



★ USHER ★ HANDBOOK

USHER QUALIFICATIONS

Music Theatre Wichita Ushers are the first contact patrons have with the organization. Our goal is to give patrons a memorable, magical experience from the moment they enter the building until they get in their cars to leave. No matter your position assignment, you can make the patron experience great with your attitude, friendliness, and willingness to help. Since interaction with our Ushers might be the only interaction patrons have at the theatre, we need Ushers to demonstrate exceptional customer service, and avoid disturbing or upsetting scenarios whenever possible.

Not everyone who applies to be an Usher is selected. An applicant must complete the

online form, attend the mandatory Usher meeting, read the handbook, and sign the Usher agreement form. Those selected as Ushers will be contacted by the House Manager.

If selected as an Usher, we need a commitment to fulfill your obligations to the program. The most important of these is attendance! Volunteers are needed to assist with the front of house needs of Music Theatre Wichita and help patrons. (If your goal is to see a free show, being a Music Theatre Wichita Usher is not for you!)



FRONT OF HOUSE

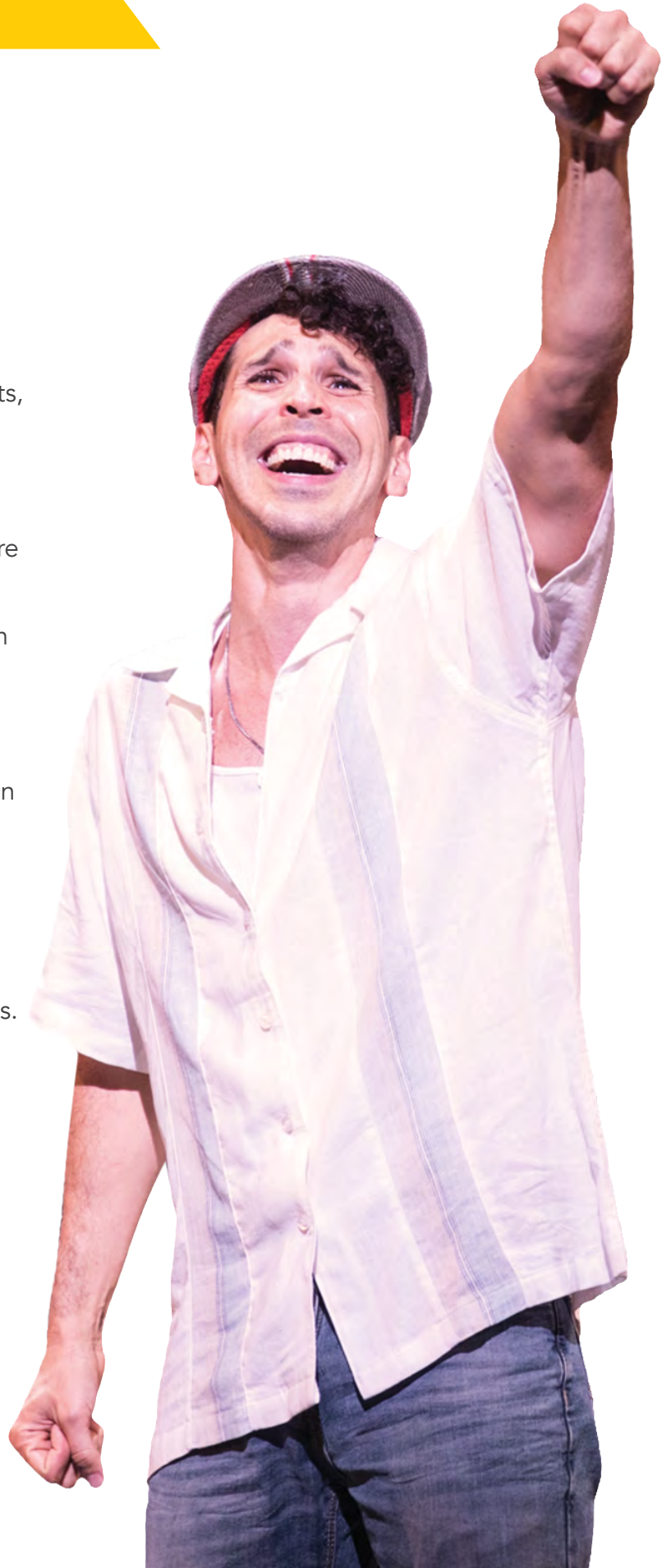
House Manager: Responsible for all house operations, functions, and activities prior to, during, and after a show. The House Manager is in charge of pre-show meetings, coordinating with stage managers, opening the house, handling patron complaints, ticketing problems, double-seating, accidents, and maintenance concerns.

