

## **An excerpt from the Ellen Eccles Theatre *Usher Corps Guide*:**

### **Thank you for your interest in the Eccles Theatre Usher Corps!**

As a member of the Ellen Eccles Theatre Usher Corps, you are a personal representative of the Cache Valley Center for the Arts and its presenting organizations. Our goal is to provide an enjoyable arts experience for our patrons. This is an important responsibility entrusted to the Usher Corps. Our ushers are the first interaction guests have during their theatre experience. Your excellent service will keep the patrons coming back again and again.

We feel it is important to list some of our volunteers' responsibilities, and emphasize that the commitment goes beyond viewing the productions. If you are eager to help give our patrons a memorable theatre experience, we're thrilled to welcome you to our team! If you are volunteering to usher merely to view productions for free, you may wish to reconsider.

### **Please keep in mind:**

#### **USHERS ARE REQUIRED TO:**

- **STAND FOR AT LEAST ONE HOUR AND CLIMB STAIRS.**
- **Accurately read small print on tickets and verify correct date, time, event and seat location.**
- **Be 16 years of age or older.**
- **Be on-time and reliable.**
- **Provide friendly customer service for patrons attending events.**
- **Assist in event preparation (including stuffing programs, light dusting, table set-up, etc.).**
- **Remain calm in the event of an emergency.**

#### **AN USHER'S DUTIES INCLUDE:**

- **Remaining at his/her assigned post as needed.**
- **Ensuring patrons are seated correctly, questions are answered accurately and policies are enforced efficiently.**
- **Inspecting public areas to ensure safe conditions and cleanliness, and notifying a supervisor of problems.**
- **Attending usher training sessions and usher meetings.**
- **Being familiar with methods of customer service and public relations.**
- **Assisting patrons with disabilities.**
- **Understanding and following evacuation procedures.**

Please remember that ushers are not guaranteed a seat to view a performance, especially if a show is sold out. If seats are available, an usher may sit in a seat close to their assigned post unless they are required to remain at their post. Sometimes the beginning or the entire first act of a performance may be missed while an usher is assisting the house manager in seating latecomers or solving other problems. Ushers should leave their seats and return to their posts at intermission or anytime the house manager requires their help.

We are grateful to those who wish to volunteer their service to the Eccles Theatre, and we believe the benefits are rewarding! If you wish to join our team, please complete the following application. Thank you!



## Eccles Theatre Usher Corps Volunteer Application

*Please fill out the following application. Your responses will help us to utilize your skills, while ensuring an enjoyable experience as a volunteer at the Eccles Theatre.*

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City.State.Zip: \_\_\_\_\_

Best Contact Phone #: \_\_\_\_\_

E-mail: \_\_\_\_\_

1. Are you able to stand for at least 1 hour? \_\_\_\_\_ Climb stairs? \_\_\_\_\_

2. Vests, bowties, and flashlights are provided for our ushers. We ask that volunteers provide their own black slacks or a skirt, black socks, close-toed black shoes, and a white, long sleeved shirt with a collar that allows for a bowtie. Would you be able to provide these things as a volunteer? \_\_\_\_\_

3. Are you currently employed? If so, where? \_\_\_\_\_

4. Do you have experience in Customer Service? Please explain: \_\_\_\_\_

\_\_\_\_\_

5. Do you have experience with the following:

Money Handling \_\_\_\_\_

Computers (if so, what software?) \_\_\_\_\_

\_\_\_\_\_

6. Do you speak any foreign languages? If so, which ones? \_\_\_\_\_

7. Are you available as a last-minute back-up usher if needed? \_\_\_\_\_

8. Here is an example of our tickets:



What show is this ticket for? \_\_\_\_\_

When is the performance? \_\_\_\_\_

What section, row, and seat is this ticket for? \_\_\_\_\_

9. How did you hear about volunteering for the Eccles Theatre? \_\_\_\_\_

\_\_\_\_\_

10. Please use this space to tell us a little bit more about yourself! \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your interest in volunteering for the Eccles Theatre Usher Corps! Please return completed application to the House Manager, or mail to:

Keri Larsen, Ticket Office Manager  
CVCA  
43 S. Main  
Logan, UT 84321  
(435) 753-6518 x 21

Office Use:
Certification Date: _____
Instructor: _____
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