

## **HOUSE MANAGER**

### **Standard Operating Procedures**

#### **Secure and Supervise Ushers**

Ushers should be recruited some two weeks prior to opening. A sign up sheet on the callboard will likely get you plenty of ushers. The sign up sheet should ask for the usher's name and phone number. Your sign may tell ushers that they may have one COMP for the performance they usher.

For each performance in the Bruder Theatre, you need 8 ushers (1 ticket-taker and 3 seaters per door); for Albert Taylor Hall, you need 20 ushers (1 ticket-taker and 4 seaters per door); for the Frederickson Theatre, you need 5 ushers (2-ticket-takers and 3 seaters).

#### **Rules for ushers**

1. Arrive at the theatre 1 hour before performance (30 minutes before the house opens).
2. Dress appropriately. You do not have to be overly "dressy," but please no blue jeans or T-shirts. Please remember you are representing the university to the public.
3. If you are unable to usher, please find your own replacement
4. If an emergency prohibits your presence, call the box office at 341-6378.
5. Ushers receive one complimentary seat for each performance they usher; they must stay for the entire show.

#### **At 45 minutes before the house opens (75 minutes before curtain)**

Arrive one hour and fifteen minutes before curtain.

- Check the house, alcoves, and lobby to make sure that everything is neat and in order.
- Turn on all the lights in display cases and lobby:
  - LIGHT BOOTH CIRCUIT BOARD
  - Circuits 17-18-19: Display case track lights
  - Circuit 23: Bullet lights at box office
  - Circuit 37: Wall picture lights
- Check the additional lobby lights at the box office.
- Make sure theatre doors are unlocked.
- Make sure you have enough programs at each door. Extras are usually stored in the box office.
- Set up ticket stub holders. Place stub sleeves carefully in each one (tube sleeves are stored in the box office.)
- Check with box office manager to see about audience members with special needs (groups, wheelchairs, visually impaired, etc.)

#### **At 15 minutes before the house opens (45 minutes before curtain)**

Review procedures with the ushers.

- Ushers are responsible for maintaining the house during performance.
- If there is an emergency (medical, weather, etc.) or if a patron has a special need, ushers must be "on duty" and ready to help.

- Ushers are representing the university; they should remain pleasant, helpful, and courteous.
- Learn the correct doors for patrons: Left Section, and Center Section seats 101-108 should enter house via the house left doors; Right section and Center Section seats 109-114 should enter the house via the house right doors.
- No food or drinks are allowed in the theatre.
- ALL who enter must have a ticket, including babies. If patrons do not have a ticket for a baby, and bring it into the theatre, ushers should note where they are sitting; if the baby begins to cry, ushers need to quickly and quietly ask the patrons to take the baby to the lobby.
- No cameras or recording equipment of any kind are allowed in the theatre. Patrons may leave them in the box office for safe-keeping and pick them up after the performance.
- Inform the ushers if there are audience members expected with special needs and determine a plan for meeting those needs.
- Be sure your ticket takers know what the tickets for that performance look like, and also that they MUST keep one half of the ticket in the sleeve, and return the other half to the patron.
- Make sure all your ushers have comp tickets from the box office, and that they are appropriately marked, and torn.

### **At 30 minutes before the curtain**

- Check with the Stage Manager, and when all is clear, open the house by opening the doors, getting ushers to their stations, and seating patrons.
- Be visible and available to troubleshoot; help patrons with questions, assist ushers if they need it, looking for food or cameras being carried into the theatre, etc.

### **At curtain time**

- Be sure the lobby and restrooms are clear of patrons.
- Communicate with the Stage Manager (either via the box office intercom, or in the booth), that the house is ready to be closed and the show may start.
- Lower lights in both alcoves.
- Quietly close inner and outer doors to the theatre.
- Make sure the ushers are seated near the doors at the back of all three sections of the house. Remind them to handle any problems in the house, or to come get you.

### **After the show begins**

- Work with the box office manager to count stubs and shut down the box office.
- Be available to ushers if a problem arises in the house, or if the stage manager calls the box office through the intercom.
- Quietly seat any latecomers in available seats in the back of the house. Tell them they may take their reserved seats after intermission. Be sure to tear their tickets and count their stubs.

