



## **Most Important Things CAC Ushers Should Know**

- 1. Dress code is solid color black pants, a solid color white shirt and Closed-toe black shoes. (No jeans or t-shirts).**
- 2. Doors for all events open 1 hour before the show. Ushers are expected to arrive at the facility 1 ½ hours before the show so there is time for orientation and location assignments. Arrive at the designated time to usher or you might not usher at all.**
- 3. Report to the House Manager to sign in.**
- 4. The House Manager oversees the ushers for each show.**
- 5. Once a show starts ushers should stay towards the back of the theater and balcony to assist patrons at all times.**
- 6. The House Manager is the Collingwood Arts Center staff person who is ultimately responsible for all people in the house. If issues arise, ask the House Manager for assistance. If the House Manager is not immediately available, find the Program Director.**
- 7. Please stay until patrons are seated after intermission. If you must leave early, let the House Manager know in advance.**
- 8. You are welcome to enjoy a small popcorn and a soft drink at the designated time. The House Manager will let you know when “popcorn time” will take place.**
- 9. Ushers are allowed to watch the show but they must be ready to usher any late patrons into the theater. Ushers who are assigned to the main theater entry doors should remain at their posts outside the doors until 15 minutes after the show begins and 5 minutes after intermission ends to assist patrons entering the theater and to keep the doors from slamming. If you are assigned to concession sales that require a cash box, make sure your cash box is secured with the House Manager before entering the theater.**
- 10. Ushers should NOT eat popcorn or drink pop while standing in the aisles watching a show (We need to be ready to usher). Popcorn can be eaten in the lobby.**
- 11. Ushers and concessions workers are at no time allowed to consume alcohol or use illicit drugs before or during events. If you are observed drinking alcohol or using drugs during an event or are suspected of having drunk alcohol or used drugs prior to working an event, you will be asked to leave and will not be allowed to usher again.**