Box Office Manager and Box Office Staff:

Box office personnel are always on duty before the shows and through intermission. They oversee all aspects of the theatre dealing with tickets and are in direct communication with the House Manager.

Lead Ushers: Experienced Ushers are chosen by the House Manager to directly supervise other volunteers, deal with double-seating issues, answer questions, and help solve problems. The Lead Usher is the primary contact for all ushers to resolve any problems. If an usher is interested in becoming a Lead Usher, please contact the House Manager.

Ushers: Ushers are responsible for patron satisfaction, thus making this position one of critical importance. Ushers greet patrons, give directions, seat patrons, answer questions, provide hearing devices, and perform various other assigned duties.



THEATRE INFORMATION

Concert Hall seats 2,145.
Century II was built in 1969.

Restrooms are located in the lobby on the first and second floors. Both levels have Accessible Restrooms. (There are no restrooms in the balcony.)

Drinking Fountains are located on the inside lobby walls on the first and second floors.

In Case of Tornado: The Concert Hall is the safest place for patrons to be. Audience members on the main floor should remain in their seats, while balcony patrons should move to the main floor and find a seat. If no seats are available they should stand near the wall. Ramp areas are not considered safe areas. Patrons in the Box Seating should remain there with the doors closed.

The Founders' Room: Is located on the second floor and can be accessed house left or house right. Throughout the season there may be private receptions before or after the performances. Ushers will be notified, should patrons have questions regarding these events/receptions. Patrons who have contributed annually to MTWichita are invited to the Founders' Room during intermission.

Parking Lots: The main parking lots are to the east and south of Century II. There is a smaller parking area on the west side of the building that is only Accessible Parking. Metered parking can be checked until 11pm, 7 days a week. There is additional Accessible Parking in all lots to the east and south of Century II.

ATM: The closest is located at Intrust Bank across the street.

Elevators are located on both sides within the Concert Hall.

Concessions are available before the show and during intermission and can be found on both

sides of the main floor. Beverages with lids may be taken into the Concert Hall.

Box Office: Located in the outer lobby of Concert Hall. During show days, the box office is open from 10am-intermission Monday-Friday, and noon until intermission on Saturdays and Sundays.

Lost and Found: Found items should be delivered to the House Manager as soon as possible with information as to where it was found. If items are not picked up, they will be stored in the Century II Administrative Offices.

Hearing Assist Devices are available at a table near the center of the inside lobby. There is no cost to the patron, but we ask for a driver's license, phone number, and seat location. Any patrons who use any ReSound or Beltone wireless capable hearing aids may connect to the transmitter at the table, as well.

Accessibility: The main entrances to Concert Hall have push button doors. Rows M and S on the main floor and the box seats on second floor are designated for patrons who use a mobility device. For those patrons able to sit in a theatre seat, the wheelchair or walker will be kept at a safe and convenient place for use during intermission and after the show.

Wheelchairs: MTWichita provides several wheelchairs for the use of patrons who need assistance getting to their seats. Please request a wheelchair from the Box Office, House Manager, or Lead Usher. The volunteer who requests the wheelchair is responsible in assisting the patron in finding the correct wheelchair at intermission and after the show, and then returning it to the Box Office.

THEATRE POLICIES

Smoking is not permitted in any area of Century II. Patrons are allowed to go outside to smoke and may need to show their tickets to re-enter the theatre.

