

Music@Menlo

CHAMBER MUSIC FESTIVAL AND INSTITUTE

Usher Manual 2017

Thank you for your interest in ushering for Music@Menlo's fifteenth season. With a three-week festival that includes over 50 musical and educational events featuring outstanding performers, Music@Menlo's 2017 season promises to be the highlight of the year for Bay Area chamber music enthusiasts. As an usher, you will be part of the Music@Menlo family that makes it all happen, welcoming patrons into our festival home to hear wonderful music.

This intimate chamber music festival depends on the grace and competence of its volunteers to provide a rich aesthetic experience. **Thank you for reading this manual before the season begins** to help you prepare for a rewarding experience for everyone.

As an usher, you are the concert-goers host—and the public face—of this extraordinary event, and you are particularly important to its success. You are often the first people our patrons meet. Your helpfulness and kindness can affect a patron's Music@Menlo experience and how they view the organization. It is important that you follow the outlined policies and guidelines to ensure that patrons have a safe and memorable experience and that Music@Menlo continues to be a premier chamber music festival.

Ushers are expected to know this manual in its entirety and to uphold it at all times. It gives details to help you be a great Music@Menlo ambassador and what is expected of you as an usher. If you have any questions, or if we can be helpful in any way, please let us know. Thank you!

TABLE OF CONTENTS

GENERAL TRAINING AND EXPECTATIONS	4
SEASON-SPECIFIC ORIENTATION	4
MUTUAL EXPECTATIONS	4
GENERAL USHER QUALIFICATIONS	4
IMPORTANT CONTACTS	5
PRIMARY GOALS FOR USHERS	7
SAFETY FIRST	7
THE FACE OF MUSIC@MENLO	7
THE HIGHEST POSSIBLE ARTISTIC EXPERIENCE FOR PATRONS	7
DETAILED USHER POLICIES	8
TIME COMMITMENT	8
PREPARATION	8
ARRIVAL	8
DURING PERFORMANCES	9
PATRONS WITH DISABILITIES	10
DURING INTERMISSION	11
AFTER THE PERFORMANCE	11
RESTRICTED ACCESS	12
PROFESSIONAL DECORUM	13
BEING A MUSIC@MENLO USHER	13
DRESS CODE	13
MUSIC@MENLO BADGE	14
SPECIFIC USHERING ROLES	14
GREETERS	14
TICKET TAKERS	14
FLOATERS	15
USHERS AT LATECOMER ENTRANCE	15
SEATING & VENUES	17
PREMIUM SEATING	17
PRELUDE PERFORMANCES AND KORET YOUNG PERFORMERS CONCERTS	17
STENT FAMILY HALL	18
MARTIN FAMILY HALL	18
THE CENTER FOR THE PERFORMING ARTS AT MENLO-ATHERTON	18

EMERGENCIES	19
MEDICAL EMERGENCIES	19
POWER FAILURES	19
FIRE	19
EARTHQUAKE	19
IF INDOORS	20
IF OUTDOORS	20
EVACUATION PROCEDURES	20
FINDING SUBSTITUTES IF YOU CANNOT USHER	22
EMAIL COMMUNICATION	23
MUSIC@MENLO QUICK CONTACTS	24
DETAILED SEAT MAPS	25
STENT FAMILY HALL	25
MARTIN FAMILY HALL	26
THE CENTER FOR PERFORMING ARTS AT MENLO-ATHERTON	27

GENERAL TRAINING AND EXPECTATIONS

Season-specific Orientation

All prospective ushers will receive the necessary training required to usher effectively and safely at a Music@Menlo event. The orientation outlines specifics for each season and each venue. Whether you are a returning or a new usher to Music@Menlo, **you will be required to attend the orientation session**. Please mark your calendar with this date:

Monday, July 10 at 6:00 pm – The Center for the Performing Arts at Menlo-Atherton, 555 Middlefield Road, Atherton, CA

Mutual Expectations

Music@Menlo expects that as an usher, you will do the following:

- Read and familiarize yourself with the information in this manual; you are expected to embody the values, fulfill the duties, and comply with the policies
- Attend the scheduled orientation session
- Notify the House Manager as soon as possible when unable to attend a scheduled assignment and proactively look for a substitute

Volunteers can expect Music@Menlo will do the following:

- Provide ushers with clear instructions and training through an orientation session and at usher briefings prior to each event
- Provide on-site and post-event feedback from the House Manager, Lead Ushers, or other staff
- Match usher qualifications with festival needs when filling usher assignments to provide a pleasant experience for everyone
- Recognize and appreciate the service that volunteer ushers provide

General Usher Qualifications

Music@Menlo ushers are expected to have the following qualifications to successfully usher an event:

- The ability to be attentive, focused, and helpful with patron needs by knowing directional and safety information about each hall
- The ability to provide excellent customer service through a friendly and helpful attitude and an informed perspective
- The ability to stand for long periods of time
- The ability to move up and down stairs swiftly (Menlo-Atherton has a steep rake to the auditorium)

- The ability to read small print on tickets, and to tear tickets
- The ability to be stationed at an exit where you may be exposed to cold evening air.

While uncommon, if ushers are unable to meet the above qualifications at each event, Music@Menlo reserves the right to remove ushers from future scheduled ushering assignments for failure to satisfactorily follow the policies and guidelines explained in this manual.

