

## Usher Guidelines 21/22 Season

### Attitude:

Be friendly, helpful, polite and upbeat - a smile goes a long way. You are the patrons' first sense of the symphony when they arrive and their first introduction to the show. The Usher team is a vital part of a patron's experience, so honor both the position and the patrons coming to experience our music.

### Dress Code:

**Bottoms:** Black Slacks, Dress Pants, or Skirt

**Tops:** Black or White Blouse or Button-Up Shirt

**Accessories:** Muted Colors, if any. An RVS Usher Badge is required

**Shoes:** Black Shoes that are comfortable enough to stand in for 30+ minutes. Please avoid sneakers/tennis shoes if possible.



Purses and bags should be left safely locked in your car. SOU, GPPAC, and the RVS are not responsible for your possessions nor liable should they be stolen, misplaced, or destroyed.

**Evening Call Time:** 5:30pm Pre-Concert Meeting, Assign Positions, Ask Questions  
5:55pm Ushers, Take Your Marks  
6:00pm Doors Open  
6:30pm Pre-Concert Lecture  
7:15pm Patrons Move to their Reserved Seats  
7:30pm Concert Begins – Doors Close - Late Seating Must Wait in Lobby

**Matinee Call Time:** 1:00pm Pre-Concert Meeting, Assign Positions, Ask Questions  
1:25pm Ushers, Take Your Marks  
1:30pm Doors Open  
2:00pm Pre-Concert Lecture  
2:45pm Patrons Move to their Reserved Seats  
3:00pm Concert Begins – Doors Close - Late Seating Must Wait in Lobby

**RESPONSIBILITIES:** Depending on your station, you will have the following responsibilities:

- Scanning Tickets (Ticket Scanner Station) (3/Venue)
- Handing Out Programs (Program Box) - At Doors to the Theatre (1/door, 2+/Venue)
- Directing Patrons to their Seats (Door & Aisle Stations) (1 Usher/Aisle - 4/Venue)

Our priority and main responsibility is to customer service - showing patrons to their correct seats and answering their questions. If you are not sure of an answer to a question, please avoid guessing or saying, "I don't know," without any further inquiry. Appropriately and efficiently find out or direct the patron to your Head Usher or House Manager (Lisa/Brian).

## Policies

1. No one may enter the hall without a ticket and a mask. If they have a ticket in hand, their vaccination has been verified. Please see your handout for a list of those that need to be sent to Will Call, even if they have tickets in hand.
2. Pre-concert lecture and concert will both take place with patrons in their assigned seats. During the curtain speech, audience members may be given leave to move to empty seats if they choose to do so. Late-comers to the pre-concert lecture should enter only through the rear of the hall, and can proceed to their assigned seats from there, unless they have a mobility issue.
3. Late seating is appropriate at the following times for each concert:
  - a. **Masterworks 2:** After the 1st Movement of Petite Symphonie (Roughly 6min in)/End of Petite Symphonie. (Roughly 20min in)
  - b. **Masterworks 3:** End of Overture (Roughly 8min in)/End of Strum (Roughly 20min in)
  - c. **Masterworks 4:** End of Overture (Roughly 10min in)/Intermission (Roughly 30min in)
  - d. **Masterworks 5:** End of Creation of the World (Roughly 15min in)/Intermission (Roughly 35min in)
4. No photography, filming, or audio/tape recording is allowed during the performances. Prior, at intermission, and after the performance has completed these are allowed. If someone is using an electronic device for an extended period during the performance and it is possible, approach them calmly and politely ask them to put their device away for the duration of the concert.

The Usher team is responsible to lead the audience in the event of an emergency. Prior to the doors opening, please locate all available exits from the theatre.

Keep yourself available to assist those who need it, especially the disabled, those in wheelchairs or walkers, etc. If a patron appears to need assistance to their seat, offer it. If they ask you for assistance, help them.