Cameras/Phones/Recording Devices: Cameras and phones are allowed in the Concert Hall before the show until the lights go down and the show starts, during intermission, and after the show. If a patron is using a phone or camera during the performance, it is the Usher's job to kindly inform the patron to put the phone away. Ushers **MUST** be willing and able to remind patrons about this policy for phones and cameras.

Food and Beverage: Only food and beverages purchased at concessions are allowed in the Concert Hall. Alcoholic beverages are not allowed outside the building.

Tickets/Babies and Toddlers: Every patron, regardless of age, must have a ticket to enter the theatre. All patrons under the age of five (5) are not allowed unless MTWichita is presenting a show specifically for 3- and 4-year olds. Ticket-takers should very carefully look at the ticket before a patron enters the theatre to confirm it is the right show, date, and time.

Seating Patrons: Every patron should sit in the seat for which they are holding a ticket. Only the House Manager or Box Office may relocate the patron. Never move or place a patron in a different seat without contacting the House Manager.

Patrons with Special Needs: Treat all patrons the same, giving no overt or highly visible attention to patrons with special needs unless there is request

for it. You may kindly offer to help patrons who appear to need help, but never assume your help is needed.

Service Animals: These animals are always allowed in the theatre, and typically wear a vest or some other service animal designation. As an Usher, you do not have the right to ask a patron if it is a service animal. Never touch or speak to a service animal. Service Animals may lie under the patron's chair, in front of the patron's chair, or to the side of the patron's chair if on an aisle.

Assisting Physically Impaired Patrons: We expect most patrons who will need assistance with wheelchairs or walkers to have someone with them who will be able to care for them if needed. For liability reasons, we do not to push wheelchairs unless necessary.



USHER INFORMATION

IMPORTANT REMINDERS

- Only authorized staff are allowed to enter the theatre before the house is open.
 - The House Manager will open the theatre when it is released by the Stage Manager.
 - The House Manager and all Lead Ushers will have radios with them at all times.
 - Patrons must be seated only in the seat assignment that is on their tickets.
 - Patrons may be relocated by the House Manager or Box Office staff only.
 - No one is allowed backstage. Only authorized staff may escort someone backstage.
 - Volunteers must be drug and alcohol free. Consuming alcoholic beverages or being under the influence is not allowed while ushering.
 - Century II is a vape and smoke-free environment.
 - When seats are available, Ushers are permitted to sit during the show. The seats must be behind row S and on the aisle. Ushers should NEVER cross over patrons or ask them to move.
 - Ushers are still on duty during the show. They should be active in making sure cell phones are not being used.
 - Be kind, helpful, and cheerful. A positive attitude is a must!
 - Make yourself available for questions.
 - Be on time for pre-show meetings.
 - Ushers must stay at their assigned area until patrons are safely out of the Concert Hall after the performance.
 - Ushers must be 16 years of age.
 - Ushers must be willing to tell patrons to quit talking or put cell phones away during the show.
 - No food or drink is to be consumed while ushering (In the Concert Hall).
- Personal cell phones should never be visible or used unless in a medical emergency.

Pre-Show Meetings: These meetings are mandatory and begin 1 hour and 45 minutes before the scheduled start of the show. After the meeting all Ushers will report to their assigned area.

Playbills and Stuffers: Each production will have playbills for distribution, which will be found on the ramps, in both lobbies, and in the balcony. If you don't find any playbills, please contact your Lead Usher or House Manager.



ACTIVE SHOOTER TRAINING

At the mandatory Usher Training Meeting, all potential Usher candidates will watch the Active Shooter Training Video.

youtube.com/watch?v=5VcSwejU2D0

RUN/HIDE/FIGHT

RUN

Inform: Receive and give information over your radio, talk to patrons in plain language, call 911 informing them of what's happening.

Evacuate: Lead patrons towards exits and listen for information/updates.

To help, or not to help? That is the question:

Use common sense; will your action endanger you or anyone else?

HIDE

Close Doors: Secure with locks and/or objects and distance yourself from the door.

Turn everything off: Turn lights and phones off. Make room appear it is unoccupied.

