



VOLUNTEER USHER ORIENTATION PACKET

SEPTEMBER 2018



Hello!

Thank you for donating your valuable time at the Sun Prairie Performing Arts Center. I appreciate your assistance in providing a quality experience for audiences of all ages as they attend performances throughout the season.

It is very important to have dedicated volunteers. Whether you've been ushers for years, or if this is your first time, I want to make sure you have the information you need to feel comfortable in fulfilling this important responsibility.

The following material is an overview of usher guidelines, theatre policies, basic building information and emergency procedures.

Welcome to our family and thank you for supporting the arts in Sun Prairie. Please contact me if you have questions about any of this information. I welcome your input.

Gratefully,

A handwritten signature in black ink that reads "Amy Frank".

Amy Frank, Manager
Sun Prairie Performing Arts Manager
(608) 834-6775 office
(608) 445-9292 cell
ae frank@sunprairieschools.org

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PAC VOLUNTEER USHERS

The Performing Arts Center Ushers serve the front-of-house needs of the Sun Prairie Performing Arts Center. We are a group with a professional image and each of us must adhere to the policies and procedures of the group.

As a volunteer usher, you play a significant role in assuring that the many events at the Sun Prairie Performing Arts Center run smoothly. Though you may not realize it, you are a major reason why our events are so successful. The vest and smile that you wear automatically transforms you into a public relations representative for the Performing Arts Center. Many of our patrons will come into direct contact with only you. All of our guests – both young and old – are very important people and deserve our warm and positive help. Therefore, your courteous and upbeat attitude, your warm smile, your helpfulness and your dedication to working events are extremely valuable to the Performing Arts Center.

Remember, you are representing the Sun Prairie Performing Center. Please do not share any negative opinion of any performance or event content; we are the advocate for all of our clients. The impression we make on our young guests is especially important for they are our audience of the future.

INFORMATION FOR USHERS

CONTACT INFORMATION

Sun Prairie Performing Arts Center
Sun Prairie High School
888 Grove Street
Sun Prairie, WI 53590

PAC Manager:
Office (608) 834-6775
Cell (608)445-9292
Email: ae frank@sunprairieschools.org

PAC Box Office (608) 834-6848

PARKING

Parking is free and available in the high school parking lot. Both the Main Doors (#1) and the Highway N Doors (#6) will be unlocked 1 hour prior to public events in the Performing Arts Center. Patrons can enter through either set of doors.

USHER SIGN-UP

We use SignUp.com, an online sign-up system, to fill usher spots. The web address is <http://signup.com/go/iWYifgs>. Check this site often for available ushering opportunities. Usher needs will be filled on a first-come, first-served basis. Once you have signed up on-line to usher for an event, SignUp.com will automatically send you confirmation and reminder emails.

USHER MEETINGS

- There will be an usher meeting one hour prior to the start of each performance to disseminate information to the ushers in preparation for the performance. The start time posted on SignUp, is the time you need to arrive by. Please be on time!
- Please sign in for attendance purposes and to ensure that an usher's hours of service are recorded.
- Usher meetings will be held in the Performing Arts Center.
- The House Manager will disseminate the following information at these meetings:
 - The expected attendance for the performance
 - Specific timings regarding the performance
 - The procedure for controlling and seating the patrons who arrive late to the performance
 - Instructions regarding inserting flyers into the programs
 - Information regarding photographs and recording rules
 - Emergency Procedures
 - Other special instructions

USHER REQUIREMENTS

CUSTOMER SERVICE

- The Sun Prairie Performing Arts Center is committed to providing quality customer service to the organizations who use the facility and to the patrons who attend the performances.
- Ushers play a key role in the customer service program. It is essential for all of our ushers to seize the opportunities they have to make a positive impression upon everyone they come into contact with.
- It is particularly important for our ushers to understand all of the Performing Arts Center usher responsibilities.
 - Special attention should be devoted to protecting the performance environment and to prevent disruptions from occurring.
 - Extra special attention must be devoted to familiarizing yourself with the Emergency Procedures. Ushers provide a critical role in patron safety.
- We recommend that our ushers review the contents of the Usher Manual often.
- Ushers are required to carry out all procedures in the manual in a courteous and professional manner.
- Ushers must stand and remain standing while patrons are present in their area, before a performance begins and during intermission.
- Ushers who are unable or unwilling to perform according to the Performing Arts Center's standards will be dismissed from the program.

