



## 2006 – 2007 VOLUNTEER USHER GUIDELINES

### DRESS CODE

- Ushers are asked to wear dark-colored clothing and should avoid wearing reflective jewelry.
- Women should wear dresses, skirts, or dress pants. NO jeans or sweat pants, please.
- Men should dress pants with dress shirt, sport coat, or sweater. Likewise, NO jeans, please.
- All ushers must wear a provided Pittsburgh Public Theater ushering pin and return it after the performance has ended.

### DUTIES

Ushers should be willing to work any duty assigned—ushering on any level, tearing tickets, or stuffing programs.

- Ushering duties may include, but are not limited to, the following: resolving minor seating problems, guarding the stage, notifying House Management of disturbances or emergencies, assisting House Management in emergency evacuation, and locating latecomers' seats at intermission.
- Ushers are responsible for tearing the stubs from **ANY** untorn ticket. Please remove the small end of the ticket and deposit in the designated container in your area. **Do not put the ticket stubs in your pocket!**
- In the event of a duplicate ticketing problem, ushers should bring both sets of tickets to the House Manager before returning to their assigned areas.

### Policies

Ushers are volunteer members of the Front of House Staff and are directly responsible to House Management while on duty. Ushers are considered on-duty from the time that they sign in until House Management dismisses them.

- Ushers are welcome to occupy any available seat **in their assigned section designated by House Management**, after all patrons—including walk-in and standing room only—are seated. A Front of House Staff member will individually release ushers from their duties. Should the House be full, a Standing Room space will be made available. **Under no circumstance can the start of the performance be delayed while ushers search for better seating.**
- Ushers must return to their assigned areas during intermission.
- Ushers should treat all Pittsburgh Public Theater patrons with excellent customer service. If a disagreement with a patron should arise, please notify House Management immediately. **Because our patrons' satisfaction is of top priority, their needs must be met first.**
- Ushers must arrive, sign in, and be prepared to work one hour prior to curtain time. Volunteers arriving late (less than 45 minutes prior to curtain) may or may not be used at the discretion of the House Manager. Late ushers who are not used will not be permitted to attend the performance free of charge. **Any usher reporting for duty intoxicated will not be permitted to usher.**
- Upon arrival, while waiting for the customary meeting with the House Manager and the commencement of duties, **ushers are entitled to one complimentary cup of coffee or soda.** This complimentary drink may only be claimed prior to the curtain and may not be granted at intermission, post-show, or once the House Manager's meeting has started. Cookies, candy, and additional beverages are not complimentary.

## **SCHEDULE CONFLCITS & SWAPS**

### **MINIMUM COMMITMENT**

**By agreeing to join the volunteer program, ushers commit themselves to a minimum of one performance per production, a total of six performances per season.** This does not include special performances such as *The Chief* or *The Second City*.

- Any usher unable to fulfill a commitment must find a replacement within the pool of participating Public Theater ushers. A Swap List, containing contact information for the afore mentioned ushers, will be provided at the start of each season and/or upon request.
- Any usher who is unsuccessful in finding a replacement through the Swap List must contact House Management to make alternate, and mutually agreeable arrangements.
- Ushers should inform House Management, with as much notice as possible, of any emergency or illness that will prevent them from fulfilling their obligations. Such ushers will receive an **excused absence**. Excused absences are limited to family or work emergencies and illness.

- Ushers are permitted one **unexcused absence** per season. Unexcused absences include, but are not limited to, planned vacations, other ushering commitments, birthdays, weddings, etc.

## **BUYING EXTRA TICKETS**

- Ushers may purchase tickets to all Pittsburgh Public Theater performances at a 50% discount **except for Saturday evening performances**. Ushers may receive a \$5.00 discount per ticket on Saturday evenings. These discounts DO NOT apply to performances of *The Chief* or *The Second City*. There is no limit to the number of tickets ushers may purchase at this discount.
- If a friend or family member accompanies an usher to the theater, they are required to purchase a ticket at the Box Office. Ushers are not permitted to bring guests with them to watch performances for free.
- Ushering for the Public is a mutually beneficial trade: Ushers provide us with about one hour of work per performance and we provide you with an opportunity to view a performance with a ticket valued between \$30.00 and \$50.00.
- In order to be as fair as possible, we do track ushers who cancel, arrive late, or miss their assigned dates.
- We will not tolerate insubordination. If an usher violates our policies, they will be removed from our volunteer usher program.

## **QUESTIONS**

- Please contact: Britta Haring or Trent Wolfred  
412.316.8200, extension 730  
bharing@ppt.org / twolfred@ppt.org