

House Manager

“Management is doing things right; leadership is doing the right things.”
- Peter F. Drucker

Rehearsal Period

- Make an usher sign-up sheet and post it on the callboard. Each usher will receive a comp ticket to the performance that they are ushering.
 - Be sure to follow up with all potential ushers to ensure that there will be enough ushers for every performance.
 - If you need extra ushers, schedule to recruit during the THEA 101 classes.
 - 3 ushers are required per evening
 - a ticket taker outside the theatre space
 - a program handler inside the space
 - an extra program handler at the seats
 - Email ushers prior to the show day to remind them of their sign-up date and time.

Pre-Show

- Ensure that you and your ushers are dressed neatly and professionally in black and white.
 - If an usher's wardrobe is improper they must be sent home to change.
- You arrive at the theatre one hour before the performance.
- Your ushers arrive at the theatre one hour before the performance.
- The television above the box office is in working order.
- The sandwich boards are placed in front of the box office and on the sidewalk outside of the theatre.
- Set out mailing list forms and table.
- There are flashlights available for your ushers.
- A first aid kit is available in the box office.
- You have familiarized yourself with the locations of fire alarms and the emergency house light switch.
- The house, lobby and front of the theatre is cleared of trash and swept.
- There is a ticket box ready at the house door.
- Proper warning signs (haze, strobe, etc.) are placed in prominent locations.
- You have discussed the late seating policy for this production with the director, and stage manager.
- Determine intermission length.
- Discuss the cue that will be given to the audience that the show is about to begin.

Preparing the Theatre

- Ensure that any damage to the house, facility, seating or restrooms is reported to the stage manager.

Seating

- Before house opens, have ushers in-place and ready.
- Before opening house check with stage management to ensure that everything is prepared.
- Ensure that no one brings food or drink into the theatre.
- You must personally seat any VIPs, disabled, or less-than-courteous patrons.
- Ensure that neither patrons nor ushers are doing anything they should not be doing.
- If it appears as though patrons are still entering the theatre at the time house is supposed to close inform the stage manager.

Intermission

- Ensure that you know the running time of the show, so that you can be ready to open the doors once the first act is over.
- If it appears as though patrons are still entering the theatre at the time house is supposed to close inform the stage manager.

During Performance

- Count the ticket stubs collected.
 - Write down the total house count to be given to the stage manager after the show.
- Watch portions of the show on the television above the box office to determine if there are any issues that need to be taken care of.
- Ensure that either you or an usher is sitting where they can see and be seen by stage management. This will allow the stage manager to get in contact with you if they need to.
- Keep the lobby quiet.
- Keep the doors to the theatre closed as much as possible.
- Turn off the monitor prior to the applause at end of the show.

Post-Show

- Open the theatre doors as the applause comes to an end.
- Be prepared to answer any questions from the patrons as they are leaving.
- You must remain in the building until the patrons exit.
 - After a reasonable period of time be prepared to usher patrons out of the theatre.
- Give the house count to the stage manager at the end of the performance.
- Clean up any trash in the house and hallway.
- Ensure the box office door is shut and locked, and the house doors are closed.
- Put away the mailing list forms and table
- Gather the sandwich boards before leaving each night

House Manager

All students working on a show must fill out this form. A separate form must be used for each position held. When complete, return this form to Eric Koger.

Name: _____

Phone #: _____

Email: _____

Production: _____

Why do you have this position? (circle one)

I am in the THEA 104 class.

I am a volunteer.

I am in an Independent Study class. Name the class _____

By signing this form, I assert that I have not only read and understand the above contract, but also that I agree to follow and abide by it. I also understand that I will be held accountable for my actions and that my role in the production may be terminated in the case of extreme misconduct.

Signature: _____ Date: _____