



UMass Amherst
FINE ARTS CENTER
www.fineartscenter.com

Student Ushers' Handbook

Revised Fall 2008

Audience Services Manager

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Table of Contents

Table of Contents	2
Job Description	3
Specific responsibilities include	3
Mandatory training.....	3
Hours required	3
Experience required	3
Skills needed	4
Other	4
General Information.....	4
Commitment	4
Attendance	4
Reporting times.....	5
Signing up for Work	5
Dress Code.....	5
Training.....	6
Usher Training	6
Emergency Training.....	6
Additional Training.....	6
House Policies.....	6
General.....	6
Specific Duties	7
Usher	7
Ticket Taker.....	8
South Lobby Elevator Attendants and Sections 2 & 3 Ushers	9
Concessions.....	10
Food Concessions for Handicapped and Elderly Patrons	10
Merchandise Concessions	11
Additional Information	11
Prohibited from the Theaters	11
Medical Emergencies.....	12
Watching the Performance/ Doing Homework.....	12
Concert Hall Information.....	12
Bowker Auditorium Information	13
Bezanson Recital Hall.....	13
Attachment A: Signing up for Events.....	15
Attachment B: Children’s Performances	16
Attachment C: Important Phone Numbers.....	17

Job Description

Ushers are responsible for the care and safety of all patrons. As an usher, you are expected to treat patrons as you would want to be treated. Ushers are also the public face for the Fine Arts Center and are often the first face of the University that many people encounter. Ushers are primarily responsible for assisting patrons during performances and during emergencies. It is essential that ushers are outgoing, friendly, have excellent customer service skills, and are able to handle responsibility with minimal supervision.

Specific responsibilities include

- 1) Assisting house management in setting-up the lobby for an event (putting out programs, setting up information tables, etc.)
- 2) Greeting patrons, distributing programs and assisting them in finding their seats
- 3) Handling patron seating issues with the assistance of the house manager
- 4) Assisting patrons with disabilities into and out of the theater, as well as providing concessions service
- 5) Directing patrons to bathrooms, water fountains, parking, etc., answering questions and finding answers as needed.
- 6) Seating late-comers after an event has begun
- 7) Selling merchandise concessions on behalf of an artist (occasional)
- 8) Picking up trash in the theater at the end of an event
- 9) Guiding patrons safely out of the theater in the event of an emergency, being responsible for an emergency assembly area.
- 10) Other duties as assigned by house management

Mandatory training

- 1) One general usher training session held at the beginning of each semester.
- 2) One emergency and evacuation training per year held each semester, or completion of an annual exam with a minimum grade of 85%.
- 3) Fire extinguisher training once during first two years as an usher.
- 4) Usher orientation, held one hour prior to each performance that the usher is working

Hours required

All ushers must work a minimum of 8 performances total and at least 3 weekend performances per semester. Any performance on Friday evening, Saturday or Sunday (day or night) is considered a weekend performance.

Experience required

None.

Skills needed

- 1) Outgoing and friendly
- 2) Excellent customer service skills
- 3) Ability to handle responsibility with minimal supervision

Other

References required, Full time undergraduate students only, Work-study desired

General Information

Commitment

To remain employed by the Fine Arts Center as an usher, you must sign up and work at least eight (8) performances each semester, and three of those performances must be on a Friday, Saturday or Sunday. Failure to work the required number of performances will result in termination from the usher staff.

The jobs available to you are full usher and alternate usher. An alternate is a person available if needed, i.e. if an usher is ill or an event is larger than initially anticipated. If you sign up as an alternate, it is expected that you will be available up until 24 hours before the performance. The Audience Services office or a fellow usher will contact you no later than 24 hours before a performance you are required to work. If you do not hear from the office in that time frame, you will not be called in. Again, failure to be available 24 hours prior to the event will result in your being considered absent for that event.

Attendance

Upon your **third** unexcused absence you will be terminated from the usher staff.

Once you have signed up to work an event, it is your responsibility to work that entire event. If you cannot work, it is your responsibility to find your replacement and contact the Audience Services office at least one business day before the event. Failure to do so will be considered an unexcused absence.

If you are ill, it is your responsibility to contact the House Manager and the Audience Services office prior to the event. The House Manager assigned to the event can be found on the usher website.

If an event is cancelled or postponed, the Audience Services office or House Manager will email or call you as soon as possible. In order to do this, it is your responsibility to keep your contact information current with the office.