Designated wheelchair seats are as follows:

Ashland: Row K, up against conventional seats K

Grants Pass: Row L, outside conventional seats (16-18-20 House Left and 15-17-19 House Right)

## EMERGENCY PROCEDURES

Although rare, there is a possibility of something out of the ordinary occurring before, during, and/or after a performance, be it of medical, environmental, or architectural in nature. Your go-to to report an observed emergency is Lisa, who will be either in the back of the house or the box office during a performance. Audiences will be looking to the Usher team for guidance in the event of an emergency, so be prepared to lead them.

Ashland Evac:

Patrons in rows A-K should be led to exit through the lower doors.

Patrons in rows L-T should be led to exit through the upper doors.

Ushers should return to their stations in the event of an emergency to lead their respective sections.

Grants Pass Evac:

Patrons in rows D-P should be led to exit through the lower doors.

Patrons in rows O-BB should be led to exit through the upper doors.

Ushers should return to their stations in the event of an emergency to lead their respective sections.

## GENERAL HALL INFORMATION

Our information will be dealt out using Audience Left, Center, and Right, which is the viewpoint from the perspective of the audience looking at the stage.

### Ashland

Rows in Ashland are in two main sections, Lower and Upper, with each of those sections having a respective Left, Center, and Right seating area.

The Lower section starts with Row A, closest to the stage, and ends with Row J, just below a central, left to right aisle.

The Upper section starts with Row K, just above the central, left to right aisle, and ends at Row T in the Left and Right sections, and Row R in the Center sections. Row K also includes our wheelchair and accessibility seats, so ushers in the Center Aisle, be prepared to assist those in need.

Seats in the Lower and Upper **Left** sections are odd, numbered from 1 in the center to 13 on the outside.

Seats in the Lower and Upper **Right** are even, numbered from 2 in the center to 14 on the outside.

Seats in the Lower and Upper **Center** are numbered from Audience Right to Audience Left, from 101 to 113.

The Center Line (Center of the stage), is between seats 106 and 107 in the Lower section, and between seats 104 and 105 in the Upper section.

Bathrooms in Ashland are located opposite of the lobby entry doors, and in the same relative location upstairs.

### Grants Pass

Rows in Grants pass are in five sections. Box Left, Left, Middle, Right, and Box Right. There is a lower, left to right aisle above Row H and below Row L on the Left and Right sections ONLY. There is no left to right aisle in the Middle section.

Box Left contains Boxes A, B, C, and D, with seats in the 200s.

Box Right contains Boxes E, F, and G, with seats in the 300s.

Seats in the **Left** section start at Row D and end at Row AA, with an aisle break between Rows H & L. There are no J or K seats in this section. Seats in the **Left** section are even, numbered from 2 on the inside to 18 on the outside.

Seats in the **Middle** section start at row D and end at Row BB, and are numbered from Audience Right to Audience Left, from 101 to 113. The Center Line (Center of the stage) is between seats 108 and 109.

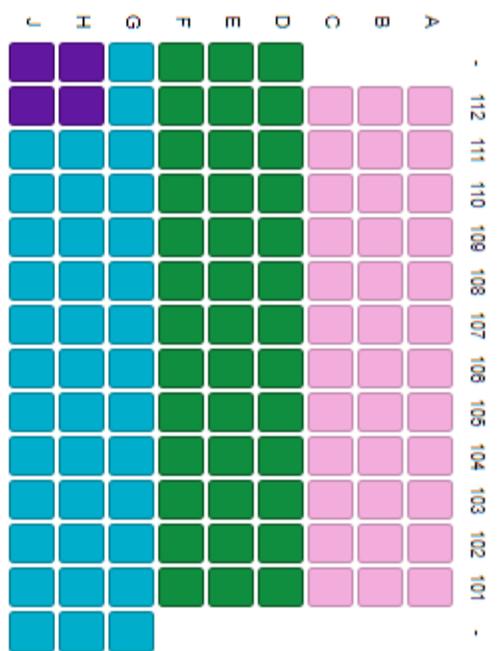
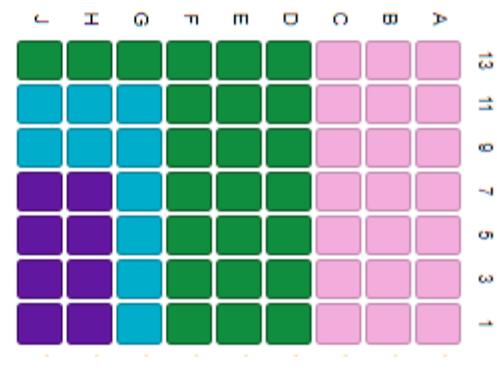
Seats in the **Right** section start at Row D and end at Row AA, with an aisle break between Rows H & L. There are no J or K seats in this section. Seats in the **Left** section are odd, numbered from 1 on the inside to 17 on the outside.

