



LOBEROTHEATRE

Usher Responsibilities

Hello and thank you for volunteering for the Lobero Theatre. **Please read the following carefully**, as they entail duties performed by ushers. As stewards of this landmark institution **our goal is to be Santa Barbara's favorite theater**.

- Dress Code:
 - Ladies** – black dress pants or skirt, black close-toe shoes, and a white top/blouse, black jacket optional
 - Gentlemen** – black dress pants, black socks, black shoes, and a white collared shirt, black blazer/suit optional
- Bring a **working flashlight** to every show to help with seating patrons.
- **Arrive one (1) hour and 15 minutes before the scheduled show time.** (Ex. 8pm show time, arrive at 6:45pm) Remember to allow time for parking especially on holidays and weekends. If you are late three (3) times, you will not be allowed to usher for a month.
- Upon arrival go to the **Usher Alcove**, sign-in on the SignUp role call sheet, and chose an assignment on the usher assignment sheet. Pick up a badge from the magnet board. Badges are to be turned in at the end of every show unless you have a personalized one.
- **Assemble and stuff program inserts**, if needed, and distribute to each aisle.
- **Forty-five (45) minutes before each show time**, the House Manager will hold a meeting discussing show details, including opening time, late-seating process, emergency procedures, usher station assignments, and when ushers can take their seats.
- **If there is any duplicate seating**, examine all the tickets to confirm the date, time of show, and aisle location are all correct (T and I, E and F, P and R tend to look similar). If all are the same, then take all the tickets to the House Manager.
- When lights are dimmed in the house, **close the inner aisle curtains** and follow any

late-seating procedures for that show.

- **Photography and video cameras are rarely** allowed. If you do see one, immediately go to the individual and ask them to stop, explaining why. If you cannot find them inform the House Manager where the flashes are appearing. Never argue with a patron; remain calm and inform the House Manager of any difficulties.
- Do not take a seat until the time directed by the House Manager. **Always** get up for late-comers if you are in their assigned seats, and **do not** cross over any patrons to take a seat.
- Side aisle ushers are to remain (sitting when applicable) along the aisle to easily access the doors for intermission. **Do not open doors until the house lights come up.** During intermission, all ushers are to move to their assigned doors to watch for any food, drink, and smoking. Remember you are on duty through the entire length of the performance. You must remain in your uniform with your badges on, leaving coats, handbags, hats, etc. in the Usher Alcove until you leave.
- **In case of emergency**, such as fire or power outage, proceed to your door and open it. Turn on your flashlight, and **calmly** direct patrons to the exits; direct them to gather in the Lobero Building parking lot across the street on Anacapa Street. For medical emergencies, try to assess the situation (ex: not breathing, loss of consciousness, no pulse, throwing-up, etc.) and report to the House Manager as soon as possible. Be prepared to call 911 if so directed.
- **Remember to always be polite and gracious to our patrons**, and be attentive and helpful to any special ability needs (wheelchairs, walkers, canes, etc.) Please remember to be attentive to their needs during intermission and after the performance as well.
- Always put your best foot forward, have a smile, and make visiting the Lobero Theatre a professional, first-class experience for everyone. Be personable, highly diplomatic, and don't hesitate to get the House Manager if there are any problems.

Thank you and I look forward to working with you all!