

## Book-It Repertory Theatre 2010-2011 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 10-11 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 this season.*

- **Ushers will arrive one hour prior to show time.** If you arrive late, you may be sent home. 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. *However*, we certainly recognize that emergencies happen, so in case of a last minute cancellation, any warning you can give Susanna makes her happy (even a couple of hours can help)!
- When you arrive you will sign in with the House Manager. 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.
- 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** (a slight change from last season), to create a professional appearance and assist in immediate recognition of your official status! Men should dress in slacks and a shirt, and women in a skirt or slacks and a top, or a dress. No jeans! Failure to respect the dress code may result in severe finger wagging, or being sent home.
- 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!
- Above all: have fun! Smile. Welcome patrons as you would want to be welcomed. Be friendly and helpful. You are one of the first people that patrons encounter when attending our performances, so make a good impression! And if at any time you are uncomfortable or have any questions, please ask your House Manager! We want this to be enjoyable!
- Many thanks for volunteering your time to usher for us!

**Notes on contacting Book-It's Front of House Manager:**

The House Manager is a part-time position for Book-It, she also works offsite. Unfortunately, this means that contact 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 Susanna's voicemail. This way I'll know that you attempted to contact me!

Contact Information:

Book-It Repertory Theatre  
Front of House Manager: Susanna Pugh  
Phone: 206-216-0877 ext.210  
E-mail: [susanna@book-it.org](mailto:susanna@book-it.org)

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