



**SOUTH COAST REPERTORY
VOLUNTEER USHER
MANUAL**

2024-2025

Revised 06/01/24

SOUTH COAST REPERTORY VOLUNTEER USHER PROGRAM

Welcome to the SCR family! South Coast Repertory is one of the oldest, largest, and most successful of the nation's resident theatre companies. It was founded in 1964 as a not-for-profit organization committed to serving the art of theatre in America. At SCR, we believe that theatre is an art form with a unique power to illuminate the human experience.

Volunteer ushers are an integral part of SCR. They help make every patron feel welcome, safe, and comfortable during their visit. In becoming an usher, you become an important element in the creative process that culminates in the presentation on stage.

ABOUT SCR

South Coast Repertory Vision, Mission and Values

Vision: *Creating the finest theatre in America*

- Produce works of extraordinary caliber by collaborating with the finest playwrights and artists.
- Engage and enrich our community with outstanding programs.
- Possess theatre facilities capable of meeting any artistic challenge.
- Engage exemplary community leaders and staff members.
- Provide the financial resources to realize all our goals.

Mission Statement

South Coast Repertory was founded in the belief that theatre is an art form with a unique power to illuminate the human experience. We commit ourselves to exploring urgent human and social issues of our time, and to merging literature, design, and performance in ways that test the bounds of theatre's artistic possibilities. We undertake to advance the art of theatre in the service of our community, and aim to extend that service through educational, intercultural, and community engagement programs that harmonize with our artistic mission.

Our Values

Literature

We value dramatic writing of the highest literary distinction, whether new or classic, and center our collaboration on the playwright's vision and its nexus with direction, design and performance.

Stewardship

We hold SCR in the public trust, maintaining the highest standards of integrity in artistry, service, governance and fiscal management.

Community

We value theatre's unique capacity as a forum for civic interaction, where artists and community members engage in an ongoing consideration of shared values and diverse perspectives.

Collaboration

We value artistic goals over personal ambition, sustaining a collaborative and creative work environment that honors the efforts of those who have contributed to our past and supports the development of those who will ensure our future.

Diversity

We believe that the inclusion of a variety of voices, perspectives and backgrounds enhances our work, broadens our impact and strengthens our understanding.

SCR's Commitment to Equity, Diversity, Inclusion and Belonging

South Coast Repertory EDIB Value Statement

South Coast Repertory strives to create safe, accessible, and inclusive spaces for all to flourish in the pursuit of creating the finest theatre in the country. In recognition of the history of racism and intersecting oppression that theatre has contributed to, we activate and leverage our resources including time, money, and personnel in order to usher in necessary changes and make visible our commitments to Equity, Diversity, Inclusion, and Belonging. In order for us as an organization to reach our highest potential, we prioritize the well-being of staff, artists, audiences, volunteers, and our Board of Trustees through the use of people-first practices.

Key Terms

Equity: The recognition of systems of inequity (racism, sexism, heterosexism, ableism, etc.) that inherently benefit some while disadvantaging others. Taking action to ensure our resources are aimed at balancing opportunities and outcomes throughout our organization.

Diversity: The acknowledgement of the variety of lived experiences based on the social identities of individuals, and that as a result, some are regularly the target of unfair treatment. Intentionally broadening access so that the experiences of Black, Indigenous, Latin, Asian and Pacific Islander, and other people of color are amplified as we work to build an organization that reflects the communities in which we live.

Inclusion: Working to create an environment of safety, support, and accountability so that every member of our organization can feel confident that practices will be universally implemented. A commitment to realizing an organization where all people have access to pay increases, open communication is encouraged, and meetings are structured to elevate the voices of those who have been historically marginalized so that they are able to share and participate.

Belonging: Creating an environment that reflects the rich diversity of our community in every facet of our work and workplace. Prioritizing safety, and working to create structures that foster a deeper sense of connection and community in order to reinforce the contributions and value of each member.

Anti-Racism Statement

South Coast Repertory is committed to being an anti-racist theatre. This means we work to identify and dismantle structural/systemic inequities around race in our organization and community. As part of our efforts, we commit to create the conditions for BIPOC staff and artists, as well as those with other social identities, to feel safe and flourish in their work environment. In our pursuit of these goals, we will continue to dedicate a variety of resources including money, time, and personnel. In order to realize our commitment to diversity and excellence, South Coast Repertory intentionally fosters employment and advancement opportunities for those from BIPOC communities.

As we continue to educate ourselves and evolve, we are working with a professional EDIB (Equity, Diversity, Inclusion and Belonging) consultant, (R)EVOLVE Consulting, and are in the process of learning from staff, artists, and community members about their experiences with South Coast Repertory. We pledge to be open to all thoughts on how we can better ourselves in support of being an anti-racist theatre, and commit to being transparent in these conversations through consistent communication about what we have learned and progress towards our anti-racism goals.

Land Acknowledgement

South Coast Repertory respectfully acknowledges its presence on the traditional land of the Tongva People. With gratitude, we honor the land and the people, past and present, who have stewarded it through the generations.

THE USHERING BASICS

Ushers at SCR are expected to act in a professional manner. This includes: arriving on time and on the dates they are scheduled; dressing appropriately in the “usher uniform” of black and white; greeting patrons in a friendly and courteous manner; treating other ushers and staff in the same courteous manner; and following the guidelines set forth in this handbook.

Scheduling is set up by choosing an Usher Team – for example, the third Thursday of the run of every Segerstrom Stage show. You will be ushering with mostly the same people each time, and you will know at the beginning of the season what your dates are for the whole year. An individual date can be changed if a scheduling conflict arises. This year there is one set of teams for both the Segerstrom and Argyros stages for a total of five productions between them. There are also teams for the Theatre for Young Audiences series although this season has only one production. Ushers are encouraged to sign up for more than one series if they like. Performance times range from evenings, weekends, Saturday and Sunday afternoons to weekday morning performances for schoolchildren.

There is a briefing for the ushers by the House Manager before each performance. This briefing will contain information about the play being performed, running times, intermissions, any content of note, and any general information that needs to be distributed.