TRAINING

- Ushers are required to read the Usher Manual before working any performances.

UNIFORM

- All ushers should adhere to the dress code to present a cohesive, professional appearance.
- As a representative of the Performing Arts Center, please arrive to usher with a professional level of personal hygiene. Please refrain from wearing strong perfume, cologne or aftershave when ushering.
- Ushers have the option of purchasing their own vest or wearing one provided for you. To order a vest, please see the PAC Manager.
- The dress code is as follows:
 - MEN: Solid white long sleeve shirt, solid black pants, black socks, and appropriate black shoes. Ties are optional. Usher Vest.
 - WOMEN: Solid white blouse or shirt, solid black pants or skirt, black socks or black/neutral hose, appropriate black shoes. Usher Vest.

- Name Tags. Ushers are required to wear their name tag, once earned. Nametags are given after an usher has volunteered for 5 or more events.

FLASHLIGHTS

All ushers are requested to carry a small, working flashlight when serving as an usher. The PAC has a supply in the Usher cabinet.

SCHEDULING

- The Performing Arts Center utilizes an online tool for all usher scheduling. Ushers are required to complete the online sign up process.
- Slots are filled on a first-come-first-serve basis.
- To access the online tool go to <http://signup.com/go/iWYifgs>.
- If you have never used the site, you must register.
 - If you have previously used the site, do not create a new account as this will create duplicate accounts in the system and may affect our ability to track your hours.
 - Follow the instructions on the screens to sign up for and cancel performances.
 - SignUp.com will send email reminders 2 days prior to the event you signed up for.
- We request that you sign up to usher **at least** once a month. If an usher has a history of failing to sign up they will be dismissed from the program.
- If you need to change your schedule less than 48 hours before the performance, please call the PAC Manager. Otherwise changes should be made through SignUp.

ATTENDANCE & PUNCTUALITY

- The Performing Arts Center relies upon our ushers to be present on the dates when they are scheduled to serve; we depend upon our ushers to arrive on time.
- The Performing Arts Center does not expect or require our ushers to report to serve when they are ill. Please call the PAC Manager's Office if you are unable to serve.

POLICIES REGARDING WATCHING PERFORMANCES

- Ushers must remain in their assigned positions, until the break for late-comer seating has occurred, or when the House Manager releases you.
- Ushers may neither go themselves nor escort patrons to any back stage area unless specifically instructed by the House Manager/PAC Manager.
- Ushers must remain quiet and refrain from talking inside the theatre as they watch a performance.
- Ushers are required to sit in the designated seats for the following reasons:
 - To be available for patron assistance.
 - To be accessible for emergencies such as theatre evacuation.
 - To monitor the audience and ensure that patrons are having an optimum experience.

INFORMATION ABOUT THE PAC

RESTROOMS

- Restrooms and drinking fountains are located in the main lobby hallway.

LOST AND FOUND

- Lost and found articles should be turned in to the box office. Items can be inquired about Monday-Friday, 8am-4pm by calling 834-6775.

FOOD AND BEVERAGES

- Absolutely no food, drink or gum is permitted inside the PAC (unflavored water in bottles with spill-proof caps are permitted). Garbage cans are located by the doors.

RECORDING

- Recording and photography devices are strictly forbidden during all professional performances. School music concerts may be recorded (as music staff allows), but plays, musicals and dance events may not be recorded. If you see this occurring, you should ask the patron to stop. If they continue, report it to the House Manager/PAC Manager.

CELL PHONES

- The use of cell phones is not allowed during a performance. Ideally, cell phones **should be turned off**. Even if silenced, the signal can interfere with our wireless microphones, communication system, and hearing assist system. Also, the lights from cell phones are a distraction to performers and other audience members. Patrons should also turn off beepers, electronic watches, video games, and tablets prior to the performance.

