



Student Usher General Information

Students are essential to the success of every production and event at The Studio Theatre. We appreciate that as an usher, you are representing both The Studio Theatre and The School of Arts and Enterprise. We therefore expect the highest regard and respect for our patrons and towards your peers. Please

adhere the following guidelines while ushering at The Studio Theatre or any performance presented at The School of Arts and Enterprise.

- The high level customer service that the usher staff provides to our patrons ensures a favorable first impression and guarantees their comfort and safety when attending productions.
- Ushers are expected to serve a variety of functions such as greeting and directing patrons to their seats, assisting guest with the special needs, answering questions, selling merchandise, cleaning and preparing the venue, and directing patrons in the event of an emergency. Functions are assigned nightly by the house manager.
- Ushers must be physically able to stand for an hour at a time during a shift.
- Ushers are required to arrive one hour and thirty minutes prior to show time for all performances. If an usher is twenty minutes or more late to a session, you will not fulfill your company hours and be sent home for the evening. After second incident of tardiness, you will not be allowed to serve as an usher at The Studio Theatre.
- An usher must contact the Company Manager 48 hours in advance of his/her shift to reschedule the usher assignment, except in emergency situations.
- Usher bags and personal belongings will be placed in a secure room prior to each shift.

Arrival Instructions for Ushers

Please meet in The Studio Theatre Lobby at the beginning of every shift.

Ushers will be provided an information of sheet of the production by the house manager 3 days before the given production, to include any specific information and a scheduled release time.

Please ensure rides are scheduled at the release time of each production.

Dress Code

Appropriate dress is required.

Attire should be black slacks or skirt and white dress shirt or blouse. The Studio Theatre merchandise is ok.

Please **no sneakers or flip flops or high heels.**

All female usher's must be in dress flats for all performances - No high heels or wedges.

Please contact Phil Miller at pmiller@thesae.k12.ca.us with any questions or concerns.