Name tag
- Black dress pants (no jeans)
- White, long-sleeved, button-down shirt with a collar.
- Black belt
- Black shoes (no sandals)
- Black Socks
- Flashlight (You must supply)

Women:

- Name tag
- Black dress pants or skirts (no jeans)
- White, long-sleeved, button down shirt with a collar.
- Black belt (needed only if shirt is tucked in.)
- Black shoes (no open-toed shoes or high heels)
- Black socks or hose
- Flashlight (you must supply)
- No excessive make-up or perfumes, please.

Red Vests will be supplied with a Usher Tag and Wick Pins, Do not remove them from the theatre! They will be in the Usher's closet, this closet will be where you will leave any and all personal items not needed to usher.

Report Time

Ushers need to be present in the lobby of the theatre **½ hour before the doors open**. Doors open one hour prior to curtain time and stay for the entire performance. When you arrive, the house manager will gather each of you together in the lobby for a short meeting to give duty assignments and explain any special procedures for the afternoon or evening, the length of the performance and whether or not there is an intermission. The house opens one hour prior to the curtain call and ushers should be in their places at that time. During intermission all ushers should be at their assigned spot as quickly and safely as possible. **Remember you are on duty through out the entire length of the performance**. You must remain in your uniform, with your badge on, leaving coats, hand bags, ect. in the usher's closet until you leave.

Theatre Etiquette

Patrons of the Wick Theatre are asked to abide by certain guidelines of etiquette in order to contribute to a positive and rewarding experience for everyone in attendance. It is the usher's responsibility to politely enforce these guidelines:

1. Food and drinks are allowed in the performance hall. Please remind patrons bringing items into the theatre to discard them in the provided trash cans.

2. Restrooms are located on the north side of the lobby and are fully handicapped accessible. There is an additional handicapped accessible restroom in the foyer.
3. All cell phones, pagers and electronic devices are to be turned off.
4. Patrons bringing flowers or other items that may obstruct or distract from the view of other patrons shall be asked to leave them at the box office and retrieved after the performance.
5. Late comers will be seated by the house manager at his/her discretion.
6. Audio recording and still or video photography of any portion of the performance is strictly prohibited. However, on occasion, both are permitted at the discretion of the management. You will be advised by the house manager on these occasions.

Patron Interaction

Your role as an usher is to make all patrons' experience at the theatre as pleasant and rewarding as possible. Their impression of the theatre is shaped as much by their interactions with you as an usher as it is by the quality of the performance. Please use these guidelines when dealing with patrons:

1. Always present a pleasant demeanor. Smile! Make the patron feel welcome. Failure to demonstrate a calm and professional demeanor will result in immediate dismissal.
2. Make any request of a patron in a polite, calm voice. Address patrons as sir or ma'am and always say please and thank you.
3. Avoid physical contact with a patron. In a tense situation, a simple touch can be misinterpreted and may escalate the problem.
4. Any situation with an unruly or intoxicated patron should be referred to the house manager.
5. Always be ready to help a patron.
6. Do not hold up the line by participating in long conversations with patrons. Some socialization is fine, but do not leave your post or neglect patrons.
7. Do not allow patrons to stand in the aisles, on the stairs or in the back of the house.
8. Please do not leave your post until the audience is seated unless absolutely necessary.

Duty Assignments and Descriptions

Lobby Assistant

Position: Front Door

Greets patrons at the front door and directs them to the box office, the ticket taker and gives general information about the layout of the facility. (Location of bathrooms, etc.) Handicapped patrons can be advised of accessible entrances to the theatre at this time. Assists the house manager as needed.

General Traffic Usher

Position: In the lobby at the stairs

Ask to see the patron's ticket and direct them to the appropriate entrance location. Also assists with questions the patron may have about the theatre or the performance. Also directs handicapped patrons to accessible entrances to the theatre when necessary.

Interior Theatre Ushers

One usher is located at the top of each of the ramps located inside the theatre. Program distribution takes place at this point. As effectively as possible, ushers are encouraged to direct patrons to their seats and only leave these posts if there is a seating issue of some kind.

Patrons are to be discouraged from leaning on, touching or placing anything on the stage.

Hearing Devices

Patrons who are hearing impaired can receive a device from the house manager. The house manager will retain the patron's driver license until the hearing device is returned following the production. The house manager will instruct the patron on the use of the device, but it would be prudent for you to learn how to operate it as well to assist any patron having difficulty. If you require a hearing device yourself, you will be served after all the patrons have been taken care of.

In the event of an Emergency

1. In the event of a medical emergency, report immediately to the house manager and then what you can to keep the patron(s) calm WITHOUT RENDERING AID. Unless you are a physician or certified in cardio pulmonary resuscitation, please make no attempt to render aid on your own. Summon the house manager immediately. You may offer an ice pack when applicable.
2. In the event of a fire or another emergency that requires the theatre to be emptied, remain calm and direct the patrons efficiently to an emergency exit. A recorded announcement and flashing lights will signal the need to evacuate.

Following the Production

Once the show is over we would very much appreciate all ushers making a pass-through the theatre to pick up programs and other items left behind by patrons. Latex gloves will be provided to you if you desire them.

If you cannot Usher for a scheduled performance, it is your responsibility to notify the theatre at your earliest convenience. If you can arrange for a substitute, it would be appreciated. If you are a No show then we will have to remove you from our usher list, the house manger depends on you every performance.

We appreciate all of your support and wish to thank you in advance for your efforts. If you are unable to perform any of the tasks required due to any and all health issues, you will be dismissed for your own protection. Please know that if you are removed from the signupgenius.com schedule it is because we feel ushering here at the Wick is going to be too strenuous for you and no other reason. Please Do Not sign yourself back up on signupgenius.com.

You can always sign up again next season.

Thank You

Thanks to you, the Wick Theatre can provide a memorable experience for each and every one of our patrons. You have our sincerest thanks for supporting the arts in such a generous and meaningful way.