BOX OFFICE

- For ticketed events, the Box Office is open 1 hour prior to the performance.
- Online tickets can be purchased 24 hours a day at www.SPPerformingarts.org

HANDICAP ACCESSIBILITY

- The Performing Arts Center is handicap accessible. There is wheelchair seating in the front row and transferrable seats along the aisles in the back row of the orchestra section.
- Patrons in wheelchairs may also watch the performance from the loge areas. Please ask the House Manager to set-up companion seating, if needed.

HEARING DEVICES

- There is an infrared hearing system inside the Performing Arts Center, for our hearing impaired patrons to use.
- Headsets are available from the House Manager. A patron must offer a form of photo identification in return for a headset. The identification will be returned to the patron when the headset is turned back in following the performance.

USHER PROCEDURES

TICKET TAKING INSTRUCTIONS

- Cordially greet all patrons who pass through the entrance to the theatre.
- Ask all patrons to present their tickets to ensure everyone entering is authorized to be here.
- Make sure the tickets are actual tickets and not the email or receipt. Patrons may have tickets, printed paper from home, or confirmation on their phone.
- Compare the number of tickets the patrons have purchased with the number of patrons in the group. Direct them to the box office if they need additional tickets. Prohibit anyone who does not have a ticket from attending the performance.
- Check the title, date and time of the performance to be certain they are correct.
- Always check the section, row and seat number printed on the tickets. It is extremely important for a ticket taker to give patrons accurate directions to their seats. Each patron or group should receive directions to their seats unless they state they already know where they are located.
- All tickets should be torn. Paper print-outs from home should be marked. Tear the correct portion of the ticket. Remove and collect the ticket stub. It is extremely important that the ticket taker tear the ticket correctly and return the correct portion to the patron. Count the ticket stubs after all of the patrons who arrive late have been seated. Please let the House Manager know the number of ticket stubs you counted.
- Keep the flow of patron traffic moving quickly, but safely.
- Ticket takers are required to inform the patrons who arrive late that they will not be able to be seated until there is a suitable break in the performance.

ADMISSION POLICIES

- All patrons entering the venue for a ticketed event must possess a valid ticket, unless under age of 2. Even though it may be possible for a young child to sit in the lap of an adult, if the child is over 2 or older, the child must still have a ticket. (There may be occasions when the renter allows lap sitting for older children.)
- If a child is distracting other patrons or the performers, the accompanying adult should escort the child out of the venue until it is appropriate to re-enter.

PROGRAM BOOK INSERTS

- One of the many important duties of the ushers perform is inserting flyers into the programs books. The instructions for inserting flyers into the programs are as follows:
 1. All flyers must be inserted into the front cover of the programs unless otherwise instructed.
 2. All flyers must be inserted right-side up and neatly so that the flyers are easy to read as soon as the patrons open their program.

3. The ushers must assist each other in completing this task.
4. The House Manager may request additional programs be stuffed with flyers for the next performance.
5. After all of the flyers have been inserted, the ushers should stack their programs neatly in the same location they found them. Care must be taken not to leave the programs or excess flyers in a location where a patron may slip and fall on them.

BEFORE THE HOUSE OPENS

- Ushers are responsible for staffing the main theatre entrance and the balcony (when applicable) to prevent patrons from entering the theatre without tickets.
- Please prevent patrons from entering any of the seating areas of the theatre until the house manager has given permission to open the house.
- Ushers should familiarize themselves with the theatre layout and gather programs to distribute.

OPENING THE HOUSE

- Generally, patrons are allowed to have access to their seats approximately 30 minutes before a performance.
- When it is time to open the theatre for seating, the House Manager will direct ushers to move into their assigned positions. Please DO NOT open the doors until the House Manager directs you to.
- Each usher must pick up and carry a handful of programs to distribute to the patrons.