Tardiness:

Reporting times

You should be present and ready to work one hour before the time the performance is scheduled to start (e.g. If the performance start time is 7:30PM; your work report time is 6:30PM). Please be sure to arrive a few minutes prior to your reporting time to get settled, sign-in and collect your badge/ flashlight. Occasionally, reporting times may differ for unusual events or events in venues we do not work in regularly. Please be sure to verify the reporting time when you sign up for an event.

Before each event you will be briefed by the House Manager and given your assignment. You will also be told about any special instructions for this event and emergency evacuation procedures will be briefly reviewed. Once you are on duty, if you have any concerns or encounter any problems ask the House Manager for assistance.

Orientation begins promptly at the reporting time. Ushers not present at the start of orientation will be considered late for work. If you are tardy more than three times, you will be terminated from the usher staff.

The Fine Arts Center provides ushers for the Fine Arts Center Concert Hall, Bowker Auditorium located in Stockbridge Hall, and Bezanson Recital Hall located in the Fine Arts Center Music Department. On occasion, ushers may be asked to work events in the Concert Hall Main Lobby or other venues on and off campus.

Signing up for Work

Please see Attachment A for website instructions.

Dress Code

The Fine Arts Center usher dress code is: Black pants/skirt, White dress shirt/blouse, Dark dress shoes. Think conservative business casual or business dress – no t-shirts, short tops, sneakers, open-toed shoes, etc.

Please refrain from wearing dangling jewelry or overpowering perfume/cologne.

The dress code is a condition of employment. What you wear and how you conduct yourself reflects directly on the Fine Arts Center and the University of Massachusetts. If you are inappropriately dressed, you will be dismissed for the evening without pay. Consistent failure to follow the dress code will result in termination.

It is also your responsibility to dress appropriately for the weather. As an usher, you may be assigned to a position outside, e.g. FAC plaza, or greeting buses for morning events. You will not know your assignment until you arrive to work, so it's imperative that you wear a coat, mittens, hat, etc. on cold days in case you are placed outdoors.

Training

Usher Training

Sessions are scheduled for every September and February and last about an hour.

As the face of the Fine Arts Center and the first point of contact for many patrons, it is vital that ushers are intimately familiar with all of our facilities, policies, and procedures. Ushers will also be trained in basic customer services skills and how to handle difficult situations. This manual reviews many of the basics and attendance at training begins your familiarity with our venues. Working a minimum of eight events each semester insures that you also receive an adequate amount of on-the-job training to utilize your skills and stay sharp.

Emergency Training

Ushers must attend one Emergency Training Workshops annually. This is a condition of employment.

Workshops are scheduled for September and February and last about 1.5 hours.

The safety and well being of all patrons is the primary responsibility of Fine Arts Center Ushers. Familiarity with our Emergency Evacuation Manual and one training session per year is the minimum requirement. We encourage our ushers to attend both sessions and to review the Emergency Evacuation Manual before each performance they work. Copies of this manual will be given to you when you arrive and can be obtained at the Audience Services Managers Office – Room 4 Curry Hicks.

Additional Training

Audience Services will offer additional optional training sessions on a periodic basis covering topics such as fire extinguisher training and adult CPR.

House Policies

General

Ushers will be briefed by the House Manager on their duties for the performance one hour before the performance begins. Patrons are seated one half hour before the scheduled curtain time. Always greet patrons with a smile and a friendly remark.

You will collect an usher badge and a flashlight from the house closet upon arrival. At this time, please sign in on the payroll sheet.

Ushers are expected to be knowledgeable about the locations of basic services (bathrooms, water fountains, etc) in the hall in which they are working. Please see theater specific information attached for details.

Ushers are not to have cell phones with them at any time while working. They are expected to leave them in the House Management closet with the rest of their belongings.

Politically Charged Events: We are fortunate at the University to host a wide variety of events spanning many topics and genres. We ask that all ushers remain neutral during events they are working and wait until they are off duty before voicing opinions.

Specific Duties

Usher

After the House Manager briefs you, you are expected to bring a supply of programs to your assigned section (inserts to the evening's program are your responsibility). You are expected to walk through your assigned section and remove any litter from it. Use the walk through to familiarize yourself with your section (row numbers, unusual seating arrangement, half-rows in your section). Any safety violations or broken equipment in your section should be reported to the House Manager immediately. Be attentive to the level of cleanliness of the theater. The theater is expected to be *Ritz Carlton clean!* Make note of any areas in which your section fails to meet these standards and *tell a House Manager*.

Once the House Manager has announced that the hall is open to patrons, ushers should be at their assigned station to take tickets, assist patrons to their seat, and hand out programs.