An usher at South Coast Repertory does many jobs: ticket taker, program distributor, helping patrons find their seats, working in concessions, staffing the Theatre Shop, picking up the house after the performance, and numerous other tasks. There will be a sign-up sheet available before each show for specific job assignments.

Ushers at SCR are able to see the shows for which they are ushering. **While an actual seat is not guaranteed**, most performances have seating available for ushers. **Ushers may have to stand throughout a performance, especially if seating is not available at the door which an usher is assigned.** Monitors are also available in the lobby to watch the performance if you are not assigned to a door.

Ushers must always bring a small pocket flashlight to the theatre. It is an excellent tool to point out stairs and provide assistance in the seating of patrons after a performance has started. At any time during a performance, an usher might be called upon to help move a patron in or out of the house, so having a flashlight is a big help.

USHERING REQUIREMENTS

All SCR Ushers must be 18 Years old to sign up, or at least 16 Years of Age and accompanied by a Parent to volunteer.

SCR Ushers must be able to...

1. **Lift** and distribute theatre programs and other related materials

An important part of the usher’s duty is to prepare programs for the performance by stuffing flyers or other information into the booklets, moving programs from the lobby to the program-holding boxes in the theatre, and distributing programs to patrons as they enter the house. All ushers will stay after the performance to help pick up used programs in the theatre, regardless of their assignment.

2. **Walk** on stairs while seating patrons

It is important that the usher be able to move freely up and down stairs, sometimes accompanying a patron.

3. **Listen** for, and be attentive to, latecomers and potential emergencies

Ushers are to remain at their assigned position within the house during a performance. They will need to assist latecomers to their seats, assist patrons moving in and out of the theatre during the performance, monitor the use of cell phones and text messaging in the house, and be aware of any larger issues the House Manager may need to handle. This means ushers may need to move from their seat or standing position to take care of a patron which may cause the usher to miss part of the performance. **Ushers should not sit until after all holds have concluded and all latecomers have taken their seats.**

4. **See** row numbers and aisle letters and read tickets in partial lighting
Lighting in the theatre can be dim in some places. The usher will need to be able to maneuver through the house, negotiate steps, and be able to read tickets and read seat numbers and row letters, even in low lighting.
5. **Stand** throughout the length of SCR's performances
A seat is not guaranteed for ushers. Most performances do have seating available (see *Usher Seating* below for specifics on allowed seating areas) or the House Manager will work with the ushers to find seats. However, shows do sell out, and sometimes an usher will have to stand. **Also, if seating is not available by the door to which an usher is assigned, the usher should remain standing at that door to assist patrons as needed, instead of moving to another door to find seating. If you happen to sit in a seat ticketed to a patron and that patron arrives, you will need to move.** Sitting on the steps or in the aisles is not allowed at any time.
6. **Commit** to working at least one performance per run of each production
Every usher must sign up for at least one ushering team. **If you wish to be a Self-Scheduler, you will still be required to work a minimum of 4 shows within the season including 1 show of A Christmas Carol.** Ushers are expected to reschedule for the same production if they cannot attend their originally scheduled date. **Failure to uphold the ushering commitment by cancelling and not rescheduling – or simply not showing up – may result in being dropped from the ushering program. All ushers are able to sign up for any team from the TYA shows.** Three No Shows will result in removal from the program.

If you are unable (or unwilling) to perform these duties, you may want to consider volunteering for SCR in a different capacity. If you have any questions – or require special accommodations in order to fulfill these volunteer usher requirements – please contact the House Manager.

GENERAL THEATRE POLICIES

Smoking or vaping is not allowed anywhere inside the building.

Food may not be consumed inside the house. Be aware of patrons carrying food and drink with them into the house or eating at their seat. Always try to be positive and say, "Please enjoy your cookie in the lobby," instead of saying, "You cannot eat your cookie in the theatre." Bottled water may be taken into the theatre. Drinks are allowed inside the theater as long as it has a lid and straw. For Theater for Young Audiences drinks will not be allowed inside the house.

Cameras, tape recorders, and recording devices of any kind may not be used anywhere inside the house during a performance. However, photos can be taken of the set if there are no people on it or in the lobby or on the terrace outside. "The Performance" is defined as from when the house lights go down to when they come back up at the end of the show – the curtain call IS part of the performance and should not be photographed. Some shows like ACC may have more stringent rules due to considerations of potentially harming the set if it gets touched or leaned on. If an usher sees a flash or any recording device in one of SCR's theatres, the usher should tell the patron there is no photography/recording of the performance. If an usher sees a patron actually taking photos of the production, the usher may ask the patron to erase the photo(s) if it is a digital camera or phone. The usher may at any time get the House Manager to speak to the patron about the taking of photos.

Cell phone use and text messaging is prohibited during performances. Text messaging can be extremely distracting to everyone around the messenger and to the performers on stage. Ushers should ask anyone using a cell phone or text messaging during the performance to stop and (politely) to turn it off. All ushers should have their phones put away either in the usher closet, in the car/purse, away from potential use. Once the lobby is open all usher's phones must be put away. We need to look available for any questions that a patron may have. If we see any phones out while the lobby is open to the public, they will be asked to put it away. If you have a specific situation that you are expecting a call or have an emergency and need to make a call, speak to the House Manager.

GENERAL USHER INFORMATION

We have usher closets for coats and personal belongings which will be locked during the performance. There is a closet at each end of the lobby, one for the Segerstrom Stage and one for the Argyros Stage. Personal items are not to be kept in the concessions area, as there is no place to store them and it remains unlocked during the performance.

Once the lobby is open, there is no drinking or eating by ushers or using a cell phone. When the lobby opens, the usher is on duty and should not be doing anything other than assisting patrons. This includes preshow, during intermission, and after the performance. If you are at a door, you should remain at that door during intermission, watching for any food/drink that may slip in and be there to answer any questions

It is important to greet each patron when taking their ticket, handing out programs, or seating them. Please do not say to a patron, "Do you guys know where you are going?" Instead, "May I help you find your seat?" is a better choice. Some of our patrons are subscribers who may know where their seats are located, while some patrons have never been inside a theatre before. Please offer your assistance equally to all patrons.

