

New Usher Information

2018-2019

Volunteer Ushers are goodwill ambassadors of The Kravis Center. They assist all Front of House staff in providing excellent customer service to our guests and insuring public safety. Ushers provide general information about The Kravis Center and the various venues and assist with guest seating and ticketing situations. They are also responsible for handing out and picking up programs.

An usher must have a dependable day of the week, which he or she can contribute to the Kravis Center. For example, suppose you have a weekly bridge game on Wednesdays and a Lions Club meeting on Thursdays. These would not be good days for you to be involved in ushering for the Center. But, if you **CONSISTENTLY** have Monday evenings free, Mondays would be a good day for you to **REGULARLY** participate as a volunteer usher. The usher program is designed with a weekly, one-day-per-week window of time in mind. A volunteer agrees to work every week on the same day (whatever day that may be) whenever there is an event scheduled on that particular day. That day of the week becomes known as a “**Daypart**”.

There is also the MAT2 timeslot. This is the only timeslot that can occur on more than one day per week. Ushers who work this daypart work performances that fall on weekday mornings and/or afternoons. You must choose a minimum of 20 matinee shows for the season that occur Mon – Fri. So, if there was event on Monday at two o’clock, and Thursday at two o’clock, the MAT2 ushers might work twice that week.

Requirements:

Physically and mentally capable of working any position, on all levels of the theatre.

Be able to stand for at least 90 minutes,

Be able to bend and lift up to 5 pounds.

Be able to read small print in low light.

Be able to easily walk up and down stairs without assistance

Be able to hear, understand and follow verbal directions

Uniform:

Button down collared, long sleeve, solid white shirt. Solid black pants or solid black skirt.

Completely black, closed-toe, closed-back shoes.

You must attend an orientation which is on September 14th, 2018 at 10:00 am in the Persson Hall or October 25th, 2018 at 6:00 pm. You will interview with an FOH representative. **If invited** to become an usher with the Kravis Center, you will receive an informational packet in the mail in order to prepare for the class. New usher candidates must take 8 hours of classroom and practical training. A test will be given at the end of the classes based on the usher manual and the information presented in the class. You must pass the test with a score of 85% to enter the program.