ESCORTING PATRONS TO THEIR SEATS

All ushers are required to follow this standard operating procedure for escorting patrons to their seats:

1. As the patrons approach to be seated, an usher should greet them politely by saying, "Good Evening!" or "Good Afternoon!" depending on the time of day.
2. Offer to escort all patrons to their seats by asking, "May I show you to your seats?" (Some patrons will know where their seats are located and they do not need usher assistance.)
3. Patrons are not allowed to bring food or beverage into the Performing Arts Center. Unflavored water in bottles is permitted, but not encouraged.
4. Ask the patrons to present their tickets and check the section, row and seat number to be certain that the patrons are in the proper area. Great care must be taken to ensure that patrons have come to the correct section of the theatre to be seated.
5. Before escorting patrons to their seats, it is extremely important to state "Please watch your step!"
6. All patrons should be escorted directly to the row in which they belong.
7. Make certain that the patrons know the seat numbers which identify their seats.
8. Conclude by saying, "Enjoy the performance!"

RESPONDING TO SEATING PROBLEMS

It is possible for the same tickets to be printed twice. It is important for our ushers to know the proper procedures to follow when the same seats are sold twice.

- Remember to ask to see the tickets of all the patrons involved in a seating conflict.
- Before entering the row, check the identification where the seating problem exists.
- Inspect the tickets of all the patrons who are involved in the situation. Inspect each group separately to make sure they are correct. Never have two sets of ticket in your hand at the same time!
 1. Check to make sure that all the patrons are holding tickets for the performance which is currently taking place.
 2. Check the date printed on the tickets to be certain that all of the patrons are present on the correct date.
 3. Check the section, row and seat numbers printed on the tickets; the patrons may be seated in the wrong section or in the wrong row. Check the seats which are occupied by the patrons and compare that with the seat numbers printed on the tickets to be certain that the patrons are occupying the correct seats.
 4. The usher must notify the House Manager or the Box Office immediately if they are unable to resolve the seating problem.
 5. Do not reassign patrons without permission from the Box Office or House Manager.

THE PERFORMANCE IS ABOUT TO BEGIN

The lobby lights are flashed in sequence a few minutes prior to the start of the performance as a signal to the audience that the performance is about to begin. The following duties must be carried out when the lobby lights are flashed:

1. Quickly escort patrons to their seats before the performance begins.
2. If possible, the ushers should inform the patrons in the lobby areas that the performance is about to begin.
3. Remove the excess programs and stack them neatly where they will not pose a trip hazard.
4. The house lights will be dimmed, signifying the start of the performance. All interior doors leading in and out of the theatre must be closed uniformly at this time.

RESPONDING TO LATE PATRONS

- The artists who perform in the Performing Arts Center wish to perform in a controlled environment, free of disruptions. Likewise, patrons do not want to be distracted.
- The ushering staff is responsible for enforcing the late-comer policy. Therefore all of the ushers are required to remain standing in their assigned positions, outside of the theatre, until the break for late-comer seating occurs or until the House Manager has released you.
- Ushers seated closest to the doors are designated as late-comer seaters.
- As soon as the house lights dim at the start of the performance, no one may be seated.
- Ushers should offer an explanation to the late-arriving patrons as to when they will be allowed to be seated.

- Care must be taken to keep late-comers away from the doors leading into the theatre by standing in front of the appropriate entrance doors. Ushers are expected to prevent patrons from entering the theatre at times other than late seating breaks. If a patron insists on entering and moves to do so, the ushers should not use physical restraint to prevent the patrons from entering the theatre.
- In situations when a late-comer misses the break to be seated, the ushers have permission to seat late-comers in the closest available seats.
- The ushers may use their flashlights to light the aisles and steps for the patrons as they escort them to their seats.
- The ushers are allowed to be seated after they have escorted the late-comers to their seats.
- Occasionally it may be necessary to wait until intermission to seat late-comers.

