

USHER GUIDELINES

- Arrive one hour prior to show time.
- Wear dark, preferably black, slacks or skirt with a white shirt, blouse, or sweater (no t-shirts).
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- Be familiar with the seating arrangement at the EPAC Theater in order to assist patrons with finding their seats (see seating map below). Flashlights are available at the ticket counter.
- Always have a smile and encourage the audience to “Enjoy the show!”
- Ask patrons if they would like help finding their seats. If they would like help, take them down the aisle to their row and indicate which seats are theirs.
- “Stand by” for at least 15 minutes once the show has begun in order to seat any late arrivals. Late arrivals are not seated until the current scene or song has been completed in order to not inconvenience the rest of the audience.
- In the event of an unhappy patron, notify the house manager so that he or she can take care of the situation.
- At intermission, one usher should stay by the auditorium doors and watch for patrons who may attempt to bring food or drinks into the auditorium. If you see someone, remind them politely that food, coffee, and soft drinks are not allowed in the auditorium. Water is allowed.
- At intermission, one usher should stay near the downstairs restroom and remind patrons about the additional restrooms on the second floor.
- After the show, pick up anything left on the floor of the auditorium (programs, tickets, candy wrappers, etc.) and deposit in the trash receptacles.