Bathrooms in Grants Pass are located on the North end of the lobby, opposite the Box Office.

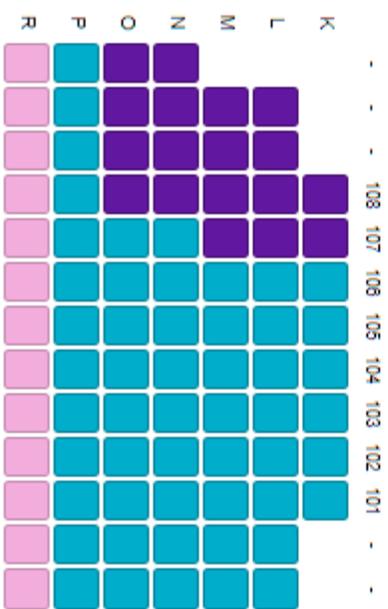
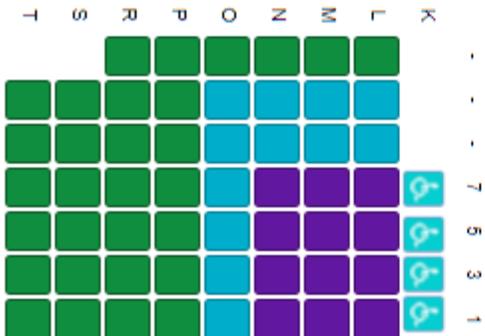