Important Contacts

The following people are important contacts for Music@Menlo ushers to become familiar with. They are able to help you with any questions you may have.

Adriana Ramírez Mirabal - House Manager

Adriana was one Music@Menlo's production interns during the 2016 season and is returning this summer as the festival's House Manager. She is responsible for the management of all front-of-house activities related to each event. This includes assigning ushers their roles for the evening, giving ushers instructions on their specific duties and overseeing usher performance, assisting patrons, opening the house, and closing the house.

Adriana can be reached by email at housemgr@musicatmenlo.org or by cell phone at (323) 356-2747.

Anne Peck – Usher Liaison

Anne serves as Music@Menlo's Usher Liaison. In this capacity, she is the bridge between volunteer ushers and the Music@Menlo staff. If you have any issues that you feel the staff should be aware of or have any suggestions for the usher program, you can bring them to Anne and she will pass on the concerns to the appropriate staff member.

Anne can be reached by email at peck@stanford.edu.

Lead Ushers

At each event, there will be a designated lead usher who will assist the House Manager. Lead Ushers are available to answer any questions in the event that the House Manager is busy assisting other ushers or patrons. They are an on-site resource for usher assistance. Should you receive guidance from a Lead Usher, please follow that guidance.

Alice Wong – Friends Council Chair

Alice helps direct the activities of the Friends of the Festival, Music@Menlo's dedicated volunteer organization. Alice can answer any questions about volunteering with Music@Menlo. She is also a good resource should ushers have any questions or concerns about which they don't feel comfortable directing to the Usher Liaison, Lead Ushers, House Manager, or staff.

Alice can be reached by email at alichelwong@yahoo.com.

Daphne Wong – Director of Artistic Operations

Daphne handles the scheduling for all summer volunteer assignments. Usher sign-up forms will be submitted to her and she will send out schedules once they are set. She may be contacted with any scheduling changes up until July 11 when the House Manager will assume responsibility for any schedule changes.

Daphne can be reached at daphne@musicatmenlo.org.

PRIMARY GOALS FOR USHERS

There are three paramount considerations to keep in mind when ushering a Music@Menlo event.

Safety first

The most important consideration in ushering is to provide for the safety of the patrons. If you see a situation that threatens the safety of someone, either remedy it or notify the House Manager. Below in the “Emergencies” section, you will find specific guidelines relating to safety.

The face of Music@Menlo

When a patron attends a Music@Menlo event, you are his or her primary contact with the Music@Menlo organization. Ushers greet patrons as they arrive, answer questions, help with patron seating, and bid farewell at the exits when patrons leave the event. As an usher, you are the face of Music@Menlo for patrons. Like the host in your own home, you make a very real difference in each participant’s experience and response.

The highest possible artistic experience for patrons

As an usher, you can ensure the highest possible aesthetic experience for patrons and help performers achieve their top artistry in this intimate atmosphere. Welcome patrons in a friendly yet professional manner. Help maintain quiet during performances. Respond unobtrusively to any specific need. Set a good example to audience members.

DETAILED USHER POLICIES

Time Commitment

When ushering, you are expected to be present at the usher briefing, before the performance, during the performance, at intermission, and after the performance until the House Manager has dismissed you, unless prior arrangements have been made with the House Manager. If you cannot commit to this timeframe, please do not sign-up for assignments. The House Manager will ask you to leave upon arrival if you cannot stay for an event's entirety. Music@Menlo relies on your full commitment, as do your fellow ushers.

If, at the last minute, a schedule conflict arises, you are responsible to find a substitute and notify the House Manager of the substitution before the performance by calling the House Manager's cell phone and sending an email. (House Manager's telephone number will be provided at usher orientation, the email is housemgr@musicatmenlo.org). Please see the "Finding Substitutes If You Cannot Usher" section for details.

Preparation

- Before each event, please familiarize yourself with the locations of:
 - all auditorium exits, including emergency exits and emergency procedures
 - bathrooms
 - drinking fountains
 - telephones
 - seating space and protocol for wheelchairs and rolling walkers
 - wheelchair accessible paths into and out of the auditorium for patrons with disabilities
 - wheelchair accessible paths to restrooms
 - elevators

Arrival

- When you arrive at the venue it is your responsibility to find the House Manager and let him/her know you are present. The House Manager will inform you where to meet at each venue. The typical meeting point at each venue is in the lobby or near the front entrance.
- Before the event begins, the House Manager will hold a short briefing to present event information to all ushers. This information will include:
 - Ushering assignments and specific tasks related to each assignment, including during intermission and after the concert

- Length of performances before and after intermission and length of intermission
 - Information about when latecomers should be brought into the hall (this varies for each event because the artists specify when latecomers are to be seated)
 - Any special considerations or information about the performance
 - Any information regarding expected patrons with disabilities
- **It is important to arrive on time.** Tardiness significantly affects the ability of other ushers and staff to provide excellent service to patrons. A “call time”—the time when you must arrive at the check-in location—for each event is listed on the availability form used for signing up. If you are late, you will miss the usher briefing, which includes important information about the event. Because you must attend these briefs, **late arrivals may be dismissed.**
 - At various venues and performances, the House Manager may request help from ushers for pre-event setup tasks.
 - The House Manager will provide flashlights to ushers at the beginning of each assignment, and will collect them after the concert.

