

AUDITORIA USHER TRAINING MANUAL 2023

PRE-SHOW:

1. **Report to the Ardrey Lobby/Kitt Backstage by call time.** Have a radio from the pit, name tag, and flashlight, and your student ID. Report to the House Manager. If working in Ashurst, you will receive a radio after reporting to the Booth. The House Manager will designate your responsibilities for this shift.
2. **Walk House.** One task the HM may assign is to walk the seating area of the venue. Using your flashlight, check every row and under each seat, picking up all garbage and lost items.
3. **Check Restrooms for cleanliness.** One task the HM may assign is to check restrooms. Inspect each stall and sink, wiping up simple spills. Report out-of-stock items (toilet paper, soap) to the HM.
4. **Complete other cleaning tasks as assigned.** The HM will detail other pre-show responsibilities.
5. **Wait in your assigned position for House Open.** The HM will describe your show position.

HOUSE OPEN:

1. **Direct Patrons to available seats.** Your first responsibility is to maintain the flow of traffic for patrons moving to either unassigned or assigned seats.
2. **Be available to answer questions and concerns.** You will be asked common questions about the event, locations of restrooms and vending machines. Be kind and helpful. Radio the HM if there is a question you cannot answer.
3. **Be vigilant for venue cleanliness.** Food and drink is not permitted in Ardrey or Kitt. Kindly ask patrons to dispose of these items. Prevent and rectify instances of feet on the seats (cleanliness concern) or jumping over seats or on and off stage (tripping hazards).
4. **Prevent recording and flash photography, if applicable.** Also, prevent distracting usage of phones or ringers.

SHOW START:

1. **Button doors.** When asked by the HM via radio, close the internal house doors of whatever portion of the venue you are assigned to. Radio back to the HM when you have completed this.
2. **Find a stool or other assigned location in house.** This assigned location is your home base for the show. You will monitor audience behavior from this location, but feel free to move around the house as necessary during the show.

INTERMISSION:

1. **Unbutton doors.** When asked by the HM via radio, open the internal house doors of whatever portion of the venue you are assigned to. Radio back to the HM when you have completed this.

2. **Monitor and direct traffic.** Your responsibilities for intermission are similar to your responsibilities for pre-show. If the show is about to resume, encourage patrons to find their seats.
3. **Button doors.** When asked by the HM via radio, close the internal house doors of whatever portion of the venue you are assigned to. Radio back to the HM when you have completed this.

POST-SHOW:

1. **Unbutton doors.** When asked by the HM via radio, open the internal house doors of whatever portion of the venue you are assigned to. Radio back to the HM when you have completed this. Be quick and proactive, such that doors are unbuttoned prior to the audience exiting house.
2. **Monitor and direct traffic.** Encourage patrons to efficiently exit the house.
3. **Complete cleaning tasks as assigned.** The HM will assign post-show cleaning tasks which include walking house, taking out trash, checking restrooms, sweeping/mopping, or other tasks at their discretion.
4. **When all tasks are complete, the HM will release you to Stage.** Once a part of stage crew, you will help the Stage Manager complete any tasks they require.
5. **Return radio and clock out.** Once released by the SM, you may return your radio to its charging station with its wire coiled, and clock out.

RADIO ETIQUETTE:

Press side button and wait a couple of seconds then speak into the radio.

To address a person, announce “[Your Name] to [Their Name]” (Ex. “Mindy to Joe”).

That person should then respond with “Go for [Their Name]” (Ex. “Go for Joe”).

Radio conversation must always be appropriate and shift-related. Patrons can and will overhear your communication.

OTHER HOUSE CREW RESPONSIBILITIES:

- Come to work prepared, and in appropriate attire. Have a flashlight and your student/employee ID. For a show, also have a name tag and a radio pinky.
- You may be asked to scan tickets for ticketed events. Ask your HM for help in operating the scanners.
- You may be asked to distribute programs for programmed events. Ask your HM if you run out of programs.
- You may be asked to change and take out garbage and recycling for the venues. Supplies and dumpster locations are in the *helpful information* section.
- Be courteous and kind to patrons, clients, and other employees. *Never speak negatively about a client on shift. Remember that they are paying for you to be there. Never speak negatively about a patron on shift, simply report the facts of an interaction to your HM. Do not let difficulties on previous shifts influence your performance on this shift.*

- Be approachable and assist patrons. Be diplomatic when they ask for something that we are not able to provide. If they ask for something you cannot do, see if your HM can help.
- In case of injury or emergency, report immediately to the HM. Your first responsibility is to your own safety, then to the patrons' safety, then to the venue's safety.

HELPFUL INFORMATION

- Extra cleaning supplies are located on the 4th floor of Ardrey Auditorium near the offices.
- Radios are located in the Ardrey pit for Ardrey and Kitt, and in the Ashurst Booth for Ashurst.
- Stools will be located in the corners of each venue's house.
- All garbage cans will use black bags, while recycling bins use white.
- Dumpster locations for Ardrey and Kitt are behind the building, adjacent to the handicapped parking spots in P13.
- Dumpster locations for Ashurst are adjacent to the loading dock.
- Clocking in and out can be done either through the NAUGo app or by using LOUIE at peoplesoft.nau.edu
- Accessible seating in Ardrey is in row F and X. Accessible seating in Kitt is in row C and N