DURING THE PERFORMANCE

- Ushers are allowed to be seated inside the theatre after the break for latecomer seating has occurred or when the House Manager releases you.
- Monitor the doors while the performance is in progress to prevent patrons from entering the theatre at inappropriate times.
- Make yourself available for patrons to report an emergency if necessary.
- When ushers are seated inside the theatre, and the performance is in progress, they are responsible for the following duties:
- Monitor the performance:
 1. Listen for any problems associated with the sound system.
 2. Watch the action happening on stage.
 3. Report any technical problems or any problems associated with the stage production to the House Manager.
 4. Please notify the House Manager immediately if you are able to hear noise inside the theatre emanating from the lobby areas. The lobby areas must remain quiet while a performance is in progress.
- Monitor the behavior of the audience:
 1. If a patron is taking photos, text messaging or using an electronic device of any type, during an event where it is prohibited, pursue the problem and attempt to locate the patron. Direct the patron to stop. Contact the House Manager whenever this problem occurs and ask for additional assistance, if necessary.
 2. Notify the House Manager immediately if a patron creates a disturbance.
 3. Notify the House Manager immediately if a patron develops a medical problem or falls inside the theatre. We will need to collect their name and the circumstances of the event for an incident report.
 4. Keep all of the interior theatre doors closed while the performance is in progress.
 5. At intermission, make certain that all of the theatre doors are opened and aisles are clear.

6. Monitor the climate conditions inside the theatre and inform the House Manager if it becomes too hot or cold inside the theatre.

AT INTERMISSION

- All of the theatre doors must be uniformly opened when the house lights are brought up to full intensity at the intermission.
- Ushers should remain near their assigned areas during intermission to answer patron questions.
- Prevent patrons from bringing food and beverages into the Performing Arts Center.
- All of the theatre doors must be closed uniformly when the house lights are dimmed at the end of intermission.
- Some patrons may be late in returning to their seats. When these circumstances occur, wait for an appropriate time in the performance to seat them.

AFTER THE PERFORMANCE

- Help clear the house of patrons and close theatre doors when empty as soon as performance is over.
- Pick-up any left-over refuse on the floor or seats.
- Any “gently used” programs may be reused if there is a repeat performance.
- Check out with House Manager and return usher badges and flashlights to the Usher Cabinet.

EMERGENCY PROCEDURES

The ushers must understand the procedures to be followed if they become involved in an emergency situation. Notify the House Manager IMMEDIATELY of any emergency situation occurring in or around the Performing Arts Center.

Our patrons see you as a representative of the school district when you are ushering. You may be the first person on the scene to help a patron or you may assist staff in directing patrons. Regardless of the specific situation, the most critical response in any emergency situation is to **remain calm**. Panic may be as big a problem as the cause of the emergency. Remain calm and follow instructions given to you by the House Manager or full-time staff member. Please assist us in keeping our audiences calm as we navigate the situation at hand.

MEDICAL EMERGENCIES

- Determine injury or problem.
- Notify another usher to alert the House Manager/PAC Manager.
- Always remain with the patron until help comes.
- Volunteers are not required or expected to assist in any first aid procedures. If you choose to offer first aid, you do so as a “Good Samaritan” and not as a representative of the Sun Prairie Area School District or Sun Prairie Performing Arts Center.
- The emergency number to dial from a school phone is 6-911.
- There is a first aid kit located in the Box Office for minor medical needs. There is also a can of soda (for diabetics) and bottles of water for medical needs only.

FIRE AND EVACUATION PROCEDURES

- The House Manager, performing company staff member or stage manager will instruct the ushers when it is necessary to evacuate the building. Patrons should be directed to exit via the regular and emergency exits. DO NOT allow patrons to exit onto the stage.
- The following announcement will be made from the public address system to inform the patrons that it is necessary to interrupt the performance:

Ladies and gentlemen may I have your attention please: It is necessary to discontinue the performance and to dismiss the audience immediately. We request that you follow the directions of the ushers at the back of the house and leave in an orderly fashion. Do not exit onto the stage. Please continue out of the building and keep walking away from the building. Thank you and you may exit now.

- Ushers should be stationed at the following locations:
 - One at each of the back doors to hold doors open and direct patrons out the back of the house out of the building.
 - One at each side of the house, to hold doors open and direct patrons out the side doors and out of the building.
 - One at each side of the stage, to direct patrons away from the stage, out the side doors and out of the building.