During performances

- Assistive listening devices (ALD) are available at most Music@Menlo venues. Direct patrons to the House Manager for assistance.
- Ushers should be proactive during the concert in seating latecomers as unobtrusively as possible.
- During a performance, any patron entering or exiting the auditorium must be escorted by an usher to ensure a silent door opening and closing. Re-entry should be held for an appropriate point in the program.
- In general admission venues, be aware of available seats in the auditorium so latecomers can be directed quickly to those seats.
- Ushers stationed close to the doors should be prepared to help escort disabled patrons to appropriate seats in the house.
- At intermissions and at the end of performances the doors should be opened only after the Stage Manager brings up the auditorium lights. It is important to wait for this cue before propping open the doors. Patrons are free to leave the hall prior to the house lights coming up, but please do not prop the doors open until the lights have come up.
- Please keep your movement during the performance to an absolute minimum. Even if you are doing an usher’s tasks, movement is highly distracting to performers.
- Seating for ushers is provided in key locations throughout each venue. **Even if you see an open seat in the house, do not sit in it.** Please sit only in designated usher seating areas. These locations allow you to observe the house while still enjoying the performance. Even when seated, please remain attentive to your surroundings and provide any assistance that patrons may need. Not all usher seats will have full view of the stage or performers,

and ushers are still expected to remain aware of patron needs and issues that may arise during a performance. Please remember, even though we are delighted to offer a seat to all ushers during performances, your role in the hall is as an usher and not a patron.

- With the exception of closed plastic bottles of water in Stent Family Hall and Martin Family Hall, **food and drink are not permitted in the performance venues.** Bottled water is not permitted at the Center for Performing Arts at Menlo-Atherton. Ticket takers and ushers should watch for these, especially at the end of intermission, and ask patrons to dispose of them before entering the venue. Candy and snacks are also not permitted.
- Use of cell phones and personal communication devices such as iPads and smart phones are not permitted during a performance. While patrons are allowed to use them before a performance begins, please remind the patrons they must be switched off prior to the beginning of the performance. **Ushers are also expected to set an example by leaving their devices at home or in their car.**
- Flashlights or other light-emitting devices may not be used during a performance as it is distracting to the artist (you'd be surprised what they notice from the stage!) and to other patrons. Do not use these to read programs or for other uses, and remind patrons as well. Flashlights given to ushers are only to be used to help direct patrons to their seats at appropriate times.
- When necessary, remind patrons that **photography and all other forms of recording (including on cell phones) are not permitted** during events except by Music@Menlo's designated photographers. If patrons are observed recording or taking photographs during a concert, please ask them to stop and notify the House Manager.
 - At Koret Young Performers Concerts (KYPCs), a designated section for videotaping only is in the rear of the hall. Parents/patrons are informed of this in advance of the concert. Videotaping is permitted at KYPCs only, and only in those designated sections. The House Manager will tell ushers where this section is, and ushers should direct patrons who wish to videotape to sit in these sections.
- Patrons should not move chairs or other furniture in a performance venue. Aisles are established in accordance with the fire code and may not be changed. If a patron is not comfortable with his or her seat, ushers should help the patron find a more suitable seat. **Please see the House Manager to resolve seating complaints.**

Patrons with disabilities

Each Music@Menlo venue has seating spaces for wheelchairs.

- Refer to a person with a disability as “a person with a disability” rather than as “a handicapped person.”
- Be prepared to direct patrons in wheelchairs to these spaces, which are either marked on the floor of the venue or otherwise marked with signage.
- Do not guide or otherwise touch wheelchairs, walkers or other assistance devices. If patrons directly ask for assistance, you may assist them, but do not do so without a direct request.
- In each venue, there are also designated spaces to store walkers. When seating patrons with walkers, tell them you will store the walker for them until intermission. You are then responsible for this particular patron and their walker, even if you have moved positions in the hall. Do not assume another usher will assist them. As soon as intermission begins, retrieve the walker and bring it back to the patron. After intermission, repeat the same

process. As an aid to remember which seat the walker should be returned to, ushers may take the patron's ticket stub (which has a seat number printed on it) and place it with the walker in the designated storage area.

During intermission

Intermission is an important part of ushering duty. **Ushers are expected to work during intermission.**

- Return any walkers, crutches, or canes that you may have stored before the concert.
- Remain in your pre-concert positions during intermission, unless otherwise directed by the House Manager or Lead Usher.
- Be available to any patrons who need assistance. If there are any complaints or seating issues, please inform the House Manager as soon as possible so it may be resolved before intermission ends.
- Help direct patrons to restrooms, water fountains, and the concessions tables.
- Remind patrons not to re-enter the venue with any food or drink with the exception of bottled water.
- Be ready to assist any disabled patrons if they request help.
- When the House Manager rings the bell, signaling the end of intermission, aid patrons in moving back into the venue and relocating their seats.
- Keep personal conversations at a minimum – focus on the needs of patrons.
- Under no circumstances should ushers buy or bring in food from the concessions tables.