Late-arriving patrons will be brought into the theatre by a House Manager. Ushers will be notified during the pre-performance briefing when and where latecomers may be seated. **All ushers should remain standing in the back of the theatre until the late seating period is completed.** If patrons leave the theatre during the performance, they may not be able to return to their assigned seat if they are seated toward the front of the house. Individual productions may have strict rules about late seating, but late seating will vary per show. Under all circumstances, ushers must be careful not to shine their flashlights onto the walls, the audience, or onto the stage. Flashlights should point downward and onto the steps, only so patrons can see where they are going.

Intermission is a busy time for all ushers. Return to your original assignment, except for the Ticket Takers who will report to the concessions area. Please refrain from using the restroom or purchasing concessions at this time. Watch that food does not enter the theatre. If a patron asks a question for which you do not have the answer, refer them to the House Manager.

When the performance is over, all ushers pick up used programs in the theatre and check for Lost and Found, no matter what their original assignment. There are plastic gloves available in Concessions if you want to use them. If you find an item lost by a patron, please note the row and seat number and turn it in to the House Manager. If a patron has lost an item, please use your flashlight to help look for it. If not found, please get their name and contact number, along with a description of the item (forms are in the House Manager's office). If it is found at a later date, we will contact the patron.

ACCIDENTS, ILLNESS, CONFLICTS AND EMERGENCIES

Since the possibilities for unexpected events/emergencies are endless, it is impossible to list an exact policy for every situation. However, there are two rules that will apply in any emergency situation:

1. Stay calm and collected
2. Know your surroundings

Accidents and Illnesses

If a patron should fall in the lobby, the theatre or on the terrace, please notify a House Manager immediately so proper steps can be taken to make sure the patron is all right.

In any accident or illness situation, if possible one usher should remain with the patron while a second usher goes to seek a House Manager. Patrons should not be left alone.

Conflicts

Ushers should immediately direct any dissatisfied or disgruntled patron to speak with the House Manager.

Emergencies

Power Outage – Ushers should stay calm and remain where they are. Directions from the Stage Managers and/or House Managers will follow. (This is a good time to have a flashlight, although there is emergency lighting in the theatre to help with visibility.)

Earthquake - Ushers should stay calm and remain where they are. Directions from the Stage Managers and/or House Managers will follow.

Fire - If the fire alarm sounds, remain calm and direct patrons to the exit doors. House Managers should be the last ones to leave the building.

Active Shooter- In this situation you can do one of three things: Run, Hide, or Take action. This is the one time it's more important to take care of yourself than the patrons. Run and take patrons with you if you can, or Hide and take patrons with you if possible and only engage the shooter if you have no other choice.

If there is a need to evacuate please follow these directions:

- 1) Do not panic. Remain calm and listen for directions. Ask patrons to remain seated until instructions have been given by either the Stage Manager or House Manager.
- 2) Door Ushers should begin by opening all doors from the theatre to the lobby. Be cautious when opening doors. If there is a fire in the building check the door to see if it is hot first.
- 3) Once your doors have been opened, begin ushering patrons from the theatre. Start with the back row closest to the door asking patrons to exit in a single file line. Please ask patrons to walk while exiting the building. Once the back row has been excused the next row may fall in line behind them. Assist patrons with mobility issues as able. **Do not use elevators.**

There are six (6) emergency exits out of the Segerstrom Stage theatre, six (6) emergency exits out of the Argyros Stage, and three (3) emergency exits out of the Nicholas Studio. Before there is an emergency, note where the exits are and where they lead to. Not all exits lead directly to the outdoors – it is best to direct patrons toward the lobby exits first before using any side exit doors.

- 4) If you are the Concessions Usher for that performance, please check the restrooms and ask any patrons you find to exit the building. Please inform the House Manager if there are patrons in the restroom needing assistance. If you are a Ticket Taker for that performance, please go to the front

lobby doors to assist patrons as they exit the building. If you were assigned to the Theatre Shop for that performance, please find the House Manager and assist them as needed.

- 5) In the event of an evacuation **everyone must leave the building, even if the alarm stops while on the way out.** If patrons are hesitant to leave let them know we cannot resume the performance until everyone has left the building and a safety check has been completed.
- 6) Once all patrons have left the theater, please exit the building. If there are patrons needing assistance and you are unable to assist make note of their location for House Management.
- 7) After exiting move away from the building to avoid danger from falling debris, breaking glass, as well as to allow room for firefighters and their equipment. Do not congregate in lobby areas or just outside the exit doors.
- 8) **Designated Meeting Sites** are locations where occupants of an evacuated building will gather after leaving the building. Their purpose is to group evacuees into specific, safe locations where further instruction can be issued, head counts can be taken to ensure that all occupants have evacuated, or to identify persons who may still be inside and in need of rescue. ***Once both patrons and ushers are safely out of the building, all Front-of-House personnel, including House Managers, Bartenders, and Ushers should meet in the SCR parking circle, so that attendance can be checked. Some patrons may want to leave immediately, please encourage them to stay so that we can ensure everyone was safely evacuated from the building.***

CONTACTING FRONT-OF-HOUSE STAFF

There are three ways to contact the Front-of-House staff to ask questions or express concerns:

1. Email: usher@scr.org
2. Phone: 714-708-5068 (Usher Hotline)
3. Mail: South Coast Repertory
 Attn: Front-of-House Manager
 655 Town Center Drive
 P.O. Box 2197
 Costa Mesa, CA 92628-2197

COVID-19 Protocols

As of June, 2023, SCR is no longer requiring COVID-19 vaccinations for their staff and volunteers, but do strongly encourage being vaccinated and getting any boosters. Mask wearing is optional and masks are available in Concessions for any usher or patron who might need one.

SCHEDULING AND ATTENDANCE

If an usher has a conflict with an assigned date, they can make adjustments using the theatre's web-based volunteer scheduling system, Volgistics. The link to SCR's Volgistics page is at <https://www.volgistics.com/vicnet>. New and current ushers may email the House Manager for a temporary password to get started in the system.

USING VOLGISTICS

1. Following the above link will bring the usher to this log-in screen. Enter the email address we have on file for you and the temporary password that was emailed. Then click “Log In.”