# Ashland STAGE

## Seating Charts



Main Floor

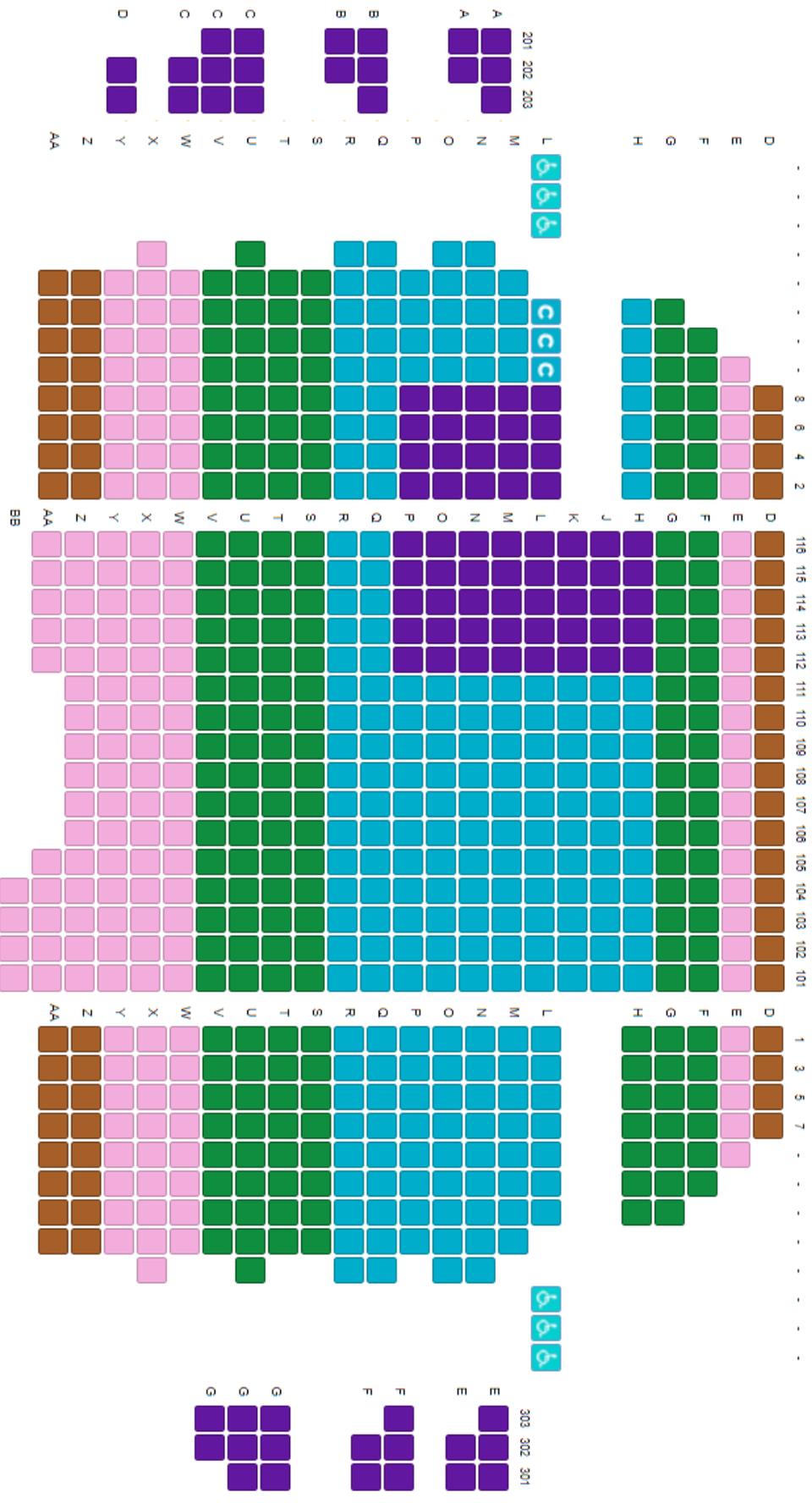


Balcony



# Grants Pass

## STAGE



## Performance Duties

Once the House Manager (Lisa) gives the house over to the Stage Manager (Dave), we'll do the following:

- All in-hall ushers should proceed to their seats, or exit to the lobby.
- Last two ushers out (usually Lower Section) will close the house doors gently on their way out, as the lights dim.
- Patrons who arrive after the doors are closed can wait in the lobby if they choose until the below times:
  - Late seating is appropriate at the following times for each concert:
    - **Masterworks 2:** After the 1st Movement of Petite Symphonie (Roughly 6min in)/End of Petite Symphonie. (Roughly 20min in)
    - **Masterworks 3:** End of Overture (Roughly 8min in)/End of Strum (Roughly 20min in)
    - **Masterworks 4:** End of Overture (Roughly 10min in)/Intermission (Roughly 30min in)
    - **Masterworks 5:** End of Creation of the World (Roughly 15min in)/Intermission (Roughly 35min in)
- During the applause for the piece right before intermission (see below), gently prop open the doors to the hall.
  - Intermissions present this season occur as follows:
    - **Masterworks 2 & 3:** No Intermission
    - **Masterworks 4:** Roughly 30 min in, after the Schumann Piano Concerto (2nd Piece)
    - **Masterworks 5:** Roughly 25 min in, after What a Wonderful World (2nd Piece)
- Please do your best to prevent doors from slamming shut behind you or a patron leaving the hall.
- When handing out programs to patrons, default to one per person unless otherwise specified by the patron or by the House Manager.
- After the performance, open the doors as cued by the House Manager. Assist those who need it to exit the auditorium safely, and then as a team walk through your sections row by row to pick up programs, inserts, etc to assist in cleaning the auditorium. We recycle programs, and boxes will be made available to do so at each door as patrons exit the auditorium.

If you have any questions before, during, or after a performance, please contact the House Manager, Lisa, or Assistant Box Office Manager, Brian.