BHS HOUSE MANAGER

RESERVED SEATING

March 2012

Here is a list of responsibilities:

* Train ushers
* Supervise ushers
* Fix any problems that come up with
  + Seating
  + Bathrooms
  + Ticket scanners
  + Programs
  + Help any handicapped/ wheelchair guest with their seats and tickets

Arrive at 6:30 for training

7:00 house opens

7:30 show starts

7:30 two ushers seat late comers

7:45 one usher/HM watches the door

2 Intermission helpers

2 After show helpers

Training:

Learn the Sections A, B, C, D, E

Up in the back, no section C

USHERS can sit in an empty seat for free after the show starts.

If you paid for a seat, then you may sit there.

The most important thing an usher does is to:

* + Make people feel welcome. (You are representing the school and the show)
  + Make sure they are in the correct seats,
  + Give them a program
  + Smile and say, “Enjoy the show.”

Put ushers’ personal belonging in the storeroom across from the booth up in the back.

SETUP:

Two people hand out programs

Two people scan tickets

4-6 people help guests find their seats

Most everyone will come in the last 10 minutes. Be prepared for the rush and the stress. Smile, have fun.

SCANNERS:

First, plug a scanner into the USB drive, then go to the web site:

tix.com/management

We log in and go to:

MANAGEMENT MENU

Then, “E -Ticket Scanning”

When the scanner is plugged into the USB drive, it will scan the bar code.

FLASHING THE LOBBY LIGHTS:

Just outside the main doors to the auditorium, there are about 10 light switches.

Turn them off and on at about 7:15 to start the migration. Otherwise we have a traffic jam at 7:25.

CURTAIN:

When the show starts, (house lights go out and announcement is over), please leave one door open to the auditorium and turn off a few of the lobby lights. (Late comers make the door bang open and closed. Turning off a few lobby lights help to keep people quiet when they are in the lobby.

INTERMISSION:

Open both doors.

Help people find extra bathrooms in the lobby by the main office.

Help people find the ART Exhibit by the main office.

After about 10 minutes of intermission, flash the lobby lights.

When the ladies room line is down all the way, notify the booth crew.

Flash the lobby lights one more time.

Again, keep one door open, and turn off a few lobby lights.

Before you sit down for ACT II, preset two boxes on either side of the exit saying….

<RECYCLE PROGRAMS HERE>

When people are exiting, hold the box out and say, “Thank you, good night.”