South Coast Repertory

Secure Login

Email

Password

Remember email

[Log In](#) [Password Reset](#)

VicNet by volgistics

2. **“Home” Tab.** After logging on, you will be greeted by the home screen which will include news and updates from the Front-of-House Manager. The various other tabs allow you to review different aspects of your volunteer information.

South Coast Repertory

Tristian Volunteer

Home Schedule Service

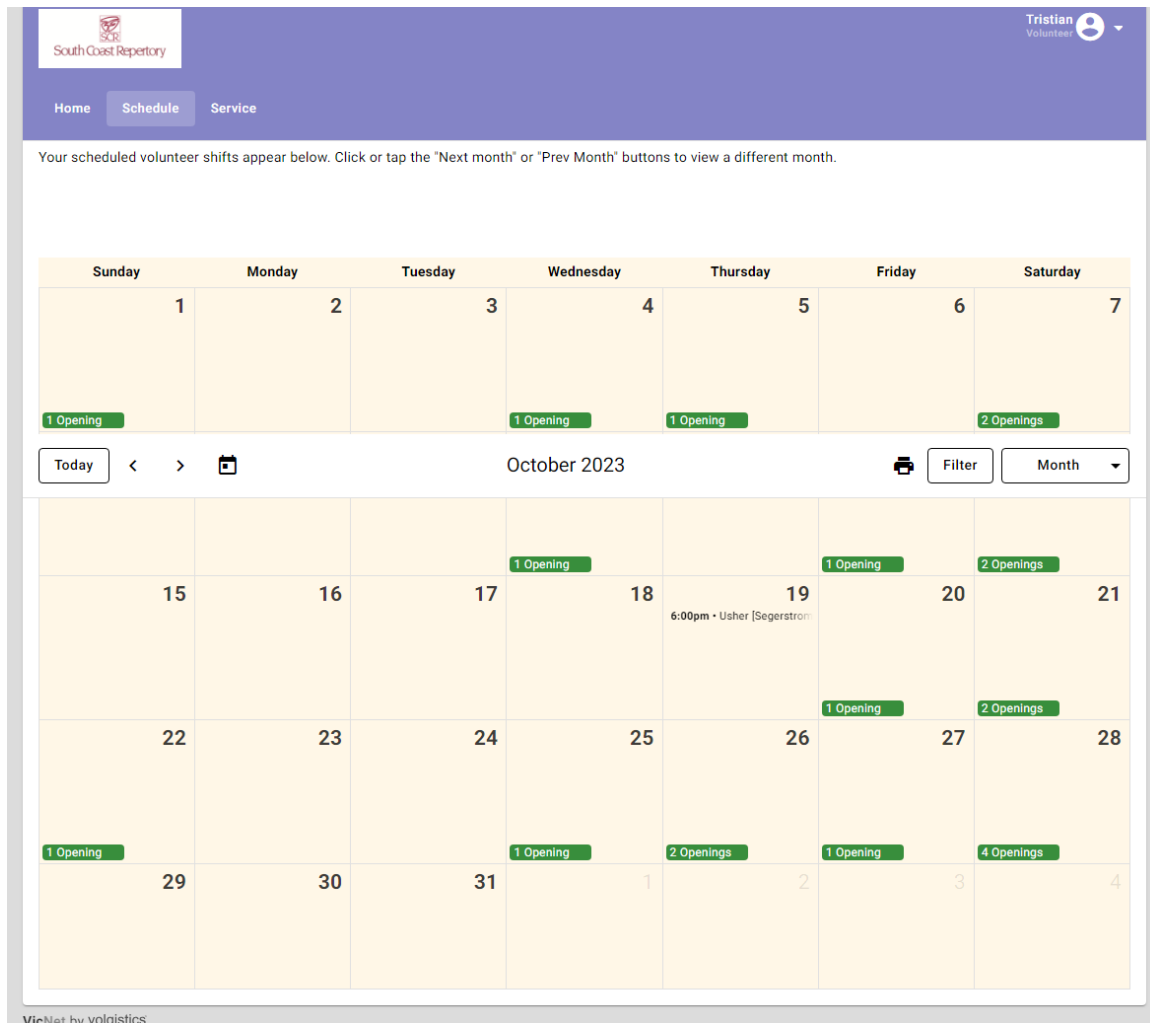
News

Welcome to the SCR Volunteer Hub, or SCRHub. This online feature gives you an easy way to keep-in-touch with SCR's Usher Program. You can check your schedule, revise your commitment, add yourself to openings, and much more: anytime and from any device! Watch this space for more volunteer news!

Your Assignments

- Usher [A Christmas Carol] (Assigned)
- Usher [Outside SCR] (Assigned)
- Usher [Seegerstrom Stage] (Assigned)
- Usher [Youth Conservatory] (Assigned)
- Usher Training (Assigned)

- Profile Tab (in the upper right-hand corner).** This is where the contact information you supplied on your Usher Information sheet is stored. When you log in for the first time, please ensure this information is correct, as well as that of your emergency contact (this cannot be someone with whom you are ushering). Click “Save” after any edit.
- Schedule Tab.** Here you will see a monthly calendar with available shifts and what you have signed up for – this usher is signed up for Thursday, September 19th.



Clicking on the “Opening” bubble will show the schedule for that day and performances to which you can add yourself. Clicking on the “Schedule” button will add you to an open performance. The system will ask you to confirm you are signing up for the correct performance. Clicking on “Remove” will take you off of an existing commitment. **NOTE: If cancelling within 24 hours of a performance, you will need to email usher@scr.org or phone the Usher Hotline at 714-708-5068 as the “Remove” option will be unavailable through the system.**

IMPORTANT: The call time listed on Volgistics and in reminder emails will be the actual call time of 1 hour 30 minutes before the curtain time for Segerstrom Stage and Argyros Stage series performances. You are still expected to arrive on time for your performance. **If you arrive late and the lobby is already open you may be asked to go home, depending on the need of ushers for the night.** Likewise, the listed ending time is an approximation. The House Manager will release you as soon as they can.

5. **Account Tab – also in the upper right hand corner.** This tab allows you to change your password. Please keep your password confidential. If for some reason you forget your password, the Front-of-House Manager can reset your login and issue you a new temporary password.

