**Ushering at The BlueShore at CapU**

**Overview**

* The BlueShore Financial Centre for the Performing Arts Theatre strives to maintain a friendly and welcoming atmosphere for our patrons while maintaining the health and safety of guests attending a performance.
* As a volunteer usher, you set the standard for audience behaviour and etiquette, and are an integral part of facilitating a smooth, safe and enjoyable experience for our patrons.

**Training**

* You will receive training from the Front of House Manager on specific duties, and your role in the unlikely event of an emergency evacuation.
* A **mandatory group briefing** is conducted one hour prior event. You must attend at the designated time.
* Each usher will receive a flashlight and fire/evacuation procedure card for their position.
* Ushers may be issued radios and earpieces prior to usher briefing. Radios are to be handled with care and only used in accordance with radio protocols.
* **Ushers must remain for the entire performance.**

**Attire**

* You should be dressed appropriately, neat and well-groomed. Usher dress is black dress pants or skirt, black or white top, and black shoes. Jeans, running shoes, branded T-shirts or worn-out clothing are not acceptable.

**Duties**

* Open the house doors at the appropriate time as indicated by the Front of House Manager.
* Greet patrons in a welcoming and friendly manner. Hand out programs if applicable.
* Assist patrons with mobility issues to safely find their seats.
* Close doors just before the commencement of the performance.
* Take the seat assigned to you by the Front of House Manager.
* If someone leaves the theatre, ensure their safety and proper entrance back into the theatre. Make sure that they are leaving and returning through the appropriate doors. Use flashlight along the floor path to assist patron.
* At intermission, open main auditorium doors. Ushers should remain in assigned location to answer patron questions and ensure no-one accesses the stage.
* Close doors and return to assigned seat following intermission.
* At the end of the performance, open the doors and thank the patrons as they exit.
* Go through the theatre and submit any lost and found items to the Front of House Manager.
* Return flashlight, fire/evacuation procedure card, and radio.
* Provide any feedback to the Front of House Manager for the event report.