Section ushers should open their section doors once the house is open. Section doors are closed once the performance begins. A good signal to determine when the performance will begin is when the house lights dim to 50%. Late seating instructions will be given to the ushers during the evening orientation. Section ushers are expected to remain at their assigned station through late seating and until released by the House Manger.

Ushers in Sections 1 and 4 of the Concert Hall will also be issued walkie-talkies. Ushers may use these walkie-talkies to communicate with the house management staff only in the event of an emergency or patron problem.

Late Seating

Ushers will be briefed on the late seating policy during orientation. This policy changes from event to event. For example, ushers may need to wait until the end of the overture, often a natural clapping break, to seat late patrons. This break may occur anywhere from 5 – 20 minutes into the performance. Communicating with late patrons is a very important and delicate task. Your interaction with the customer can often define their experience for the evening. Please follow these guidelines for interaction:

Before the break explain:

1. The late seating policy and give them a program
2. That you are waiting until a natural break in the performance so as not to disrupt the performance or audience
3. In the interest of expediency, you will first direct them to the most easily accessible seats.

4. You would be happy to help them find their correct seats during intermission.
5. Please enter the theater quietly

Please be sensitive to the fact that many late patrons are already irritated and may become frustrated when not permitted to immediately enter the theater. Late seating policies are defined by the performing artist, and are designed to find a balance between the continuity of the performance and the need to accommodate latecomers.

At the break, ushers may open the doors to the theater and, using your flashlight as a guide on the floor, direct patrons to the best available seating.

Performance Duties

Once you are released, you may either sit inside or outside your assigned section. You are expected to stand at your assigned section during intermission to open/ close the doors, assist latecomers in finding the proper seats, and answer questions. Again, at the end of intermission you may either sit inside or outside your assigned section. Please be aware that sitting or standing in aisles is not permitted – it is a Fire Code violation.

At the end of the performance, you are expected to walk through all rows in your section to pick up any large pieces of trash, lost items and programs. Any personal items left behind should be brought to the front of house closet and reported to the house manager. Please also inform the house manager of any maintenance or custodial issues you notice. Out of date programs and inserts can be recycled.

If at any point you'd like disposable gloves and a plastic bag while collecting trash, you can find them in the 2nd drawer of the ticket stanchions on either side of the theater in the Concert Hall. Supplies are also available in the house closet in Bowker.

Finally, turn in your usher badge, flashlight, walkie-talkie and sign out on the payroll sheet. Failure to sign out could result in your hours not being turned in to payroll.

Some ushers will be assigned to assist at merchandise, direct patrons to bathrooms, man the information table, or work the elevator entrance.

Ticket Taker

After the House Manager briefs you, you are expected to be at your assigned position to answer patron questions. Once the House Manager has announced that the hall is open to patrons, ticket takers should open the main doors to the venue and direct patrons to the proper section and answer questions. Ticket takers are expected to greet the patrons, check the ticket for correct date, correct hall, right side of the hall, and direct them to the proper section.

Student tickets will be marked and students should be asked to performance a valid UMass ID for verification. A valid ID is required for entry to the theater (if not direct them to the Box Office for verification).

All patrons entering the theater must have a ticket, regardless of age. There are no babes-in-arms allowed in the theater. We must not exceed the theater's maximum occupancy.

Ticket takers are to remain at their posts until the Box Office closes. Please be sure to put the ticket receptacle away once the performance has begun, or whenever the tide of people slows, whichever is later.

Ticket takers are expected to return to their assigned stations during intermission

Finally, turn in your usher badge, flashlight and sign out on the payroll sheet. Failure to sign out could result in your hours not being turned in to payroll.

South Lobby Elevator Attendants and Sections 2 & 3 Ushers

These areas of the Concert Hall require special attention.

Sometimes, as many as five or six ushers are assigned to staff the South Lobby (ADA elevator entrance to the Fine Arts Center)

- 1 Elevator Operator,
- 1 Elevator Escort,
- 1 or 2 Plaza Escorts.
- An extra usher for both Sections 2 & 3 house right

Elevator Operator

You are responsible for traveling with patrons in the elevator and directing them to where they need to go. It is recommended that patrons in wheelchairs may want to back into the elevator as it is small and does not have much maneuvering room. Please make sure the patrons are completely in the elevator before closing the elevator door.

As patrons exit the elevator, check to see they remove anything they may have brought in with them. Look at their tickets and direct them to their correct section. Finally, point out the handicap bathroom location to them.