After the performance

After performances, all ushers are expected to stay to help straighten up the venue for future use. Please remain to help with these tasks until you have checked out with the House Manager:

- Once the concert hall is cleared, close the auditorium doors.
- Collect trash and put it into appropriate trash containers. (Disposable latex gloves can be provided upon request.)
- Place chairs and other objects in their original positions.
- Give items that patrons have left behind to the House Manager.
- Return flashlights and any borrowed items to the House Manager.
- Help direct patrons who borrowed assisted listening devices to the House Manager for return.
- Separate extra programs and inserts and put them back in their boxes. Move the boxes to the area designated by the House Manager.
- Before you leave the venue, please check out with the House Manager.

Restricted Access

At no time are ushers permitted on stage or in the backstage/greenroom area without the prior authorization of the House Manager or Stage Manager. This is for the safety of our artists, patrons, and volunteers. Anyone found in these areas will be asked to leave immediately.

PROFESSIONAL DECORUM

A few simple requirements will help ushers better serve patrons and make it easier for patrons to identify ushers. It is crucial that you follow these requirements for the comfort and well being of both the patrons and artists.

Being a Music@Menlo Usher

- Remember that your smile and positive attitude convey a world of information about Music@Menlo.
- Be a proactive usher. If you see a situation where you can be of assistance without compromising your usher duties, please help. This includes before, during, and after the concert.
- Be approachable and available. Patrons should feel comfortable coming to you for information or with problems and you should do what you can to assist, and then make yourself available for the next patron.
- In order to remain aware of your surroundings, please minimize chatting with other ushers while on duty or extensive socializing with friends attending an event.
- Please leave your cell phone and hands-free earpieces in your car or at home, as you will not need these while ushering. Music@Menlo staff will be equipped with cell phones in case of an emergency.
- Do not chew gum or eat while ushering. You are expected to abide by the same policies as patrons attending the concert.
- If you encounter a situation that you are not comfortable handling or you are asked a question that you cannot answer, bring the problem to the House Manager or Lead Usher. Please do not take questions and problems to other festival staff except in the case of a genuine emergency. They already have been assigned other demands to keep the event running smoothly.

A tip: Rather than saying, “Just a second,” and disappearing, agree on a place to meet your patron with an answer. This avoids the patron being stranded until you return.

- **Please remember that you are attending the concert as an usher, not as a concertgoer. Your first priority should be to remain attentive to the needs of our patrons at all times.**

Dress Code

- It is important that ushers are easily visible to patrons. Ushers should wear white shirts and black bottoms. Clothing should be solid black and white without prints. White or black solid sweaters, jackets, outerwear or wraps are encouraged if you get cold. When ushering, it is a good idea to bring a jacket or other wrap. The evenings can be chilly, and ushers may be stationed outside for 30 minutes or more.
- Wear quiet, comfortable shoes. You will be on your feet before the performance, during intermission, and after the performance. You may also find it necessary to move about during a performance.
- Please do not wear perfume or other scents. Many people are allergic to these.

- Avoid bringing extra clothing, large handbags, or hand-carried items to events. Our venues do not have proper, secure storage for your personal items. You should not be carrying personal items while ushering and Music@Menlo is not responsible for lost items.
- Please do not wear noisy jewelry, for example, more than one metal bracelet, because you might have to move about during the performance.

Music@Menlo badge

- Before the beginning of the season, you will receive one Music@Menlo volunteer name badge. This badge should be used throughout the entire summer. Always wear your badge to events at which you are ushering.
- If you arrive at an event and find you have forgotten your badge, ask the House Manager to lend you a badge for the performance.

SPECIFIC USHERING ROLES

Each person assigned to usher an event is needed for a specific job to ensure the success of the event. When you arrive at the venue and check in with the House Manager, she will assign you a job. If you have questions or problems with your assignment, see the House Manager at an appropriate moment.

Greeters

- Welcome patrons in a friendly manner.
- Help patrons form waiting lines and make sure the waiting line follows the path designated by the House Manager or Patron Services.
- For patrons who cannot stand in line, offer temporary seating until the house opens and the line begins to move. Folding chairs will be provided at each venue.
- Distribute programs and associated materials to patrons waiting in line to help them spend the time pleasantly.
- Answer questions patrons may have about the performance or facilities.
- Direct patrons in wheelchairs or with special mobility needs to wheelchair routes and entrances.

Ticket takers

- Ticket takers are stationed in front of the closed auditorium doors before performances begin.
- Open the designated entry doors upon the signal from the House Manager.
- Check tickets carefully for date, time, performance, section and seat number, if applicable. Patrons without tickets or with incorrect tickets should be referred to the will-call table.
- Tear tickets, returning the large part to the patron. Place ticket stubs in the container provided.
- Close the auditorium doors when the House Manager gives the signal.

- Patrons arriving after the doors are closed are latecomers and are handled by latecomer procedures given during the usher briefing and outlined in the “Ushers at latecomer entrance” section.
- Open doors for intermission after the house lights come up so that patrons may exit.
- Doors remain open during intermission, and ticket takers remain stationed at the doors during intermission.
- Remind patrons not to re-enter the venues with any food or drink with the exception of bottled water in Stent Family Hall and Martin Family Hall.
- At the end of intermission, close the auditorium doors upon the signal from the House Manager.
- Patrons seeking admission after this are handled by latecomer procedures.
- At the end of performances, upon the signal, open all doors. It is important that the doors remain closed until the applause has stopped and the artists have left the stage. Ushers should remain in place and not open doors until after the house lights come up. Patrons are free to leave the hall prior to the house lights coming up, but please do not prop the doors open until the lights have come up.
- At dimly lit exits, assist patrons by shining flashlights on the steps.