Be Quiet: Crying, whispering, and talking will attract unwanted attention.

FIGHT for your life!

Moving Target: Move erratically and flee if you can. Use your knowledge of the building to your advantage.

Improvise Weapons: Anything can be a weapon; distract and confuse, disrupt the plan.

LAW ENFORCEMENT

They have come to put an end to the situation and may yell commands at you and will not stop to help the injured. They don't know who the shooter is and will treat everyone with suspicion.

HOW SHOULD I REACT TO POLICE?

Do Not argue, point, yell or scream, or attempt to stop and interact with the police.

Do comply with their commands and keep your hands up and fingers spread. Only answer questions when asked and move past them and continue away from the building.



SPECIFIC DUTIES

TICKET TAKERS

- Begin admitting audience members into the lobby when the orientation meeting is over.
- Look at the ticket to make sure it is for the correct show and performance.
- Direct patrons to the LEFT or RIGHT.
- Balcony is on the third floor and patrons can take an elevator if needed.
- Box seating is on the second floor.
- Please accompany patrons to the box office if there is any dispute.
- Tear the ticket stub off lower part of ticket.
- Take tickets until the House Manager or Lead Usher excuses you.
- Help monitor crowds at intermission by standing by the glass doors in the lobby or near the ramp doors.
- Open all entry doors once the house lights are up. Make sure all patrons have exited safely.
- Return lanyard to hearing device table and check out with House Manager.

RAMP USHERS

- When the orientation meeting is over, hold playbills in front of the ramp doors and offer them to patrons who ask.
- All ramp doors and elevator doors are to remain closed until the House Manager or Lead Ushers notifies you. DO NOT open these doors until this time.
- While waiting for doors to open, ramp ushers should stand guard at the doors to the second level and ramp doors not allowing patrons to enter until the designated time.

- When the signal is given, open and prop ramp doors open and move to your designated area.
- One usher should be stationed at the first set of steps to remind patrons "watch for steps."
- Ramp ushers should position themselves on rows N, R, and AA on the ramp and continue to assist patrons.
- Two ushers will be assigned to distribute playbills. These two should focus on distributing playbills and other ushers should step forward to help patrons find seats.
- All other ushers should be inside the Concert Hall helping patrons find their correct row and seat.
- When the overture begins, ushers should shut all entry doors.
- All ushers remain on the ramp to assist latecomers. Latecomers may only be seated during applause break.
- Place "Attention latecomers" poster at the top of the ramp.
- Once the lights come up for intermission ushers should immediately see that all entry doors are opened and move the latecomer sign and easel out of the way.
- Once Act II begins, shut all entry doors.
- Once the show is over and the lights come up, open all entry doors and wait near the ramp area to make sure all patrons have made it out safely.
- Return lanyard to hearing device table and check out with House Manager.
- Return First Aid Kit to House Manager. NEVER hide the First Aid Kit. It should always be visible and easy to find.

SPECIFIC DUTIES

BALCONY USHERS

- Balcony ushers will stand in front of the elevators and stairwells on the first floor until the House Manager opens the house.
- Once the house is open, you will take the first group of patrons up in the elevator with you to the third floor.
- Assist patrons with seating and playbills just inside the wooden doors.
- When the overture begins, ushers should shut all entry doors. Remain outside the doors to assist latecomers. Latecomers should be seated at an applause break.
- Balcony ushers may find an aisle seat behind row E.
- Once the lights come up for intermission, ushers should immediately see that all entry doors are opened.
- Once Act II begins, shut all entry doors.
- Once the show is over and the lights come up, open all entry doors and wait outside the brown door area to make sure all patrons have made it out safely.
- Return lanyard to hearing device table and check out with House Manager.

- Return First Aid Kit to House Manager. NEVER hide the First Aid Kit. It should always be visible and easy to find.