Elevator Escort

You are assigned to level 2 (entrance level to South Lobby) and are responsible for ticket taking. You will be given any reserved tickets for patrons using the South Lobby by the House Manager(s) that we have at performance time. Patrons must have a ticket with them or have it on reserve with you in order to use the elevator.

You will have a walkie-talkie to use to communicate with the House Manager(s).

It is expected that the *Elevator Operator* and the *Elevator Escort* will be on duty until the end of the event. The South Lobby elevator will be accessible for the entire event to seat latecomers or for early departures.

Plaza Escorts

It is your job to assist handicapped patrons from the FAC handicap parking lot to the South Lobby. Your duty station is outside the South Lobby underneath the Art Bridge (dress accordingly – be prepared for wind, cold, wet, snow, etc.). You are expected to be on duty prior

to the performance, at least 10 minutes after the start of the performance, at intermission, and at the end of the event to assist patrons.

Always ask patrons if they would like or need assistance. Do walk with them from their car until you can hand them off to the *Elevator Escort*.

House Right, Section 2 & 3 Ushers

You are stationed in these sections to assist in escorting disabled patrons to their seats. Often patrons need assistance finding and maneuvering into the seating area. As a courtesy, always be sure to ask before providing assistance. At intermission, you will need to provide food concessions service to any patrons unable to walk to the concessions area in the Atrium Lobby. (Please see below for additional concessions information.)

Other information

The House Manager(s) are responsible for releasing the South Lobby staff. It is House Policy to rotate South Lobby staff unless someone expresses a wish to remain there for the entire event.

All patrons (not just handicap or handicap companions) with a ticket may use the elevator.

Reserved tickets for non-handicap patrons will be at the FAC Box Office. Please direct non-handicapped patrons looking for their reserved tickets to that location.

Concessions

Food and Drink Concessions are provided in the Atrium Lobby for our patrons for most Center Series events. UMass Food Service is the organization that provides this service. If there is no intermission, there will most likely be no food and drink concessions. Please be aware that no food or drink is allowed inside the theater, except bottled water.

Food Concessions for Handicapped and Elderly Patrons

Many of our patron's seated in our ADA seating area (Section 2 and 3 House Right) are not able to enjoy the concessions being offered in the lobby. The ushers assigned to work the ADA seating area are also responsible for approaching patrons to find out if they'd like concessions service and then bringing them the concessions accordingly. Please ask the HM to provide you with the concessions envelope.

Before the start of the performance, order forms and pencils should be passed out to patrons so they can make their selection. When intermission begins, an usher will collect the order forms and money and take them to the Food/Drink Concession stand in the Lobby. Identify yourself to the Food Service employees working the stand (you have priority), wait for the order to be filled, take it, and any change, back to the patron.

This is a service we are proud to be able to provide to our customers who cannot make the long trek to the lobby.

Merchandise Concessions

Many performances also sell items associated with the evening's production such as CD's. The usher assigned to Merchandise will assist the House Manager in setting up a table(s) for the performance's concessionaire. As a matter of policy, we do not provide display lighting, or electrical power cords. (In a pinch, we do have a limited supply of tablecloths and skirts.) We will provide an usher to sell the merchandise if requested.

The House Manager will ask the Box Office for a "bank" if we are selling the merchandise. Count the money before starting. Return the "bank" to the Box Office as soon as it is possible to do so.

Count and record the inventory at the start of the evening (verify with the performance person) and then count the inventory at the end of the evening (again verify with the performance person). Verify that your cash matches correctly with the merchandise sold.

The House Manager will be responsible for collecting the FACs percentage of the gross merchandise sales. Fill out the Concessionaire Report Form. Make sure it has the appropriate signatures on it. The yellow copy goes to the touring performance. (Concessionaire Forms are stored in the FAC Lobby Closet and Bowker Auditorium Cloak Room inside the cash box.)

Additional Information

At any time while working if you feel you cannot handle a situation, please contact the House Manger immediately. The House Manger is there to support and assist you when you have a problem.

Be aware of any patrons with special needs within your section such as walking impaired, doctors that have identified themselves as being on call, etc. If you must leave your section, inform your replacement of these special patrons.

On-call Services for patrons who are on-call or expecting emergency phone calls are available through the Box Office. The patron should leave their seat location, name, and pager at the Box Office.

Prohibited from the Theaters

- Cameras and video recorders
- Audio recording devices of any kind
- Food or drink (except bottled water)
- Smoking
- Animals (except service dogs)

Patrons may check items at the Box Office or take them to their car.