Floater

Floater are positioned throughout the venue and will do the following:

- Monitor reserved seating areas for Premium Seating patrons, Press, Ushers, or other reserved seats. “Premium Seats” (a donor benefit) are specifically monitored by development staff and need not be managed by ushers.
- At venues with reserved seating, assist patrons with finding their designated seat.
- At venues with general seating, be aware of which seats are available and help direct patrons to them, especially as the hall gets full and during latecomer seating
- Help escort patrons with disabilities.
- Distribute programs to patrons who may not have received one prior to entry.
- Help resolve patron issues; when necessary, escalate to House Manager or Lead Usher.
- Floater are positioned throughout the venue. Some ushers are designated to work inside the concert hall, and others may be asked to work in the lobby.

Lead Ushers

In the event that the House Manager is not available, a designated lead usher may provide assistance at the best of his or her ability. Each event will have a lead usher, announced prior to the start of the event. Lead Ushers are expected to be well versed in this Usher Manual. If a Lead Usher should encounter a situation s/he is not comfortable handling, s/he should locate the House Manager, or in the event of a genuine emergency, a Music@Menlo staff member.

Ushers at latecomer entrance

In order to not disturb the artistic experience of other patrons, both while latecomers are waiting and when they are being seated, follow these procedures:

- One usher is stationed inside and one outside of the latecomer entrance. (This duty may rotate among ushers from concert to concert.)
- The outside usher for latecomers validates and tears tickets and provides programs and inserts to latecomers while they are waiting and tells latecomers what to expect:
 - Quietly inform latecomers that at the next performance break (in so-many minutes, based on information from the usher briefing), they will be seated inside the hall. In general admission venues, patrons may move to other available seats during performance breaks or intermissions.
- The door remains completely shut while latecomers are waiting.
 - Do not prop the door open to enable waiting latecomers to hear the performance better.
- If necessary, ushers should politely ask waiting patrons to maintain quiet.
- When it is time to seat latecomers, the inside usher gently opens the door and leads latecomers to open seats or directly to their reserved seat, depending on the venue. The outside usher closes the door quietly after latecomers have entered the auditorium.
- If patrons return from intermission after the concert has resumed, the same latecomer procedure is followed. When no more patrons arrive, at a signal from the House Manager and at an appropriate break in the program, the outside usher may quietly open the door and take the seat reserved for him/her inside the auditorium.

SEATING & VENUES

Music@Menlo performances are presented in these venues: Stent Family Hall and Martin Family Hall on the campus of Menlo School in Atherton and the Center for the Performing Arts at Menlo-Atherton High School. Detailed seating maps are included in this manual, and are available online in the usher section of the website. You should know all seating layouts thoroughly so you can direct patrons to their seats. Please refer to the appendix with seat maps of each venue and in the festival brochure for a map to the venues as well as parking considerations.

Premium Seating

Premium Seating is a benefit to certain donors and is managed solely by the development staff. Premium Seats are reserved seats in both reserved and unreserved halls and may be used for paid or free events.

Premium Seating is not indicated on tickets, however, patrons who have Premium Seating, will be aware that they have it. For reserved seating events, ushers should tear the tickets as usual and direct the patrons to their assigned seat number shown on the ticket. If any questions arise, please direct a patron to Edward Sweeney or any development staff member (Taylor Smith or the development interns).

For unreserved seating events, ushers can expect to see "Premium Seating" signs reserving seats sprinkled throughout the hall and the placement and number of signs varies for each event. Patrons who have Premium Seating will be aware they have it even though it will not be indicated on their ticket. Ushers should tear these tickets as usual and direct the patrons to the development staff, who will show them to their seats. Please do not direct patrons to specific seats in unreserved seating events.

Premium Seating benefits vary by donor level; please never assume a certain patron always has Premium Seats or does not. Should any questions arise, direct them to a development staff member.

Prelude Performances and Koret Young Performers Concerts

On most evenings, prior to a ticketed event, there will be a Prelude Performance or Koret Young Performers performance. These are all general admission events, with the exception of limited numbers of Premium Seats designated in advance by the development staff.

Reservations for free tickets to KYPCs and Preludes are available online starting at 9am on the day of the event. One hour prior to the Prelude or KYPC, the reserved tickets will be available to be picked-up at Will Call. If a patron has not reserved a free ticket, Will Call will have a set amount of unreserved tickets available. Will call will have one line available for those picking up reserved tickets and one line for unreserved tickets. These two lines are different from the entry line into the hall. The House Manager will set-up the entry line for the hall, and direct ushers to help manage those lines.

For Preludes and KYPCs at Menlo-Atherton, the hall will be completely cleared at the end of each concert and patrons will be asked to wait in the lobby. Once the hall has been cleared, the doors will re-open for ticket holders of the evening concert.

Stent Family Hall

The auditorium in Stent Family Hall is located on the main floor, seats 148 people, and the seating is reserved. It can be entered through the doors at the top of the steps at both the front and the back of the building. The building is equipped with an elevator, accessed on the same level as the Welcome Center. The latecomer door is at the back of the auditorium. At the right rear side of the auditorium is an emergency exit. An usher is stationed at this exit to open the exit door in case of emergencies as well as take tickets from patrons who used the elevator (disabled entrance). Restrooms are located at the right rear side door.

