

Music@Menlo

QUICK REFERENCE GUIDE FOR USHERS

Ushers are critical to the excellence of the concert experience—thank you for your dedication to making this perfect!

Please refer to the Usher Manual for a more in-depth discussion of the below topics, hall requirements and layouts, emergency procedures, and specific post duties.

SAFETY FIRST

- The safety of our guests is the most important consideration in ushering
- Remedy any situation that threatens the safety of someone, or notify the House Manager of the situation
- Know the layout of each venue, including exits, reserved seating layout, locations of restrooms, stairs, and elevators

BEING A MUSIC@MENLO USHER

- Ushers are a guest's primary contact with Music@Menlo; be welcoming, friendly, and helpful
- Greet guests as they arrive, answer questions, help with seating, and thank guests as they leave
- Be proactive, approachable, aware, and alert
- Minimize chatting with other ushers or patrons while on duty
- Eating food or chewing gum is never allowed
- Bring situations you are uneasy handling or questions you cannot answer to the House Manager or Lead Usher

THE CONCERT EXPERIENCE

- Help maintain quiet during performances for the patrons and the artists
- Respond unobtrusively to any specific need
- Assist any guest entering or leaving the auditorium with the door to assure a silent door opening and closing
- Be aware of open seats in general admission venues so you can be proactive and unobtrusive with latecomer seating
- Once everyone is seated, sit in designated usher seating only

DURING INTERMISSION

- Remain at your post during intermission – if you need to leave your post, inform the House Manager or Lead Usher

AFTER THE PERFORMANCE

- Assist with tidying the venue after the performance
- Check out with the House Manager before leaving

ATTENDANCE REQUIREMENTS

- Be on time for usher briefings
- Be present before, during (including intermission), and after the performance until the House Manager has dismissed you

DRESS CODE REQUIREMENTS

- Wear white tops and black bottoms without prints. Outerwear and scarves should also meet these requirements
- Wear your name badge
- Refrain from wearing noisy jewelry such as bangles
- Wear quiet, comfortable shoes

THANK YOU for dedicating your time and energy to Music@Menlo. We continue to always work towards an unparalleled level of excellence in all areas, including ushering, and we thank you for making this possible!