It is the Section Ushers' responsibility to request that patrons not use a camera, eat, or use a recording device in the hall during a performance. The procedure is to approach them, ask them

to stop – if they have a problem with your request, you may need to seek additional support from the House Manager or Public Safety Officers. On the second request, you may want to explain to patrons that this policy is not only out of respect to the copyright laws any company or performance might have, but also out of respect to the safety of the performers. The final step would be the removal of the uncooperative patron by the HM.

Medical Emergencies

There are EMT's at all events in the Concert Hall and Bowker Auditorium. EMTs are NOT provided for Bezanson events. EMT's in the CH are located outside Section 3 in the South Lobby. In Bowker the EMT sits in the last seat of the orchestra House Left.

If a patron vomits, use kitty litter to cover it. The House Manger has access to this item. Please tell the House Manger about the incident so that custodial services can thoroughly clean the area affected.

Watching the Performance/ Doing Homework

Ushers may view part of the event once released to do so by the House Manager. Ushers may also do their homework once released to do so by the House Manger. It is understood that the needs of the patrons take precedence over watching the performance or doing homework.

Always speak in a quiet voice while in the lobby. Sound transmits easily into the theaters.

Concert Hall Information

The Concert Hall is an 1895 seat continental style hall (1981 including the Orchestra Pit). The hall has 1500 seats approximately on the Orchestra Level and 500 seats approximately in three mezzanines and two balconies.

As you face the stage even numbered seats are on the right side of the house and odd numbered seats are on the left side of the house.

The Concert Hall is equipped with an Assisted Listening System for hearing impaired patrons. The use of the hearing device is free but requires a driver's license or valid student ID as security while it is in use. Hearing devices are available at the box office or through a House Manager.

There is a wheelchair for patron use available in the House Manger's closet located in the Atrium Lobby.

There is no public telephone in the Fine Arts Center Concert Hall. Patrons needing to use a phone should be able to use a Box Office phone for local emergency calls.

Drinking fountains are located:

- Outside of all restrooms,
- at the top of the balcony stairs on both sides of the house,
- outside of Section 1 on both sides of the house,

- in the Atrium Lobby area near the restrooms, and
- in the lower level of the South Lobby.

Rest rooms are located:

- On the lower level adjacent to the University Gallery – Ladies Room on the left side of the house, Men’s on the right side.
- There is a single stall Men’s and Ladies Restroom in the Atrium Lobby, and
- A Unisex Handicap Bathroom located on the lower level of the South Lobby.
- For many performances, the Rand bathrooms, accessed either from the University Gallery or the Main Lobby, are also available.

Handicap Seating in the Concert Hall is located in Section 2 and 3 House Right.

Concessions are located in the Atrium Lobby.

Bowker Auditorium Information

Bowker Auditorium, located in Stockbridge Hall, is a classical proscenium theater. There are 704 seats, 500 approximately on the orchestra level including two lodges house left and right and 4 specific handicap seats. The horseshoe shaped balcony seats approximately 200 patrons.

The Ladies’ Room is located off the corridor house right. The Men’s Room is located downstairs. There is a Unisex handicap bathroom located off the corridor house left (opposite the Handicap Ramp).

There is a drinking fountain across from the Box Office.

Bowker Auditorium is equipped with an Assisted Listening System for hearing impaired patrons. The use of the hearing device is free but requires a driver’s license or valid student ID as security while it is in use. Hearing devices are available through the House Manager.

Ushers will receive two assignments in this hall- a pre-performance assignment and an assignment during the performance. Pre-performance assignments include taking tickets, directing patrons to seats, etc. Once the performance begins one might be stationed inside of the theater during the performance to direct patrons to the appropriate exits for the rest rooms, or outside of the theater to take care of late seating.

Bezanson Recital Hall

An usher will be stationed at both entrances to the hall.

Odd number seating will enter on house left and even number seating will enter on house right. There are no signs announcing this, so ushers must assist patrons with which door to use.

Wheel Chair Seating: There are four designated spots for handicapped patrons. These seats are ticket numbers (O2, O6 & O1, O3) in the very last row of the theater. If even one handicapped seat is sold, then extra seats cannot be added in that area.

In the instance that there are no handicapped tickets sold prior to the performance, seats can be added into those four spots in the last row (O), and an additional standing row can be formed behind row O. These tickets will be sold on a rush basis before the performance is about to start. If additional seating in the handicapped section was used, all seats must be broken down and put back in the closet (house right) after the performance.