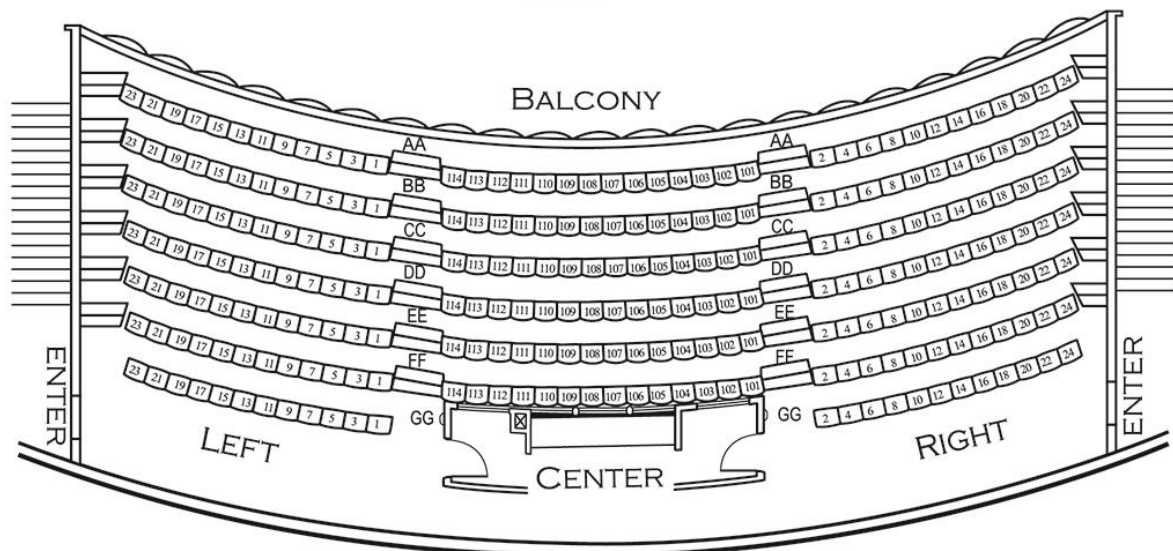
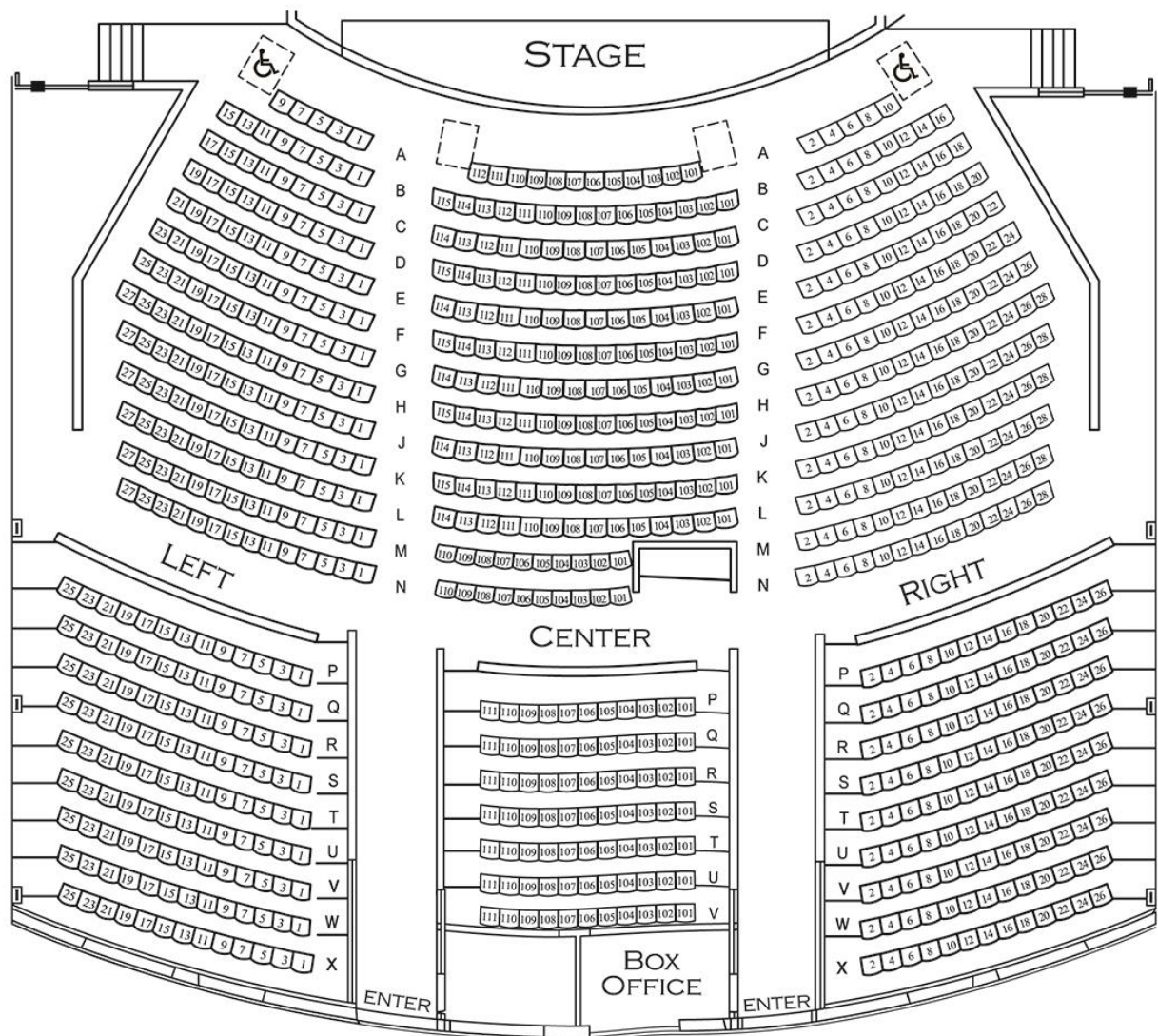
- The House Manager will locate any handicapped persons and evacuate them.
- All ushers should check their assigned area to ensure that all patrons have vacated their section. After doing a final check, ushers should vacate the building and ensure that patrons move safely away from the building to the parking lot.