BOX SEAT USHERS

- Help guard elevator and doors to the stairs before the house is open.
- Help distribute playbills to patrons by standing on top of the 2nd floor entry once the house is open. Patrons may use stairs or elevator to second floor so they may not encounter an usher on the ramp.
- Assist patrons trying to find the balcony on the third floor or the back of the main floor.
- Patrons in the box seats may need extra assistance.
- The doors will need to be opened and closed at the appropriate times because of the acoustics in this room.
- Monitor the talking and use of cell phones and remind those in the box seats that the noise is carried out into the Concert Hall.



ALL USHERS, TICKET TAKERS, & VOLUNTEERS

- For the required informative meeting prior to each show, all ushers arrive at 5:45pm on Wednesday and Thursday Evenings, 6:15pm on Friday and Saturday Evenings, 5:15pm on Sunday Evenings, and 12:15pm for the matinees.
- All ushers MUST stay for the entire performance. Sit or stand in the area in which you were assigned so you can assist patrons throughout the performance.
- Dress appropriately for the theatre. No jeans, shorts, or t-shirts.
- If you receive a sound or temperature complaint, thank the patron for letting you know and find out the nature and location of the complaint. Tell the patron you will let the House Manager know about it. Then, do just that!
- NEVER make derogatory remarks about the sound or temperature.
- Listen, respond, and report.
- If you cannot easily solve a problem regarding patron misconduct, report it to your Lead Usher or House Manager.
- Do not attempt to move the injured patron. Do not offer advice (medical or otherwise, except to encourage them to stay where they are and wait for help).
- Keep bystanders, including other ushers, away from the accident area.
- You may be asked for a brief statement for the accident report.
- Even if you think something is "minor" please notify the House Manager.

SEATING DISPUTES/DUPLICATE TICKETS

If someone comes to you with the complaint that "someone is in my seat!" please follow this procedure:

- Check the ticket stubs of BOTH parties to determine seating, performance, and date. More often than not, it is either a wrong row or seat.
- Many times, it is balcony vs. the main floor, or the wrong seat.
- If both sets of tickets are exactly the same after carefully looking for the correct date, time, section, row, and seat, bring both sets of tickets to the Lead Usher and/or House Manager.
- Allow the patrons sitting in the seats to remain seated and have the other patrons wait on the ramp.
- Box Office will resolve the issue and, if possible, assign new seats for the patrons.

ACCIDENTS OR MEDICAL EMERGENCIES

- When an accident occurs, tend to the patron's needs immediately. Offer to call for an ambulance. One usher needs to stay with the injured patron(s) and another needs to notify the House Manager and Lead Usher immediately.
- The House Manager needs to know the exact location of the accident (i.e.-outside, inside, what row, left or right, etc.) and what type of injury it is.
- If you can't find the House Manager or Lead Usher, go directly to the box office and they will contact the House Manager.

EMERGENCY EVACUATION

In the event that the theatre must be evacuated because of an emergency situation, your job is to remain calm and listen to and follow instructions.

CENTURY II CONCERT HALL SINGLE TICKET SEATING

BALCONY

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BOX SEATING

LL	106	105	104	103	102	101
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BOX SEATING

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106	105	104	103	102	101	KK

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M	125	124	123	122	121	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	M													
L	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	L																								
K	123	122	121	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	K																
J	123	122	121	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	J																
H	122	121	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	H																	
G	121	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	G																			
F	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	F																						
E	120	119	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	E																							
D	118	117	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	D																										
C	116	115	114	113	112	111	110	109	108	107	106	105	104	103	102	101	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	C																														
HOUSE RIGHT																																	HOUSE LEFT																														

STAGE

Section 1: \$72

■ Section 2: \$58

■ Section 3: \$45

Section 4: \$35

Section 5: \$25

■ Denotes Wheelchair Accessible Seating



JUNE 10-14



JUNE 24-28



JULY 8-12



JULY 22-26



AUGUST 5-9

2020
SUMMER
SEASON



MISSION STATEMENT

MUSIC THEATRE WICHITA ADVANCES THE MUSICAL THEATRE ART FORM BY
EDUCATING & NURTURING CREATORS, ARTISTS & AUDIENCES.
PRIMARILY THROUGH THE PRODUCTION OF BROADWAY-CALIBER SHOWS.

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