Late Seating Policy: Since the house size is small and the setting is so intimate, they are particularly worried about disruptions with regards to late seating. Once the performance starts, close both the interior and exterior doors going into the hall and station one usher on either side outside the doors. When late arrivals occur they must wait quietly in between the two doors with an usher until there is a break in the performance. **THEN AND ONLY THEN WILL LATE ARRIVALS BE ALLOWED INTO THE HALL.**

Do not allow anyone to sit in the stairways/aisles during the performance. It is a fire hazard.

Restrooms are located in the Music Department through the lobby doors.

There are no EMTs on duty; a first aid kit is available behind the box office and in the event of an emergency use the phone at the box office.

Attachment A: Signing up for Events

Step 1: Go to the webpage <http://www.umass.edu/fac/production/foh/index.html>

Scroll down and click on “Crew Call Shift Sign-up”

Step 2: Log in → You will be asked your user name and password (given upon hiring)

Once on the site you will notice many different options:

- To sign up for or to see what work is still available click “Sign up for Shifts”
 - Here you will see all performances available for signing up. Hit “Select” to choose a performance you wish to work. Enter the appropriate data (Comments if necessary) then hit the submit button.
 - Calls that Need Help are in **RED** –these are events that are coming fast and we still need staff.
Calls that are close to full are in **BLUE**
- “View All Shifts” will performance you every shift within the database
- “See My Calendar” performances you work you have are signed up for and times you have been actually assigned to work
 - Here you can select specific calls, by clicking “Select,” to view who you are working with, including the HM
 - Some performances require a confirmation from the data entry end. Other jobs you select will automatically assign you.
 - You also may get a confirmation email but it is possible that you can be assigned without any notification once you select it.
 - Check your calendar as often as you can to make sure you are assigned or not assigned the work that you sign up for!
- To get in contact with other staff members, click on “Staff Contact info”. From here you can select what staff group you wish to view. Click on your position code (Ex. Ushers= USH) for usher staff information. This is a good way to look for alternates when you are unable to work! But please remember to check the roster on the website to see if there is a designated alternate.
- For more questions or comments on the site you can email your supervisor, Nicole Young, Audience Services Manager, right through the website by selecting her name from “Contact your Supervisor” list.
 - You can also call us at 413-545-0192 if you have any urgent questions or problems.

Attachment B: Children's Performances

These performances are normally scheduled for 10:00 AM start time (usher reporting time of 9:00AM) and if there is a second performance, noon (reporting time of 11:00 AM for ushers only working the second performance). You may choose to work one or both performances. Performances usually run 60 minutes long. If you are only able to work a partial shift for the events please let us know. These are the only events ushers may be accepted to work a short shift. The jobs available for ushers are:

Bus Duty – Ushers work outside to direct buses and to escort patrons, their teachers, and aides to the main entrance of the Fine Arts Center Concert Hall or Bowker Auditorium. Once the event has begun, you will be stationed inside the theater to assist patrons exiting the theater during the performance. Near the end of the performance, you will compile a list of the buses and their location to assist patrons in exiting the theater quickly. Bus Duty is an outside assignment; please dress appropriately for the weather.

Ushering – Ushers work with volunteers to assist schools to their seats, and to help the house manager keep a list of schools that have arrived. During the performance, ushers are stationed in the lobby to assist patrons. At the end of the performance, ushers assist patrons in finding their correct bus.

Assisting the House Manager – Your duty is to assist the House Manager in opening the house, assigning Community Ushers to specific schools, escorting schools into the hall, assisting Bus Duty ushers, and other assignments needed by the House Manager.

Attachment C: Important Phone Numbers

Nicole Young, Audience Services Manager

Work: (413) 545-0192

Fax: (413) 545-0132

Cell: (313) 522-0792

E-mail: hbell@acad.umass.edu

Lewis E. Louraine, Dir. of Operations

Work: (413) 545-0480

Fax: (413) 545-2018

Cell: (413) 695-0928

E-mail: lewisl@admin.umass.edu

FAC Box Office: 545-2511

Bowker Box Office: 545-4162

Fire /Police/Medical (emergencies only) - 911 or 5-3111

University Campus Police - 5-2121

University Health Services – 7-5000

Environmental, Health & Safety – 5-2682

Custodial Services (Physical Plant) - 5-0600/5-6402

Disability Service transportation (for students, staff, and UMass faculty only) - 5-2086

M-F 7:15am – 12:30am

Sa 9am-1:30am

Su 10am – 12:30am.