Ushers without email should phone the Usher Hotline at 714-708-5068 for schedule changes. Please provide SCR with the following information: your name and phone number; the date, time, and theatre originally scheduled for; and two or three other dates that you are available. At least 48-hours' notice is appreciated. A House Manager will contact the usher to confirm a make-up date.

Canceling three or more times per stage in one season without re-scheduling or reasonable explanation will result in the usher not being invited to rejoin the SCR Usher Program the following season.

Should an usher miss a scheduled date without calling to cancel, it will be considered a "No Show." **Three or more "No Shows" in one season will result in the usher not being invited to rejoin the SCR Usher Program the following season.**

OTHER OPPORTUNITIES

Emails will be occasionally sent to ushers offering other opportunities for ushering. These events include our *NewSCRipts* series, performances by our Acting Conservatory classes, the *Inside the Season* series, and other added performances and special events. It is important to include your email address with your usher information so you will get these notifications.

CALL TIMES

The usher call time is one hour and thirty minutes prior to curtain for all Segerstrom Stage and Argyros Stage performances. If you provided a working email address, you will receive a reminder email. Please put your dates and times on your calendar and email or call if you cannot make your assignment.

DRESS CODE

Appropriate attire is black pants or skirt, white shirt (preferably with a collar), black long-sleeved jacket or cardigan, black closed-toed shoes, and an optional black tie for men. Every usher must have a FLASHLIGHT on them at all times. FLASHLIGHTS are part of the usher uniform and should be with you at every performance.

It is important for ushers to follow the dress code so they can be easily identified as ushers in the theatre or lobby. **Dark grey, navy, or other colors are not appropriate.**

General name tags are provided for first-year ushers. These name tags are available from the House Manager and **must be returned after each performance.** Returning ushers (with at least one full year of service) may have personalized name tags made for them; these name tags are usually ordered/distributed in the fall, at the beginning of SCR's season. Replacement name tags may be available at the usher's expense.

Purses, hip packs, or any personal items should be kept in the Usher Closet and not worn while the usher is on duty.

SCR is a part of the prestigious Segerstrom Center for the Arts campus and since we set our standards of appearance at a high level, it is imperative that we all dress professionally. Our colors as ushers are **black and white.**

This is so patrons can easily spot us should they need our services. It is very important that the following guidelines are maintained each time you are scheduled for a performance.

UNIFORM GUIDELINES FOR WOMEN

PANTS/SKIRT	Solid black , pressed dress slacks or skirt. Skirt length to be no shorter than 3" above the knee. No stripes or dark blue/grey/dark grey colors.
BLOUSE/SHIRT	Solid white top or blouse or shirt with collar.
SHOES	Solid black , closed-toe shoes with no or low heel. Shoes must be comfortable for walking and standing. Open-toed shoes of any kind or sandals are not allowed.
JACKET/ CARDIGAN	Solid black jacket, sweater, or cardigan; no windbreakers or coats.
JEWELRY/ PERFUME	Jewelry should be kept to a minimum. All ushers must wear an SCR badge. Please keep perfume to a minimum, for some patrons might be sensitive to strong smells.
PURSES	Please do not wear your purse on your shoulder while ushering.

UNIFORM GUIDELINES FOR MEN

PANTS/SLACKS	Solid black , pressed dress slacks. No stripes or dark blue/grey/dark grey colors.
SHIRT	Solid white , pressed, long-sleeve dress shirt with collar.
SHOES	Solid black dress shoes (cleaned and shined)
JACKET/CARDIGAN	Solid black jacket, sweater, or cardigan; no windbreakers or coats.

*During *A CHRISTMAS CAROL* ushers may wear their SCR *A Christmas Carol* Sweatshirt instead of a black jacket or cardigan. Ushers may also wear their SCR *A Christmas Carol* scarf with either the traditional black and white uniform or with their sweatshirt to celebrate the season.

USHER ASSIGNMENTS

There are full descriptions of the Usher Assignment positions included in this manual. Each time you report to usher you will be allowed to choose your desired position on the Usher Sign-In Sheet. **The Sign-In Sheet is set out 90 min. prior to the performance so that all who arrive by this time will have equal opportunity to pick their position. Sign-up is based on first come first served basis.**

USHER SEATING

Volunteer Ushers ARE NOT guaranteed seats. If the performance is sold out, or if no seats are available in the approved area, then the ushers may stand on the steps along the far wall (Segerstrom) or stand in the back of the Mezzanine (Argyros). **Ushers may not ask patrons to move over to free up aisle seats. Ushers may not climb over a patron to get to an empty seat. Sitting on the steps or in the aisles is not allowed at any time.**

With a few exceptions, ushers are allowed to only take seats in the following places:

- Segerstrom Stage:* Aisle seats (or other empty seats if not climbing over any patrons is required) in the last six rows (rows H, J, K, L, M, or N).
Door 2 & 3 ushers must remain at their respective doors, even if that means standing.
Door 1 & 4 ushers should remain at the outside aisle by their doors, whether standing or sitting.
- Argyros Stage:* Aisle seats in the Mezzanine (rows J, K, or L) or row BB or CC of the Balcony.
Ushers may not sit in the Argyros box seats.
Door 6 & 7 ushers must remain at their respective doors, even if that means standing.
- Nicholas Stage:* Seats closest to the door. Ushers should not cross the stage or in front of other patrons unless approved by the House Manager. There is extremely limited standing space in this theatre.

House Managers may on occasion approve seating in other specific areas.

NO DOOR CAN BE LEFT WITHOUT AN USHER PRESENT DURING THE PERFORMANCE.

USHER PARKING

Parking is available in the garage on the left (west) side of Park Center Drive, diagonally across from SCR, at a flat fee of \$15.00 per car on performance days. There should be a parking attendant who will collect \$15 from you to park and they will provide an exit voucher, unless they say the arms will be up at the end of the performance so you will be able to get out for free. Other parking lots are available in the area, most will have a fee for parking. SCR neither owns nor operates a parking lot and cannot recommend specific areas for parking. Finding and paying for parking is the responsibility of each usher. **Be aware that parking at South Coast Plaza or other shopping centers and coming to SCR can result in your car getting ticketed and/or towed.**

SCR has implemented an Usher Parking Incentive Program, which allows an usher to earn parking vouchers throughout the season, based on how many performances the usher works. Parking vouchers provided can be used at the Park Tower Garage (diagonally across from SCR) or the Plaza Tower (across from the Westin). More information regarding the Parking Incentive Program will be sent out each season.

