



2018 Season Usher Expectations and Sign-up Information

Thank you for your interest in volunteering to usher at Taproot Theatre Company!

All ushers are expected to attend periodic mandatory training.

Upcoming usher training date: Saturday, January 27th from 9:30-11:30am in the Isaac Studio at Taproot.

Each play in our season has different needs and it's crucial that we have you here and ready to start 75 minutes ahead of show time to receive duties and current show information. Arriving even 5 minutes late can make a huge difference in our ability to meet the needs of our patrons in a timely and efficient manner.

If someone in your party is new, they should arrive 80 minutes before the show to get information about seating and emergency procedures. If you are new, please let the House Manager (HM) know when you arrive.

Please note: Ushers that arrive late may be dismissed upon arrival and ushers who are consistently late may be removed from the usher roster.

USHER EXPECTATIONS

As a volunteer usher you may be asked by the House Manager or other Taproot staff to do the following:

- Arrive on time-ready to start 1 hour and 15 minutes before the performance starts (coats put away and ready to go in upper lobby)
- Neat and professional appearance (no jeans or tennis shoes) any combination of Black and White. We suggest, BLACK PANTS/SKIRT, WHITE SHIRT/TOP & BLACK SHOES.
- Stuff programs
- Tear tickets
- Pass out programs
- Must be able to stand for an hour, be mobile and able to easily travel up and down stairs repeatedly and be able to assist patrons in doing the same
- Assist patrons to their ticketed seats
- Direct patrons to the House Manager for assistance with hearing devices or seating issues
- Help out with concessions
- Hold donation jars
- Watch the stage area before, at intermission and after the show
- Sit in designated usher seats in balcony unless otherwise directed by the HM or staff
- Help HM watch out for disruptions to the performance (keep patrons out of vomms and help close curtains)
- Pick up the theatre after the performance
- Email or call 48 hours in advance to cancel or change your usher date

If you're unable to meet these requirements we have more opportunities to volunteer doing mailing and data entry in our admin offices. Please feel free to contact me at jenny@taproottheatre.org.