Unless otherwise designated by the House Manager, usher seating is reserved and designated generally along the back (house) left wall. Even if the hall is not full, please do not sit in patron seats. It is highly unusual, but possible, that an usher may be asked to give up their seat for a patron.

Martin Family Hall

Martin Family Hall is a multi-media hall with a capacity of 220 seats. The hall has two front entrances. Ticket takers are stationed at each entrance. For latecomer seating, ushers are expected to know where available seats are in the hall and use whichever door is closest to those empty seats. The building has a wheelchair ramp.

Unless otherwise designated by the House Manager, usher seating is reserved and designated generally along the back of the hall, on house right and house left. Even if the hall is not full, please do not sit in unreserved patron seats. It is highly unusual, but possible, that an usher may be asked to give up their seat for a patron.

The Center for the Performing Arts at Menlo-Atherton

The Center for the Performing Arts at Menlo-Atherton is Music@Menlo's largest venue, has 492 seats, which are reserved. There are four main entrances into the hall. It is very important to know which entrance to direct patrons to based on their reserved seat because moving between sections within the hall is very challenging.

At each of the four entrances outside the hall, there will be one usher positioned to make sure no latecomers enter the hall until the designated point in the piece. Once all latecomers have been ushered into the hall, these four ushers may enter the hall and take their seat in the back.

There will be four folding chairs set-up at each of the four entrances inside the hall. These will be chairs for ushers designated to inside door duty. This usher position will be responsible for quietly opening and closing the hall doors in between movements should a latecomer patron arrive. It is also the responsibility of this usher to help direct the patron to their assigned seat as quickly and quietly as possible.

Unless otherwise designated by the House Manager, usher seating in Menlo-Atherton is provided in stand-alone folding chairs in the back of both house left and house right, and at the break in the seating near doors L1 and L2. Ushers in these seats near L1 and L2 must be especially attentive to late-comers and people leaving the hall to ensure

unobtrusive entrances and exits as well as helping people find their seats. Even if the hall is not full, please use the provided usher seating and do not sit in the patron seats. Especially because this is a reserved seating venue, one may never know when a patron may arrive with a ticket for a seat—it would be extremely unprofessional for an usher to be sitting in their seat.

EMERGENCIES

Medical emergencies

- Notify the House Manager immediately. The House Manager is American Red Cross trained and certified in CPR and first aid, and will have a phone with numbers for local emergency services.
- Do not move a seriously injured or ill person unless there is a life-threatening situation. Wait for medical personnel to arrive. Keep the victim as calm and comfortable as possible.
- Do not administer first aid unless you have been trained and certified to do so. The House Manager and Production Manager are both CPR and first aid trained and certified.
- Heart defibrillators are located in the Stent Family Hall reception area, at the main entrance to Martin Family Hall, and in the lower lobby at the Center for Performing Arts at Menlo-Atherton.

Power failures

- If there is a prolonged power outage during a public event, notify the House Manager and/or staff and then instruct guests to stay seated until they receive further instructions.
- If the House Manager calls for evacuation of the auditorium during a public event, follow the evacuation procedure described below. All ushers should report to the designated meeting area and be ready to assist as needed.

Fire

- If a fire breaks out or if there is an indication of fire (for example, a strong smell of smoke), immediately activate the nearest fire alarm and notify those around you and assist with building evacuation until emergency responders arrive.
- If the House Manager calls for evacuation of the auditorium during a public event, follow the evacuation procedure described below. All ushers should report to the designated meeting area and be ready to assist as needed.

Earthquake

Drop, cover and hold on. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If Indoors

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use any elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If Outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many injuries and fatalities occur when people run outside of buildings only to be injured or killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

Evacuation procedures

- Open all exit doors.
- Ensure that your exit door is safe for evacuation. It should have a clear path, and is not compromised in any way.
- Tell everyone in the auditorium to remain calm and to leave the building through the nearest exit. Know in advance where the exits are located.
- Pay special attention to people with disabilities, helping them as necessary. All ushers should be ready to assist wheelchair-bound, sight-impaired, or other disabled patrons or guests. Do not use elevators.
- Leave the building yourself after all patrons have left, and do not re-enter unless you are permitted to do so by an official.
- Proceed to the designated meeting area and follow instructions from the House Manager, staff, or emergency response personnel:

Menlo School campus: the large parking lot at the main entrance

Center for Performing Arts at Menlo-Atherton: the paved patio area adjacent to the parking lot at the main entrance

FINDING SUBSTITUTES IF YOU CANNOT USHER

Every assigned usher has a vital role. If you are assigned to usher for an event and later determine you are not available, you must find a substitute.

Two systems are in place to help you locate a substitute usher: by email or by telephone. We strongly encourage you to take advantage of the email group, as this will quickly broadcast your situation to all other ushers.

By Email

To facilitate finding substitutes, an email group called mm-ushers has been created through yahoo.com.

If you provide an email address with your ushering application information, you will receive an email invitation to join the mm-ushers group. By following the instructions in the invitation, you will become a group member. Messages sent to the group are relayed to every group member. A member can reply to your message, and the reply will come directly to you—not to the entire group.

