

# House Manager

## Rehearsal Period:

- Make an usher sign-up sheet and post it on the callboard. Each usher will receive a complimentary ticket to the performance that they are ushering.
  - Be sure to follow up with all potential ushers to ensure that there will be enough ushers for every performance.
  - If you need extra ushers, schedule to recruit during the THEA 101 classes.
  - Three ushers are required per evening.
    - A ticket taker outside the theatre space
    - A program handler inside the space
    - An extra program handler at the seats
  - Email ushers prior to the show day to remind them of their sign-up date and time.

## Pre-Show:

- Ensure that you and your ushers are dressed neatly and professionally in black and white.
  - If an usher's attire is improper they must be sent home to change.
- Arrive at the theatre one hour before the performance (6:00 pm, 2:00 pm for matinees).
- Your ushers arrive at the theatre one hour before the performance.
- Ensure that:
  - The television above the box office is in working order.
  - The sandwich boards are placed in front of the box office and on the sidewalk outside of the theatre.
  - Set out mailing list forms and table.
  - There are flashlights available for your ushers.
    - Please check with box office and the scene shop prior to performance dates for this.
  - A first aid kit is available to you either in or near the box office.
  - You have familiarized yourself with the locations of fire alarms and the emergency house light switch.
  - The house, restrooms, lobby, and front of the theatre is cleared of trash and swept and all lights are on.
  - There is a ticket box ready at the house door.
  - Proper warning signs (haze, strobe, etc.) are placed in prominent locations.
- Discuss the late arrival policy for this production with the director and the stage manager.
- Determine intermission length.
- Determine the cue that will be given to the audience that the show is about to begin.
- Receive "Reserved" signs from the box office, and place them for:
  - VIPs (either in the center of house or where requested)
  - The director (if requested)
  - Ushers (closest to the exit)

**Preparing the Theatre:**

- Ensure that any damage to the house, facility, eating, or restrooms is reported to the stage manager.

**Seating:**

- Before house opens, have ushers in place and ready.
- Before opening house check with management to ensure that everything is prepared.
  - House will open 30 minutes before the start of the show: 6:30 pm or 2:30 pm on matinee days.
- Ensure that no one brings food or drink into the theatre.
- You must personally seat any VIPs, disabled, or less-than-courteous patrons.
  - To seat disabled patrons, remove one or two chairs from the end seats on the ground floor. If there are patrons already seated there, politely ask them to relocate.
- Ensure that neither patrons nor ushers are doing anything they should not be doing.
- If it appears as though patrons are still entering the theatre at the time house is supposed to close, inform the stage manager.
- When house closes, give the signal to the stage manager.

**Intermission:**

- Ensure that you know the running time of the show, so that you can be ready to open the doors once the first act is over.
- If it appears as though the patrons are still entering the theatre at the time house is supposed to close, inform the stage manager.
- When house closes, give a signal to the stage manager.

**During Performance:**

- Count the ticket stubs collected.
  - Write down the total house count to be given to the stage manager and box office staff after the show.
- Keep the lobby quiet.
- Keep the doors to the theatre closed as much as possible.
  - Once a patron exits, do not allow them to re-enter until intermission.
- Turn off the monitor prior to the applause at the end of the show.

**Post-Show:**

- Open the theatre doors as the applause comes to an end.
- Be prepared to answer any questions from the patrons as they are leaving.
- You must remain in the building until all patrons exit.
  - After a reasonable period of time be prepared to usher patrons out of the theatre.
- Give the house count to the stage manager at the end of the performance.
- Clean and sweet the house, and pick up any trash in the lobby and house.
  - You may ask your ushers to assist in this.
- Put away the mailing forms and table.

- Gather the sandwich boards before leaving each night.

# House Manager

All students participating in a show must fill out this form. A separate form must be used for each position held. When complete, return this form to the theatre department head.

**Please write clearly and legibly.**

Name:

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Phone Number:

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Email:

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Production:

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Role:

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Please check all that apply to you:

- I am in the THEA 104 class.
- I am in the Opera Workshop class.
- I am in an Independent study class. The class name is \_\_\_\_\_
- I am a BFA Tech major.
- I am a BFA Performance major.
- I am a volunteer.

By signing this form, I assert that I have not only read and understand the above contract, but I also agree to follow and abide by it. I also understand that I will be held accountable for my actions with repercussions ranging from failing the THEA 104 and Opera Workshop classes to being prohibited from participating in the next show and that my role in the production may be terminated in case of extreme misconduct.

Name (print):

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Signature:

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Date: \_\_\_\_\_