FRONT-OF-HOUSE STAFF END-OF-SEASON PARTY

Every year SCR honors the hard work and dedication of the currently active Volunteer Ushers and the Front-of House Staff by throwing a party at the end of the season.

FRONT-OF-HOUSE STAFF DISCOUNTS

Volunteer Ushers receive a 20% discount on items purchased at the SCR Theatre Shop. Ushers also may receive a small discount on tickets to most productions at SCR. Please check with the Box Office for specifics.

USHER ASSIGNMENT POSTIONS AND DUTIES

These are summaries of the usual duties of the job positions. In real circumstances with patrons in the lobby and the show about to start, duties may change accordingly.

ALL USHERS

Before the Lobby Opens

Ushers should arrive one hour and 30 minutes before curtain time, sign in, and choose a job/position for the performance. Everyone should help insert stuffers into the house programs if needed. The programs then need to be loaded into the program bins in the theatre. The House Manager will give a preshow briefing about the performance. Complimentary coffee or soft drinks are available from the bar. The lobby will open about one hour before curtain time, the house will open about 30 minutes prior to the performance starting. The House Manager will announce or ring chimes when the doors are opening.

TICKET TAKER / CONCESSION AREA

When the Lobby Opens / Before the House Opens

The glass lobby doors are where we take tickets. Your job is to greet each patron as they enter the lobby and to scan their ticket. With our ticket scanners, most of the double checking will happen electronically but you still need to look out for several things:

1. The tickets are for SCR (we get a lot of tickets from Segerstrom Center for the Arts – you will probably have to direct them to the correct SCFTA theatre)
2. The show title
3. The stage the performance is on (Segerstrom, Argyros, or Nicholas)
4. The door through which they enter the house (doors 1-7)

Once you are certain that they have arrived for the appropriate theatre and show, direct them to the appropriate door. Scan their ticket – a green box around the patron info on the scanner screen indicates all is correct with that ticket and the patron should go in. A red box means there is something that doesn't match up and the patron should go to the box office. Here are some messages the ticket scanner may give you and what to do:

Red screen:

- **“Ticket Already Recorded”** – Not a message to worry about. The patron may have left the lobby and is simply re-entering. It's also possible the ticket was mistakenly scanned twice which is very easy to do.
- **“Wrong Performance Date/Time”** – Check the ticket. The patron may be here on the wrong date. They may have come to the wrong performance time. They may have simply brought the wrong ticket with them. Send them to the box office window to resolve the problem.

- **“Ticket Superseded by Reprint”** – What this message usually means is that for some reason the patron is not holding the most current version of their ticket. The patron should go to the box office and get the current version of their ticket that is waiting for them there.
- **“Ticket Has Been Returned”** – This means that for some reason this ticket has been taken back by the box office and the ticket is no longer valid. Please send the patron to the box office.
- If the message box is blank, it means there has been an error with the ticket. Please send the patron to the box office.

More specific scanner instructions will be given to ticket takers. Some productions will also have specific information the ticket taker should give to the patrons about intermissions and running times.

The House Doors Open

The house doors usually open 30 minutes before the show start time. This doesn't directly affect this position except that you may now tell patrons they can go on in the house and be seated.

As the Show Starts

The House Manager will tell you when to close the lobby doors. The last ticket taker will be asked to stay at the lobby door until all the house doors have been closed and the House Manager has told the stage manager they can start the show. The House Manager will then release the last ticket taker to go into the theatre.

Intermission

When the act ends for intermission, immediately go to the concessions area. There are price lists posted on the concessions counter. Be sure to read the list to become comfortable with the different items and prices that you will be dealing with. Take the patron's order and total what they purchased. There are cash drawers in concessions to take in receipts and to make change. **Our policy is to not accept bills over \$50, and this is posted on the price lists.** Ask the House Manager about using the credit card machine.

Please do not pull out more items from the cabinets. All items in the concessions area are counted by the House Manager prior to the performance and after the last intermission. Pulling out more supplies will render the counts inaccurate and result in incorrect sales reporting. If you need more cookies, cups, or supplies, please ask a House Manager for assistance.

End of Intermission

When the last intermission is over, and all of the patrons have left the lobby, return the coffee pots to the bartender for washing. Make sure you close the pot before you pick it up – hot coffee on the toes is not pleasant! Move the trays of food items from the top of the front counter to behind the counter. Wipe down any coffee or sugar spills on the counter. Cleaning wipes are provided in the concessions area. Some House Managers prefer to have the doors to the concessions counter closed at this time.

Post Show

Stand by a house door until the patrons have exited the theatre. If a patron asks to go backstage or to speak with an actor, refer them to the House Manager. After the theatre has emptied, pick up programs in the theatre and check for lost and found items. Plastic gloves are always available for Empty program boxes will be provided so that used/discarded programs can be recycled. Clear out any discarded programs left on top of the numbered wooden plate in the program bins and put them in the recycle box.

HOUSE DOOR USHER

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The house doors are the doors that lead into the seating area of the theatre. The duties are the same for every door into the theatre. At the opening of the lobby, stand in front of the closed house doors with programs in your hand to distribute. It is important that you ensure no one goes into the house until a House Manager informs you to open the doors. Sometimes last-minute rehearsals are being conducted or actors may be warming up on stage.

The House Doors Open

The House Manager will tell you/ ring bells of when to open the house doors. At this time, open the doors that lead into the house and hand out programs to patrons as they enter your doors. Greet them and answer any questions that they may have. Show patrons to their seats as needed. You should stand inside the house so

you can keep an eye on patrons who may bring food and drink into the theatre, patrons taking photos, and making sure no one falls. Ushers are the eyes and ears of the House Manager inside the house.

