



AECT Volunteer Positions Usher Supervisor



The usher supervisor coordinates youth ushers for each performance, working from a sign-up list to ensure that there are enough people to take tickets and distribute programs at each door of the auditorium. For a youth participant to earn a crew point, they must usher for at least two performances. Following is some information to help you tackle the job of usher supervisor. Thank you for volunteering!

Usher Supervisor Duties

Before Run

1. Sign up to volunteer for usher supervision for one or more shows (AECT will send out a sign-up link to families involved in the current show and will also post on social media).
2. Usher supervisors **do not** need to contact families in advance or do any organizing prior to the show; usher crew youth are sent a sign-up link by AECT when they are put on the crew.

During Run

1. Arrive at each performance for which you sign up one hour prior to the show start time so you are there and ready to go when youth ushers arrive (about 40 minutes before the show, though some may come earlier).
2. Obtain the list of usher names from the house manager (they will be around the AECT information table in the lobby). Check off each usher as they arrive, so there is a record after the show to keep track for crew points. If anyone is a no-show, mark that as well.
 - a. Ask which youth are staying to watch the show and who is getting picked up. Provide a voucher for admission to those staying (get these from the house manager), and find out plans for meeting their grown-up for those leaving.
3. Depending on how many ushers you have, you can work with 2-5 youth for each performance, one or two for each door. If you have two people, one takes tickets and one hands out programs. One usher can handle both duties if needed, and you can step in to lend a hand if a younger usher can't quite juggle the ticket basket and programs. A fifth person can be sent to the balcony door for larger audiences.
4. Explain duties to ushers and answer any questions they have. A sample script is provided at the end of this handout, but feel free to cover the information in whatever way makes sense to you. The primary duties include:

- a. Greet patrons.
 - b. Take tickets at the door (use plastic baskets provided; they will be on a cart or on/behind one of the AECT information tables in the lobby). No one is admitted without a ticket (either printed or on their phone). Nina or Kathleen can provide tickets so ushers can see what they look like.
 - c. Hand out programs as patrons enter the auditorium. Programs will be in a box on the cart or on/behind one of the tables in the lobby).
5. Help open auditorium doors 30 minutes before the show begins (wait for house manager to give you a go-ahead in case there are any delays in the theater). Use the door stops provided to hold the doors open (the “nice” ones are wooden with black rubber bike tread on the bottom). Supervise ushers as patrons are seated, resupplying stacks of programs and answering questions as needed.
 - a. Give ushers time check every few minutes, because at the beginning when it’s slow, the time seems to drag, especially for little ones. “Twenty minutes left – it will pick up soon!” “Ten minutes to go – do you have enough programs in case we get a rush of people?”
 6. Collect extra programs and ticket baskets, returning programs to box behind lobby table and tickets to the house manager so they can count them.

After Run

1. Nothing!
2. After all performances are over, the house manager will use the checklist each Usher Supervisor has marked on to provide a list of ushers to Nina, noting anyone who was on the original list and did not usher, or who ushered for only one performance. This enables Nina to keep an accurate account of crew points.

Our Thanks to You

- Usher Supervisors receive free admission to the show on the day they are working, if desired.
- Usher Supervisors receive a voucher for one free drink and one free food item per shift worked (a shift is one show performance), which can be used that day or at any future show.

Supplemental Information

On the next page is a sample “script” to use before each show to explain duties to youth ushers.

Sample Script and Information to Use with Ushers

Usher supervisors can use this information as a starting “script” for training in new ushers. Younger ones especially seem to love learning about how important their role is. 😊

- **Thank you** for helping as an usher today!
- Ushers have **one of the most important jobs** in the show – do you know why? Because you are the very first people that patrons see when they arrive!
- Professional quality Usher Crew members maintain a **cheerful, friendly**, outgoing attitude while on the job and pay attention as the patrons are coming into the theatre to enjoy the performance.
- **You will greet the patrons as they enter the theatre, take (or view) their tickets, and give them programs.**
 - Tickets might look like this (*show samples of this show’s paper version, season tickets, and volunteer vouchers—you can get these from the house manager*). Many patrons might also have a printout of online tickets, or they may show you tickets on their phone. These are all fine! You can have people drop their tickets or printouts right into your basket. Everyone must have a ticket (or show you on their phone) to enter.
 - Ask if they would like a show program.
 - You can say things like, “Enjoy the show!” or “Thank you for coming!” as they go by.
 - The usher supervisor or theatre staff might come by to empty your basket if it is getting too full of tickets. They will also refill your stack of programs if you run low. (Our beautiful glossy programs are a bit slippery, especially for little hands—**don’t try to hold too many** at once! They can slip out all over the place!)
- Sometimes people will ask if they can leave the auditorium to use the restroom and then come back in—of course they can!
 - If people ask where the restrooms are, please direct them! There is a men’s room out of the lobby on the right, the women’s is down the hall past the front desk and on the right, and a gender-inclusive restroom is near the locker rooms.
- The house manager, usher supervisor, or other theatre **staff will close the doors** when the show is about to start.
- You can **stay to watch the show or wait in the lobby** to be picked up. What plan did you make with your grown-ups?