To find a substitute, simply send an email message to **mm-ushers@yahoogroups.com** and request a substitute. Be sure to include all of the following:

- Performance title
- Date and time of the performance
- Usher call time
- Venue

Here is a sample email message you might send to mm-ushers@yahoogroups.com:

I am unable to usher for the Prelude Performance and Concert Program II at Menlo-Atherton on Tuesday, July 25. The call time for the Prelude is 4:00 p.m. Would someone please substitute for me?

Another usher receiving the message may reply to your message, saying that he or she will substitute for you. Please send an email to the House Manager at housemgr@musicatmenlo.org to report your substitution. Please also send a second email to the entire group letting everyone know that your opening has been filled. For example, “My request for a substitute usher has been filled.”

By Telephone

If you do not have email or have not received a timely response to your email request, you can use the usher list that will be provided with your assignment sheet to find a substitute. Be sure to notify the House Manager when you have secured a substitute.

If for any reason you cannot find a substitute or have other problems, please call the House Manager’s cell phone at (323) 356-2747.

EMAIL COMMUNICATION

Music@Menlo communicates with ushers primarily through email.

Please be prepared to provide an email address to the Music@Menlo staff. The House Manager and Music@Menlo staff communicates through email. Please also be prepared to check your email often prior to and during the festival. You can indicate if you would not like to receive the volunteer eNews, and other Music@Menlo emails when you provide your email address. In this case, we will only communicate with you for usher-related communications and will not include your email in other Music@Menlo communications.

Joining the Ushers Email Group at yahoo.com

Once you provide Music@Menlo with your email address, you will receive an email invitation to join the usher email group, mm-ushers. If you have not received the invitation before the start of the festival season, please contact Daphne Wong at (650) 330-2134 or send an email to daphne@musicatmenlo.org and she will assist you in joining the group.

When you receive the invitation message, follow the instructions in the message. Be sure to click on the button at the lower right hand side of the message that is marked "Join this group!" Clicking on the button should take you to a Web page where you follow a few simple directions to complete your joining of the mm-ushers email group.

The Yahoo usher group will be rebuilt each season. As Music@Menlo aligns usher performance and festival needs, the usher corps will be continually updated and refreshed. If you prefer to be removed from the usher group once the summer festival has ended, please call the office at (650) 330-2030 or send an email to Daphne Wong at daphne@musicatmenlo.org.

Please note: when you send a message to the Yahoo group OR post something to the group page, everyone in the group receives a message, and the message is automatically posted to the group page. Please be judicious with your communications, and respectful of group members' time and interests.

MUSIC@MENLO QUICK CONTACTS

House Manager, Adriana Ramírez Mirabal 323-356-2747 housemgr@musicatmenlo.org
on-site house manager for all usher-related duties

Usher Liaison, Anne Peck peck@stanford.edu
bridge between the ushers and the Volunteer Council, who communicates regularly with the Music@Menlo staff

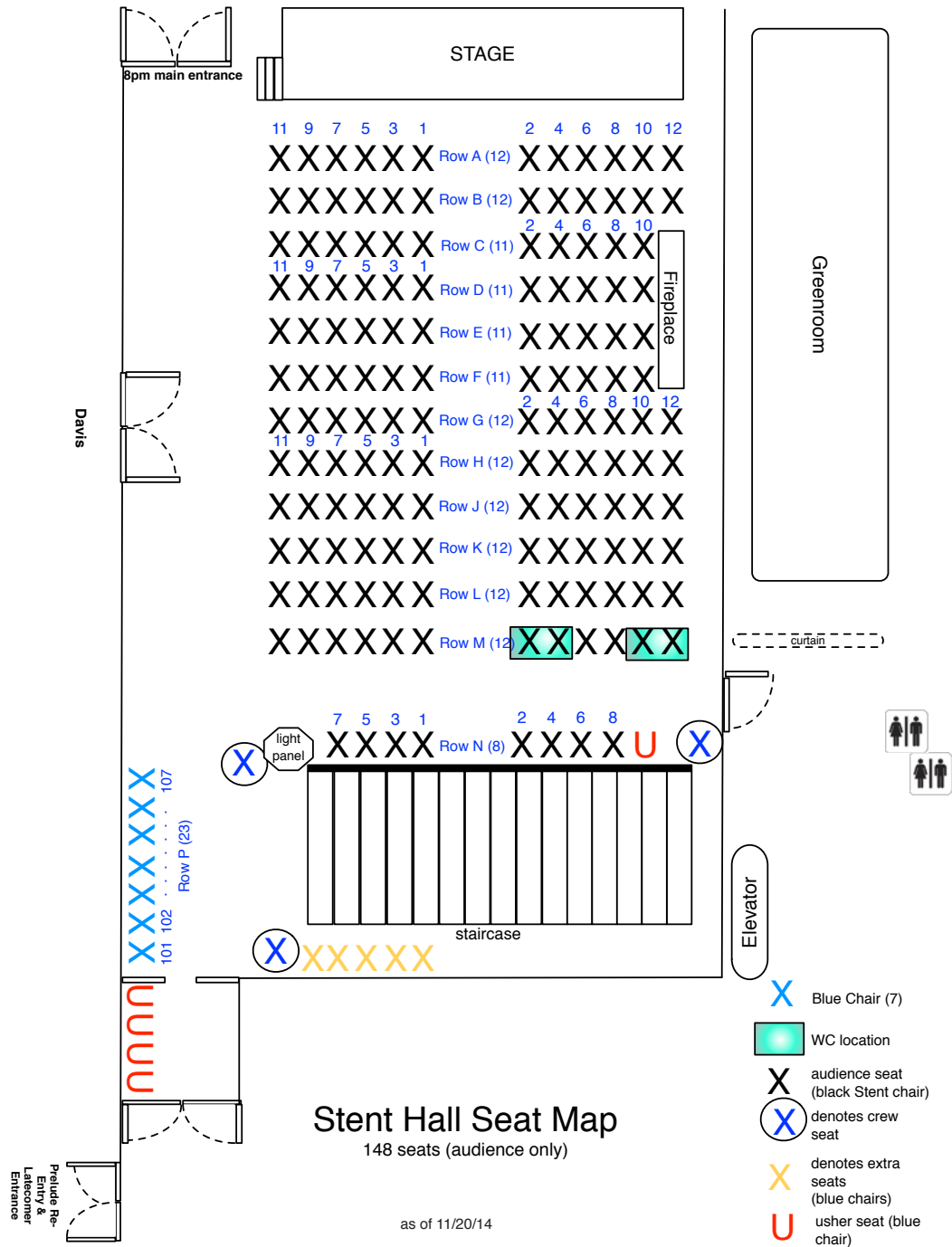
Friends Council President, Alice Wong alicelwong@yahoo.com
bridge between the Volunteer Council and the staff

