



## *A Novel Approach to Theatre*

Book-It Repertory Theatre is a non-profit organization dedicated to transforming great literature into great theatre through simple and sensitive production and to inspiring its audiences to read.

*Jane Jones and Myra Platt, Founding Co-Artistic Directors \* Charlotte M. Tiencken, Managing Director*

### 09-10 Season Guidelines for Volunteer Ushering

*The following are a set of guidelines created to help our volunteer usher program run more smoothly. We are asking that you read and agree to these guidelines when volunteering to usher for our 09-10 season. Please understand that once you agree to these guidelines you will be asked to follow them for the duration of your time ushering during the 09-10 season. **Many thanks for volunteering your time to usher for us!***

- Ushers will arrive one hour prior to show time. If you are unable to attend your scheduled performance you must contact the House Manager no less than **two days** prior to that performance. Failure to do so could result in being removed from the season schedule. If you arrive late you may be sent home. Amendment: In the case of an emergency, last minute opportunity to meet Bono, or a sudden infection of swine flu, the House Manager would still love any warning you can give her (even a couple of hours can help).
- When you arrive you will sign in with the House Manager. You will then be asked to help prepare for the coming performance. You may be asked to do a variety of light duties. These duties must be done during the hour prior to the show to prepare the theatre for our patrons. Please do not check in until you are ready to begin working.
- You will also be expected to assist the House Manager with light duties during intermission and after the show. Duties may include tearing tickets, handing out programs, helping people to their seats, selling concession items, and cleaning up the theatre after the show. Additional note: it is the usher's job to remind the House Manager to set the cream out on the honor bar, as the House Manager cannot seem to remember this on her own.
- Ushers should not leave the theatre after the performance until they have signed out with the House Manager.
- Volunteers may not bring any family members or friends to usher with them unless that person has signed up and been approved to work prior to that performance. (If you would like to bring a guest to the show that you are scheduled for please be aware that a.) they must purchase a ticket at the regular box office price and b.) they will not be able to visit with you while you perform your ushering duties.)
- All volunteer ushers will be given a seat for the show they usher. In the event the show is sold out and no seats are available for the date you are ushering, you will be issued a comp ticket to attend a different performance of the same show.
- We ask that ushers dress in black and white, to create a professional appearance and assist in immediate recognition of your official status!
- Volunteers may not consume alcoholic beverages during the hours they are ushering at the theatre. Consider this a work environment: we need to remain professional!
- Have fun! Smile. Welcome patrons as you would want to be welcomed. Be friendly and helpful. Again you are one of the first people that patrons encounter when attending our performances-Make a good impression!



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### **Notes on contacting the Front of House Manager:**

The House Manager is a part-time position for Book-It. She also works offsite. Unfortunately, this means that contact (both ways) is limited. The House Manager will do her best to return emails and calls as quickly as possible, but email is by far the best means of contact.

*If you have an emergency the day of your scheduled shift you may attempt to contact the House Manager, via the Box Office. If you are unable to get through please leave a message on the House Manager voicemail. This way we will know that you attempted to contact us!*

### **Contact Information:**

Front of House Manager: Susanna Pugh

E-mail: [susanna@book-it.org](mailto:susanna@book-it.org) Phone: 206.216.0877 Ext210

**Box Office** 206.216.0833

### **Mailing Address:**

305 Harrison Street  
Seattle, WA 98109

[www.book-it.org](http://www.book-it.org)