



A Seventeen-day Celebration of Music, Art, Literature, Film, Food & Wine  
February 29th-March 16th, 2008

## STANDARD PROCEDURES FOR USHERS

**Job Description:** To provide assistance to all ticket holders for events during the Festival, as committed to by the individual usher, including: checking tickets, distributing programs (if any), providing direction to seats, answering questions and attending to other needs of the public as directed by the Usher Manager.

**Attire:** Black or dark pants, white shirt or blouse. Absolutely no flip-flops, slippers, shorts, midriff-bearing shirts etc. Water will be provided.

**Reporting time:** You will be provided the time to report for each event (approximate times are provided on the sign up sheet.) You will be asked to stay for the entire concert and assist in directing people out of the entrance gates, or toward a post-concert event, if applicable.

**Credentials:** You will be provided with official credentials that allow you entrance into the concert area but which do NOT permit you to go backstage. These credentials will be distributed at each event and will need to be returned at the conclusion of the event.

### General Procedures:

1. Ushers must arrive at the amphitheater entrance (to the south adjacent to the fountain with bronze dancer) no later than the time designated by the Usher Manager for the event and present themselves to the Usher Manager.
2. The Usher Manager for each event will ensure that ushers are stationed properly.
3. At the direction of the Usher Manager, the ushers will open the doors to the concert area and facilitate entry of the audience into the concert.
4. Ushers may watch the performance and may occupy the available aisle seats in the rear of the house; however, ushers must remain vigilant to assist patrons and there must always be one usher present at the entry door.
5. Ushers stationed at the door must regulate late entries as follows: latecomers can enter the concert area but must remain standing to the rear of the seating area and take their seat only when directed by an usher, when a song has ended, or during a break between movements, or at another appropriate break.
6. Ushers should endeavor to assist in the smooth operation of the concert using common sense. The utmost theater etiquette and customer service behavior must be displayed at all times. Ushers should be able to direct patrons to rest rooms and refreshments and other areas.

7. Ushers should endeavor to cautiously and politely encourage concert etiquette if the usher reasonably believes that this can be done in a discreet and undistruptive manner. Under no circumstances should an usher engage in a confrontation with a patron. If a confrontation develops, the usher should immediately inform the Usher Manager of the problem. An uninterrupted, smooth flowing, quiet performance is the ultimate goal.
8. At the conclusion of the performance, at least one usher should be stationed at the exit doors to facilitate orderly egress from the amphitheater.
9. In the event of an emergency, the ushers must follow the direction of the Usher Manager in executing appropriate action. In the event of a fire alarm, the ushers should assist the audience in rapidly and safely vacating the premises.
10. Should an event occur which is not addressed by these procedures, the usher is expected to exercise common sense and sound judgment in responding to the event. If ever in doubt, the user should confer with the usher manager in order to reach an appropriate conclusion.
11. In the event an usher is unable to fulfill their duties previously committed to, he/she must inform the CFA before the day of the performance, so that a substitute may be found. If, on the day of the performance, or during the performance, and usher is unable to fulfill their duties in any fashion, the must notify the Usher Manager.
12. Questions? Call Center for the Arts Office at 561-368-8445.