Director of Artistic Operations, Daphne Wong 650-330-2134 daphne@musicatmenlo.org
scheduling manager for usher positions prior to the festival

Music@Menlo Office 650-330-2030 info@musicatmenlo.org

DETAILED SEAT MAPS






STENT FAMILY HALL

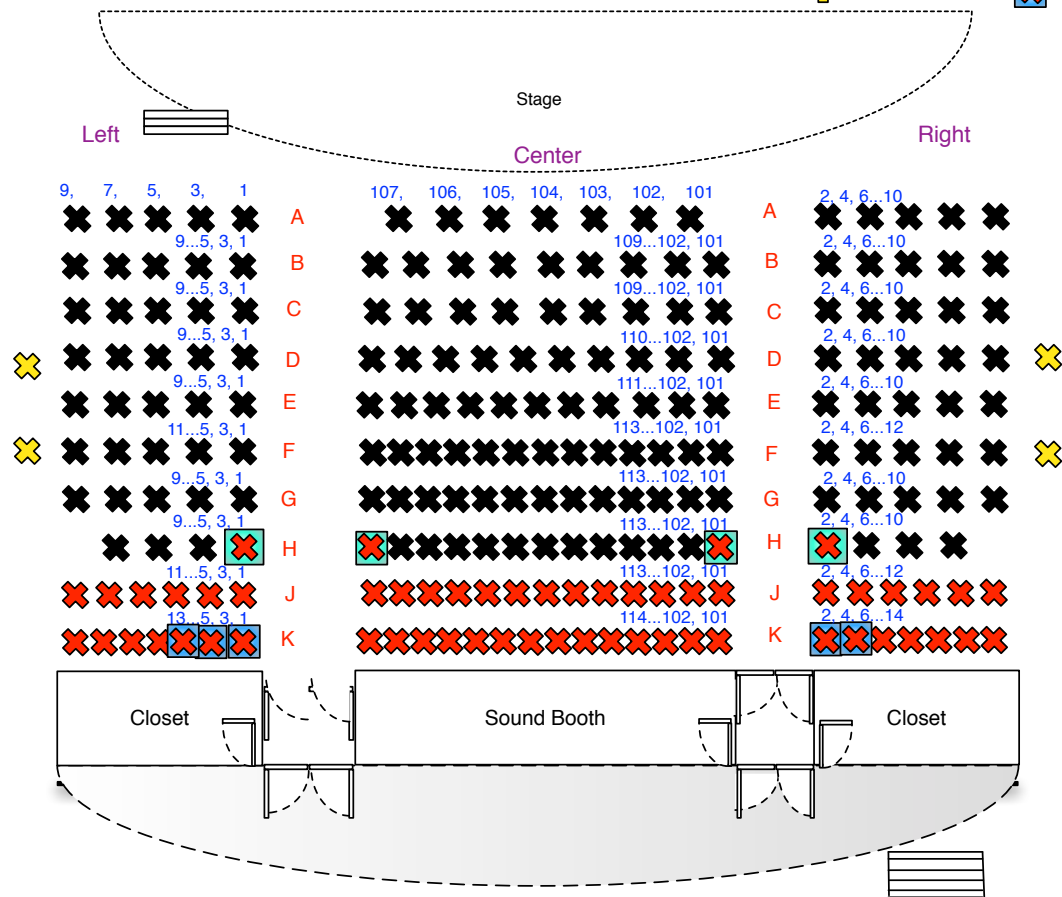


MARTIN FAMILY HALL

Martin Family Hall Seat Map

(216 + 4 drop ins = 220 total)
220 maximum occupancy

-  bolted audience seat
-  black folding chairs
-  extra drop-ins
-  wheelchair location
-  usher seat



THE CENTER FOR PERFORMING ARTS AT MENLO-ATHERTON

