

## 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!