

USHERS (SEATING and DUTY) CHECKLIST

ON ARRIVAL

1. Check-in with FOH Manager; read any special instructions and the fire instructions; listen carefully to FOH Manager's briefing to all staff; liaise with FOH Manager if you are sitting in theatre as a Duty Usher.
2. Ushers are to wear volunteer badges and dark clothing as per current convention.

GENERAL USHER DUTIES:

1. Ushers are often the 'public front' of REP and, generally, the first point of call for patron enquiries—eg location of toilets, length of show, how wheelchairs access the venue, where the seats are, through which door they enter auditorium—tickets are marked for Door A (Off Prompt Side) or Door B (Prompt Side), etc. Check with the FOH Manager if you don't know the answers to these questions.
2. At the end of the show, return your badge to the FOH Manager and sign out.

Seating Usher duties:

1. Stand inside the auditorium just near the end of the entrance tunnel.
2. Remind people with food and drink not to take it into the theatre (bottled water excepted).
3. **Carefully check details on tickets—for correct show, time and date.**
4. If there are any anomalies (or seats appear to be double booked), get names of both patrons and refer to FOH Manager.
5. If there are any patrons in wheelchairs who plan to sit in a theatre seat (ie won't be sitting in the wheelchair), explain that you need to move the wheelchair (for safety reasons) into the tunnel alcove. Be prepared to return the wheelchair to the patron at Interval and/or at the end of the show. Ditto with walking frames.
6. Stand where patrons can't walk between you and the stage (ie behind you). The edge of the stage is relatively low to the ground and could be a trip hazard.

Duty Usher duties:

1. **During performance**, remain in the auditorium, on the designated usher seat, with torches at all times to assist patrons as required.
2. **One of the two ushers should be designated (during the briefing) to report problems to FOH Manager.**
3. If possible, one Duty Usher to remain at interval. This is to ensure that patrons do not go on to the stage; and also to help patrons with wheelchairs etc.
4. If patron feedback indicates temperature is **too hot** or **too cold**, inform FOH Manager at interval.
5. **After the show comes down**, one usher stays in auditorium to clear the house and to move patrons into foyer (actors can't come from backstage until auditorium is clear).

Emergency evacuation:

In case of evacuation, the FOH staff duties are as follows.

1. ALL FOH STAFF to comply with directions of the FOH Manager—who is Chief Warden until relieved of this duty by either the Stage Manager (when stage is clear) or the Fire Brigade captain on arrival.
2. If you hear (or think you hear) a fire alarm, one Duty Usher (as designated during briefing) should report to the FOH Manager in the foyer to await instructions, while the other Duty Usher remains in the auditorium to keep patrons calm.
3. The reporting usher will receive instructions for evacuation including: where the fire/emergency has been detected (to avoid evacuating through a hazardous area); which evacuation route to use; etc
4. The reporting usher will also collect a RED fire warden hats (under the curtain above the usher seat) for themselves and indicate to the other usher to do the same. (FOH Manager / Stage Manager wear WHITE helmets.) Reporting usher returns to the auditorium.
5. The Stage Manager (in consultation with the FOH Mgr) will stop the show and announce the evacuation.
6. As directed by the FOH Manager, open the side exit door/s and assist patrons to exit through nearest safe exit route to the assembly point (see over).
7. Assist mobility-impaired patrons (including wheelchairs), who will need to go last to avoid blockages.
8. Keep patrons at the assembly point (see over) and begin to count them.
9. FOH Manager may require any FOH staff to help in clearing/checking areas, eg toilets.
10. FOH Manager and remaining staff will move to assembly area if/when relieved as Chief Warden by the Stage Manager or Fire Brigade captain.

Assembly Point:

The assembly point in case of evacuation is at the bottom of the School of Music carpark as indicated on the map below.