TORNADO WARNING PROCEDURES

- If a Tornado Warning is issued during a performance the audience is to remain in the Performing Arts Center.
- The house manager will make the following announcement:

Ladies and gentlemen may I have your attention please. The National Weather Service has issued a Tornado Warning for our area. Due to this warning, it is necessary to discontinue the performance. Please remain in your seats inside the Performing Arts Center until the Warning has been lifted.
- All ushers should remain in the Performing Arts Center and prevent patrons from leaving. The PAC is the safest place to be during a tornado as it has no windows and is structurally sound.


SEATING CHART



SAMPLE TICKETS

Print at home tickets:

Your Ticket



SUN PRAIRIE HIGH SCHOOL 2018

Wendy Harris

SPHS presents The Pajama Game


Fri, Nov 9th, 2018 at 7:00 pm

Section	Row Number	Type	Amount
House Left P	110	Senior	\$8.00
Subtotal:			\$8.00
Total from other tickets:			
Total:			

SHOW NOTES:


PERF NOTES:

Event title, date, time and seat location are shown here.



Sun Prairie Performing Arts Center

888 Grove St Sun Prairie, WI 53590



Please Note

There is no late seating. Patrons arriving late will be seated at the nearest possible break in the performance by an usher.

There are no refunds. If circumstances prevent you from attending your performance, please contact us ahead of time and we will attempt to move your ticket to a future performance.


Photographing or recording the performance is strictly prohibited. **Print this ticket and bring it to the performance. No need to visit the box office - just show this ticket to an usher at the door.**

Wendy Harris
6322 Templeton Ter
Sun Prairie, WI 53590-9582

ADMIT
1 Senior

Order Total:
\$16.00

Ticket Code: habit003



4641886566 Seat: HL-P110

Sun Prairie Performing Arts Box Office - (608) 834-6848 - www.SPPerformingarts.org

Box Office Tickets:

ADMISSION TICKET

SPCT presents THE WIZARD OF OZ

Sun Prairie Performing Arts Center
888 Grove St Sun Prairie, WI 53590

Sat, Apr 22nd, 2017 at 7:30 pm

SECTION	ROW	SEAT #	Name
Senior	H	104	Heidi Weber

No Late Seating



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