**At intermission**

- Turn up the lights in the alcoves.
- Open the inner and outer doors.
- After the Stage Manager rings the bell at 5 minutes into the intermission, check the lobby and restrooms to be sure they're clear of patrons.
- Communicate with the Stage Manager that the house is ready to be closed and the show may start again.
- Turn off the lights in the alcoves.
- Close the inner and outer doors.

**After the show is over**

- Turn up the lights in the alcoves.
- Open the inner and outer doors.
- After the theatre is empty, close inner and outer alcove doors, turn off the alcove lights, check the house for programs and ticket stubs, move the ticket tubes to alcoves, and lock the theatre doors.
- After the lobby is empty, turn off the lobby lights in the light booth and at the box office.
- If unlocked, help the stage manager lock up the Gilson Room Gallery. Turn off the lights at wall and secure both doors.

If you have problems, contact Police and Safety at 5337.

**Building security guidelines**

1. Check that the company has access to the rehearsal room or stage.
2. Check the other rooms are unlocked as required: Scene Shop, Costume Shop, dressing rooms
3. If the building is officially closed, weekend and holidays, check-in with Campus Police (5337).
4. Before every public performance, check to see that the public entrance is open and that all exits are clear.

## HOUSE MANAGER CHECK LIST

<b>45 Minutes Before the House Opens</b>	W	T	F	S
Check the house	—	—	—	—
Check the alcoves	—	—	—	—
Check the lobby	—	—	—	—
Make sure theatre doors are unlocked	—	—	—	—
Enough programs are at each door	—	—	—	—
Set up ticket stub holders (use ticket sleeves)	—	—	—	—
Check with BO Manager about people with special needs (groups, wheelchairs, etc.)	—	—	—	—
Turn on lights in display cases	—	—	—	—
Turn on lights in lobby	—	—	—	—
Light Booth Circuits:				
17-18-19: Display Case Track Lights				
23: Bullet lights at Box Office				
37: Wall Picture Lights				
18-41-42: Wall Track Lights				
<b>15 Minutes Before the House Opens</b>	W	T	F	S
Train ushers:	—	—	—	—
Special needs:	—	—	—	—
Represent university:	—	—	—	—
Learn correct doors:	—	—	—	—
L & C (101-107) enter left				
R & C (108-114) enter right				
No food, drinks, or tobacco use in theatre	—	—	—	—
All must have a ticket (including babies)	—	—	—	—
(Note where babies are located- if they cry, usher MUST ask them politely to leave)				
No cameras or recording equipment (leave in box office)	—	—	—	—
Inform ushers of what real tickets look like (must leave one half stub in sleeve)	—	—	—	—
All ushers have a comp ticket, appropriately marked and torn	—	—	—	—
<b>When the House Opens/30 Minutes Before Curtain</b>	W	T	F	S
Check with Stage Manager to Open House	—	—	—	—
<b>At Curtain Time</b>	W	T	F	S
Lobby and restrooms clear of patrons?	—	—	—	—
Tell Stage Manager that show is ready to start	—	—	—	—
Lower lights in both alcoves	—	—	—	—
Shut the doors QUIETLY	—	—	—	—
Ushers to sit in the back of the house	—	—	—	—

<b>After the Show Begins</b>	W	T	F	S
Count ticket stubs	—	—	—	—
Fill out house manager's report	—	—	—	—
Seat latecomers in the back of the house	—	—	—	—
<b>At Intermission</b>	W	T	F	S
Turn up lights in both alcoves	—	—	—	—
Open doors QUIETLY	—	—	—	—
<b>At End of Intermission</b>	W	T	F	S
Lobby and restrooms clear of patrons?	—	—	—	—
Tell Stage Manager that show is ready to start	—	—	—	—
Lower lights in both alcoves	—	—	—	—
Shut the doors QUIETLY	—	—	—	—
<b>After the Show</b>	W	T	F	S
Turn up lights in both alcoves	—	—	—	—
Open doors QUIETLY	—	—	—	—
<b>After the Theatre Has Cleared</b>	W	T	F	S
Check the house for programs, stubs, trash	—	—	—	—
Move the ticket tubes to alcoves	—	—	—	—
Turn off lights in both alcoves	—	—	—	—
Turn off lobby lights in light booth and BO	—	—	—	—
Close and lock the Gilson Room	—	—	—	—
Close theatre doors and lock them	—	—	—	—
Turn off lights at both doors and secure them	—	—	—	—