As the Show Starts

The House Manager will tell you when to close the doors to start the show. Make sure the wood plate with the door number is returned to the top of the program bin (this can be noisy – it should be done just before the show starts). Take a look around for any open seats to where late arriving patrons can be seated. When the show starts you should remain standing with your flashlight ready to show where the steps are for any latecomers and where the patron needs to be seated. Wait to be seated (if seats are available) until after the late seating hold. You may need to move from your seat for very late-arriving patrons.

Intermission

In general, you will remain at your door during intermission, inside the house. You may need to retrieve a patron's walker/ wheelchair from the lobby or provide assistance, as someone exits the house or returns to their seat. Some patrons will want an additional program or have questions. The best direction to the restrooms is "at the bottom of the first ramp and take a left" from Segerstrom Stage or "top of the first ramp and to the right" from the Argyros. Watch for patrons bringing food or drink into the house and politely ask them to finish it in the lobby. Stay inside the house to keep an eye on things and the House Manager will tell you when to close the doors. Please make sure to wait until the house lights come up before you open the doors.

Post Show

Stand at your door until the patrons have exited the theatre. If a patron asks to go backstage or to speak with an actor, refer them to the House Manager. After the theatre has emptied, pick up programs in the theatre and check for lost and found items. Plastic gloves are always available for cleanup. Empty program boxes will be provided so that used/discarded programs can be recycled. Clear out any discarded programs left on top of the numbered wooden plate in the program bins and put them in the recycle box.

AISLE USHER

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This position is the second usher on the door. The two ushers should share in seating patrons and program distribution or one usher should stay at the door and one usher should be halfway down the aisle. You should stand in front of the closed house doors with programs in your hand along with the door usher prior to the house opening. It is fine to chat with the other usher but don't ignore patrons who may have questions or need programs.

The House Doors Open

The House Manager will tell you when to open the house doors. At this time, open the doors that lead into the house and hand out programs to patrons as they enter your doors. Greet them and answer any questions that they may have. Show patrons to their seats as needed. You should stand inside the house so you can keep an eye on patrons who may bring food and drink into the theatre, patrons taking photos, and making sure no one falls. Ushers are the eyes and ears of the House Manager inside the house.

As the Show Starts

The House Manager will tell you when to close the doors to start the show. Make sure the wood plate with the door number is returned to the top of the program bin (this can be noisy – it should be done just before the show starts). Be ready with your flashlight to show where the steps are for any latecomers and where the patron needs to be seated. Be aware of any open seats, just in case you have late arriving patrons who might come for those seats. Wait to be seated (if seats are available) until after the late seating hold. You may need to move from your seat for very late-arriving patrons.

Intermission

Join the House Door usher and watch for patrons bringing food or drink into the house and politely ask them to finish it in the lobby. If you are at Door 1 or 4 on the Segerstrom Stage, go to the exit door that is located at about row E on your side of the house and stand there to be sure no one goes through this door (unless it's for evacuation purposes in an emergency). The best direction to the restrooms is "at the bottom of the first ramp in the lobby and take a left" from Segerstrom Stage or "top of the first ramp in the lobby and to the right" from the Argyros. Please make sure to wait until the house lights come up before opening the doors.

Post Show

Return to where you were at intermission (house door or exit door) until all patrons have exited the theatre. If a patron asks to go backstage or to speak with an actor, refer them to the House Manager. After the theatre has emptied, pick up programs in the theatre and check for lost and found items. Plastic gloves are always available for cleanup. Empty program boxes will be provided so that used/discarded programs can be recycled. Clear out any discarded programs left on top of the numbered wooden plate in the program bins and put them in the recycle box.

CONCESSIONS AREA

Our concessions area offers a variety of food and beverages for our patrons to purchase before the show and at intermission. Be sure to look at the price list and the products in the area to be informed about what you will be selling. If a patron would like an alcoholic beverage, refer them to the bar. **Drink vouchers can only be redeemed at the bar.** You will probably also be handling the distribution of assisted listening devices (ALDs). See the description below for specifics on them. **The concessions person needs to return to the concessions area at the end of the performance to receive any returned assisted listening devices.** All items in the concessions area are counted by the House Manager prior to the performance and after the last intermission. Ushers are not to use paper cups in concessions for their own personal drinks – cups for ushers are available from the bar. **Paper cups can only be sold – do not give away a paper cup. If a patron asks for a cup to share a soft drink or for water from the drinking fountain, give them a plastic cup. Do not pull out more items from the cabinets.** Failure to follow these directions will render the counts inaccurate and result in incorrect sales reporting. If you need more cookies, cups, or supplies, please ask a House Manager for assistance.

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There are price lists posted on the concessions counter. Be sure to read the list to become comfortable with the different items and prices that you will be dealing with. Take the patron's order and total what they purchased. There are cash drawers in concessions to take in receipts and to make change. **Our policy is to not accept bills over \$50, and this is posted on the price lists.** Ask the House Manager about using the credit card machine.

As the Show Starts

Move the trays of food items from the top of the front counter to behind the counter when the House Manager rings the two-minute bell. The House Manager will release you to go into the theatre.

Intermission

As soon as the act ends go to the concessions area. Your area will have been replenished for you, if needed, during the performance. Be ready to sell immediately.

End of Intermission

When the last intermission is over, and all of the patrons have left the lobby, return the coffee pots to the bartender for washing. Make sure you close the pot before you pick it up – hot coffee on the toes is not pleasant! Move the trays of food items from the top of the front counter to behind the counter. Wipe down any coffee or sugar spills on the counter. Cleaning wipes are provided in the concessions area. Some House Managers prefer to have the doors to the concessions counter closed at this time.

Post Show

Return to concessions immediately following the performance to receive any returning assisted listening devices. They should be wiped down with an alcohol wipe when they are returned and put back in the charger. When all the devices have been returned and cleaned, assist the rest of the ushers in picking up programs in the house.

THEATRE SHOP CART

The House Manager will give you the key, money, and Daily Sales forms. All items and prices are listed on these reports. Sales tax is included in the merchandise price.

