



## **VOLUNTEER USHER PROGRAM**

### **WELCOME!**

**Welcome to the Bay Street Theatre –Long Island’s pre-eminent professional equity theatre in historic Sag Harbor  
Your efforts and dedication are truly appreciated.**

## **THE BAY STREET THEATER USHER**

**Volunteer ushers are very important to the Bay Street Theatre. Ushers are ambassadors for the theater and may be the first contact our patrons have with the theater. We want our patrons to have a wonderful experience every time they enter the facility. As an usher, you can and do make the difference. Ushers must be professional, attentive, and must listen and communicate well.**

**We ask that all volunteer ushers remember and honor Bay Street Theatre policies. These policies are set forth to insure the proud reputation of the theater. Each usher is personally responsible for upholding this reputation and for seeing that our patrons’ experience is one that will bring them back again and again.**

# **USHER RESPONSIBILITIES**

## **ATTIRE**

**Our patrons must be able to easily identify someone who can assist them. To this end, we require ushers to wear the following when volunteering at performances:**

- **Nice black pants (no jeans) or skirt**
- **White collared shirt or blouse ( no tee shirts!)**
- **Name Tags (provided)**
- **Appropriate shoes (no flip-flop sandals)**

## **PROMPTNESS**

**Please arrive no later than the time you are told by the volunteer coordinator (usually 45 minutes before curtain) It is critical that you arrive on time and be ready to work. Otherwise, you may not be allowed to usher for the event (this is at the discretion of the House Manager).**

**Those who are on time will have first pick of ushering locations. Those who are late will be assigned to their location by the House Manager. The House Manager may also reassign you to a different position to better serve our patrons.**

**If you are unable to usher for a performance please inform Volunteer Coordinator at 631-553-5224 cell phone or email [barb924@optonline](mailto:barb924@optonline)**

## **BAY STREET THEATER USHER POLICIES**

**There are a few very important policies at the Theater that you should be familiar with:**

- **It is Bay Street Theatre usher policy that after 3 no-call, no-shows you are dismissed as an usher.**
- **There is ABSOLUTELY no drinking alcohol while volunteering as an usher**
- **Please treat the customers, house staff, fellow ushers and house managers with respect. The House manger has the right to dismiss you from an event if they feel you not cooperating or neglecting your duties. They will report this to the volunteer coordinator for further evaluation.**

# **USHERING DUTIES**

## **ARRIVAL**

- 1. Report to the House Manager and sign in! If you do not sign in you will be marked as a no-show. Take a nametag and lanyard.**
- 2. Personal belongings may be placed in the file cabinet in the volunteer room or under the table.  
This area will be monitored during the performance; however, the theater is not responsible for lost or stolen articles, so please leave valuables at home. You may NOT usher with a handbag on your shoulder!!!!**
- 3. Attend the usher meeting approximately 45min before curtain time. The House Manger will be leading this meeting.**
- 4. Stuff inserts into programs if required.**
- 5. Be at your station when the lobby doors open (the House Manger will inform you when to open the doors).**
- 6. Open doors to the theatre only when signaled by the House Manger (usually a half hour before curtain).**

## **PRIOR TO CURTAIN**

- 1. Escort patrons to their seats. Do NOT wave them in the general direction of the seats. Please escort them directly to the row and indicate the seat they are assigned!!!!!!**
- 2. Distribute programs.**
- 3. Offer assistance to anyone asking for help.**
- 4. Refer any seating disputes to the House Manager.**
- 5. Close the theatre doors when signaled.**
- 6. Take your seat in the volunteer seating area when told to by the House Manager.**

## **\*\*\*SEATING\*\*\***

Volunteers are welcome to stay and see the show for which they are ushering. On occasion there may be times where we cannot seat the volunteers who ushered for a show and we ask for your cooperation.

### **DURING THE PERFORMANCE**

1. Ushers are required to sit in the designated volunteer seating area above the vomms. If the house is not sold out the House Manager may issue you tickets to actual seats. Please sit only in the seat to which you have been given a ticket.

**DO NOT SIT IN ANY EMPTY SEAT YOU SEE!!!!**

2. Be available in case of an emergency. Please know location of all emergency exits.

3. If you notice cameras or recording equipment being used they please inform the House Manager

### **DURING INTERMISSION**

1. Please return to your station during intermission to offer assistance as needed.

2. Ensure that no glass containers are brought into the theatre for the Main Stage performance. Please direct patrons to have the bar servers place their drinks in a plastic cup. Food is allowed in the theatre

### **DEPARTURE**

1. You are expected to remain on duty until the end of the performance and help pick up any programs left behind in the theatre. Please place these programs in the wicker recycling baskets by the exit doors.

2. If you do not plan to stay for the performance please inform the House Manager upon your arrival at the theatre.. Return your name tag and lanyard to the Volunteer room

# **GENERAL INFORMATION**

## **EMERGENCY EXITS**

**Emergency exits are marked by illuminated neon “EXIT” signs. Please familiarize yourself with all exit locations. In the event of an emergency, you must direct patrons to the closest accessible exits. The theatre is equipped with emergency lighting and the house manager or stage manager will give direction as to evacuating the theatre in the event of a power failure or other emergency.**

## **ACCIDENTS/PROBLEMS**

**In the case of an accident suffered by a patron or an usher or any problem you cannot resolve, please contact the House Manager or immediately. Never argue with a patron; always be polite and refer the dispute to the proper person.**

## **RESTROOMS**

**Restrooms are located inside the House Left Doors. Handicap Access Restrooms are located inside the Volunteer Room area. Please inform the House Manger if someone needs access to the Handicap Restroom Facilities.**

## **MOBILITY-IMPAIRED SEATING**

**You will be informed if seats have been sold for wheelchair access. Chairs may be placed in this section to accommodate patrons accompanying mobility-impaired patrons.**

## **LATE SEATING**

**It is the policy of the Bay street Theatre to seat latecomers at an appropriate break in the performance. This break will be predetermined by the producers of the event and late seating is handled by the House Manger. There are four seats reserved in the last row of the Center section for Late Seating. VOLUNTEERS CANNOT NOT SIT IN THIS LATE SEATING AREA**

## REFRESHMENTS

Refreshments are available for purchase at the bar/concession stand. Snacks and Beverages (no glass containers) are allowed inside the Theater for all shows

## DRINKING FOUNTAIN

The drinking fountain is located to the right of the Lobby Bar, next to the Volunteer Room

## SMOKING

Smoking is not allowed anywhere in the Bay Street Theater. Patrons may smoke outside the building as long as they retain their ticket stubs.

**\*\*Make sure to ask the House Manager if you have any questions or concerns! And, you can always contact the volunteer coordinator, Barbara Oldak by email (preferred!!!!!!) at [barb924@optonline.net](mailto:barb924@optonline.net) or if you do not have email by phone at 631-553-5224 cell 631-725-0818 ext 206**

Box Office 631-725-9500  
[www.baystreet.org](http://www.baystreet.org)

Volunteer Coordinator Barbara Oldak  
631-725-0818 Ext 206  
Cell number 631-553-5224

Thanks for volunteering!

# BAY STREET THEATRE