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Read through the sales reports to familiarize yourself with the merchandise. Open the cabinets to see where the specific merchandise is stored. We accept cash (change will be available in the cash drawer), checks, MasterCard, Visa, and American Express. There is a portable credit card machine on the cart – instructions

are in the cash drawer. Sales are tallied on the report in the cash drawer. A calculator is also available. If you need change or additional sizes, please ask the House Manager.

As the Show Starts

Lock the cabinet doors with the cash drawer inside and take the key with you. You may leave the cart after the two-minute bell has chimed. If the show you're working has *no intermission*, leave the keys with the House Manager *before* you go into the house.

Intermission

Return to the cart ASAP when intermission starts and continue selling throughout intermission. Make sure all sales are recorded on both sales sheets. The House Manager will total the sheets. Lock the cabinet doors and cash drawer, giving the key to the House Manager after the two-minute chimes (before you go back into the house).

Post Show

After matinees, the House Manager may ask you to return to the Theatre Shop while patrons are exiting the lobby to continue to sell. For any other performances – or if the House Manager does not ask you to return – after the theatre has emptied, pick up programs in the theatre and check for lost and found items. Plastic gloves are always available for cleanup. Empty program boxes will be provided so that used/discarded programs can be recycled. Clear out any discarded programs left on top of the numbered wooden plate in the program bins and put them in the recycle box.

STAGE GUARD

When the Lobby Opens / Before the House Opens

This is a position that does not have a duty before the house opens. If the House Manager does not specifically assign something else, you should distribute programs in the lobby until the house opens.

The House Doors Open

The house doors open approximately 30 minutes before the show start time. While the house is open, the stage guard keeps an eye on the front area of the stage, making sure patrons do not touch anything on the stage or the stage area, or lean on the stage. You can walk from side to side but should not touch or lean on the stage yourself. Also, the stage guard should stop anyone trying to photograph or film any part of the stage or theatre.

As the Show Starts

Once the preshow announcement begins, you may take a seat down front designated for the stage guard (first, second or third row on an aisle); otherwise, sit in the areas listed as appropriate for ushers.

Intermission

As soon as the act ends for intermission, move to the front of the stage. Once again, be aware of patrons getting too close to the stage or touching items on the stage. You can move from the front of the house again when the next act begins.

Post Show

As soon as the performance ends, move to the front of the stage. This is the time when patrons would most likely try to touch what is on the stage. After all patrons have left the theatre, the stage guard helps the rest of the ushers pick up programs and check for lost and found items.

ASSISTED LISTENING DEVICES

We offer infrared Assisted Listening Devices by Listen Technologies. These are available at our concessions area. Usually the concessions person will handle ALD distribution. If there are enough ushers, a separate person will work with the ALDs.

There are two types of ALD headset receivers. There are receivers which have earbuds attached to them already, and then there are some which require an additional earpiece or neck loop to be plugged in. We do have small earpieces to offer patrons, and they are welcome to use their own. In addition, we can offer our patrons an electromagnetic induction neck loop (which looks like just a piece of wire which plugs into the receiver), which are used with some hearing aids and cochlear implants which have a telecoil setting.

The operation of the receivers is very simple. Plug in an earpiece if necessary, then simply tap the power button to turn it on. The receiver should be hung around the head or neck. The knob on the top adjusts the volume. To turn the receiver off, simply hold down the power button for about 3 seconds: all the panel LEDs will light up, then turn off.

VERY IMPORTANT: these operate on line-of-sight. This means that the front of the receiver (the side with the LEDs and the logo) must face the stage and be close to the chin if possible. If they are pointed towards the user's body or hidden by clothing, then they will hear only static or nothing.

All of our receivers for all three stages are identical; the only difference is which channel each is assigned to: the Segerstrom is channel 1, the Argyros is channel 2, and the Nicholas is channel 3. This should be indicated by a red LED in front of the appropriate number when you turn the receiver on. The channels are locked on each unit to prevent a patron from accidentally changing it.

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Confirm that the patron requesting the assisted listening device from your specific concessions area is seeing the performance in that adjacent theatre (ALDs from Segerstrom concessions are for patrons seeing a Segerstrom Stage performance; ALDs from Argyros concessions are for Argyros shows). **We loan out ALDs with a "deposit" of a major credit card or a driver's license. THESE ARE THE ONLY ITEMS THAT CAN BE LEFT AS A DEPOSIT FOR AN ALD.** Please see a House Manager for an alternate deposit if a patron does not have a major credit card or driver's license. Place their driver's license or credit card in the card file alphabetically by last name, and give them the device. Each outgoing device needs a deposit left – one person picking up two units needs to leave a driver's license *and* a credit card. Before handing out an ALD, ask the patron if they have used these devices before and if not, give them the quick instructions:

1. Turn the receiver on
 2. Wait for the red LEDs to time out and turn off (about 3 seconds). Inform the patron that although the device looks like it is off and there is no static coming from the headset, it is actually on. The patron will not be able to tell that it is on until the sound system is being used during the performance.
 3. The word Listen on the front of the device must be facing *out* for the device to receive the transmission, as that is where the receiver is.
 4. Remind the patron she or he must remove any hearing aids before using the ALD as the two together will create a feedback noise that can be heard throughout the theatre.
 5. The patron needs to return the device to you at the end of the performance.
- You should stay with the ALDs until just before the show starts.

Intermission

When intermission begins, head immediately back to the hearing device station. Patrons may pick up a device at intermission or return it if they decided they didn't need it. As you are in concessions, you may end up helping to sell items if they are busy. You can return to the theatre when concessions are shut down.

Post Show

At the end of the performance, return to the concessions area to receive returned devices. When a patron returns the ALD, look at the number on the back and take out the driver's license or credit card that is in that numbered slot in the ID box. After confirming that the correct ID is going to the correct patron, return the item to them. **DO NOT GIVE BACK THE ID WITHOUT CONFIRMING THAT IT IS THEIRS.**

Also, check the ALDs to make sure the ear tips are still attached. If not, use the sheet to find their seat location so that either the House Manager or another usher can locate the ear tips before the patron leaves. If all of the patrons have left and there is still an ID card in our possession, alert the House Manager. As the ALDs are returned, use the alcohol wipes in the ID box to clean the device. Clean devices go back on the chargers.