USHER HANDBOOK

Job Description:

The role of the Front of House Staff is to make the concert experience as enjoyable and safe for the patrons as possible. Ushers must demonstrate the highest quality customer service skills including greeting patrons, answering questions, seating patrons, and being able to ensure a safe and timely evacuation in the event of an emergency. Ushers must have comprehensive knowledge of Jordan Hall and the Black Box and the seating chart within the halls. Ushers must be able to direct patrons to the appropriate entrance and seat swiftly and efficiently. As an NEC Usher you are expected to conduct yourself in a professional and courteous manner at all times.

You are an ambassador of NEC to patrons, renters and performers. You are usually the first and last thing people see when they come to our concerts; be sure to welcome patrons with the utmost respect and service that Jordan Hall and New England Conservatory deserve to be associated with.

Responsibilities:

Your main duties as an NEC Usher include, but are not limited to:
- Arrive 1 hour before show time, or 1 hour and 15 minutes for large concerts.
- Politely direct and escort patrons to their seats.
- Provide patrons with programs and other relevant materials.
- Direct patrons to bathrooms, water fountains, etc., answer questions and find answers as needed.
- Be aware of and enforce appropriate house rules.
- Monitor for photography and video recording as we don't allow this for any of the concerts.
- Remain at assigned post throughout the event unless taking an assigned break.
- Visually sweep the hall regularly to check for potential safety issues and lost and found items.
- Seat late-comers at the appropriate time after an event has begun.
- Be friendly and provide excellent customer service.
- Under no circumstances is an Usher ever allowed to be disrespectful to a patron.

Code of Conduct:

1) You must be present and on time at the start of your scheduled work period and leave only when dismissed.
2) You must find a substitute usher if you miss a shift. If you do not show up for a shift and do not provide a sub, you may be terminated.
3) You must never use foul, suggestive, or otherwise inappropriate language while working.
4) You must not have any food or beverages with you (including gum) while working. You must not knowingly admit a patron who does not possess a ticket.
5) If an usher lets a friend or acquaintance into the hall without a ticket, they will be dismissed immediately and without exception.
6) You must not socialize with friends during your shift, including other ushers working at a nearby position.
7) Using electronic devices, including cell phones during your shift are prohibited. If you need to make a call, inform the Head Usher and excuse yourself to outside and away from the hall.
8) You must check your NEC email regularly. This is the primary form of communication between ushers and the Box Office so be sure to read our emails and respond accordingly.
9) If you wish to listen to a performance you are working, you must inform the Head Usher as soon as you arrive. If you are granted permission, you must wait until after the first seating break is completely over before entering the hall. No one is allowed to go in for an entire concert; you may choose one piece only.
10) If you need to use the restroom, try to wait until after late seating. If it is an emergency, ensure you get an usher nearby to cover your door while you are gone.

NEC Policies:

As an employee of NEC, you are required to enforce the following policies at all events:

• Smoking and vaping are not permitted in or around the building
• Photography and videotaping are not allowed during a performance except by approved, hired professionals (occasionally there will be an exception to this rule for some concerts).
• Food and drink are not allowed in the concert halls-especially if we have concessions. Bottled water is the only exception.
• Audience members are never allowed to stand or sit in the aisles or stairways in the halls. Exits must be kept clear at all times due to Boston Fire Codes.

Late Seating Policy:

Late seating is often offered but is always based off of backstage communication and the pieces being played. During the pre-concert usher briefing, the House Manager or Head Usher will read through the program, how long each piece is, and if/when late seating is. If a concert does offer late seating, this will occur during the break in the music, usually after the first piece.

Patrons who arrive to the concert after the doors have closed must wait until late seating to be allowed in the hall. Ushers must enforce this at all times and be sure to only let patrons in to find their seats during this time. No patron or usher is allowed in while a piece is being played under any circumstance.

Double Seating Policy:

Occasionally during a concert with assigned seating, two sets of patrons will be assigned the same seat. If a patron comes up to you, please follow these steps:

1. Apologize to the patron for inconvenience and ask to see their ticket. Double check that they are looking at the right seat/section and the correct concert/date.
2. Ask to see the other party’s tickets and ensure they have the correct seat/concert as well.
3. Once you have determined it is in fact a true double seating, apologize and ask them to wait a moment while you get your supervisor to sort out the situation.
4. Get the House Manager on duty who will take over.

The House Manager will contact the box office to find a seat for the patron(s) not already sitting. If possible, they will try to get a similar seat to the one they originally had. If the House Manager is unavailable, get the Head Usher instead.

If the concert is starting, ask the standing patron if they wouldn’t mind sitting in the nearest open seat and that your supervisor will return as soon as possible. Make note of where you seat them. Get the House Manager immediately, who will decide the best course of action.
Usher Resource Page

The Ushers Resource page is designed to include all resources such as the a digital PDF of this handbook, ushering FAQs, a link to the form to request early dismissal, and other important information you may need working as an NEC Usher. Please be sure to verse yourself in all of the information listed at necmusic.edu/usher-resources.

Uniform:

**Men:**
- Tops: White or black long-sleeve button down dress shirt, dressy sweater, or sport coat. No hoodies.
- Bottoms: Black dress pants. No tux pants, jeans, or shorts allowed.
- Shoes: Black closed toe shoes. No snow boots or sneakers.

**Women:**
- Tops: White or black dressy blouse or sweater, cardigans allowed.
- Bottoms: Black pants, skirt, or dress. No jeans, shorts or leggings allowed.
- Shoes: Black closed toe shoes. No snow boots or sneakers.

Everyone gets a badge while they are working, which should be returned at the end of the shift.

During the winter, the inner corridors can be chilly. If you are stationed at elevator or tickets, you may wear a coat. During the summer, please remember that all the above attire rules apply. The hall is air-conditioned, so the warmer weather is not an excuse to violate the dress code.

If you are found not to be following the dress code, you will be sent home to change and will be counted as late.

Usher Positions:

- **Ticket Scanners:** Ticket takers should go out front no later than 40 minutes before the start of the concert to greet patrons, answer questions and inform them of when the house will open. Once doors are open, try to get the patrons in as quickly as possible. While many of the tickets will be printed through our box office, it is possible to come across some that are not. If the ticket provided does not scan, you can rip the ticket and retain the stub in our ticket stands for counting. Ensure you check the ticket that it is for the correct concert. You must also be able to direct patrons exactly which door to go to. Once the concert has started, you are responsible for keeping the noise level in the hallway at a reasonable level by asking patrons and students promptly and politely to keep it down if they are being loud.
  
  Emergency Exit: The front exit leading to Gainsborough Street.

- **Mobile Box Office/Will Call:** For NEC concerts, you are responsible for making sure all patrons have tickets before entering by entering patron info on the Mobile Box Office Express and handing them a ticket. For every patron, be sure to enter in their first and last name and email address before submitting the order. If stationed at will call you will also hand out any will call tickets we have.
  
  Emergency Exit: The emergency door next to the Keller Room.

- **Door Ushers:** Your primary function includes, but is not limited to, passing out programs and directing patrons to their seats. Be as specific as possible when giving a seat location without straying too far from your door. Patrons do not enjoy being sent to the wrong seating area. Do not walk patrons to their seats unless they need assistance. You must remain standing at your position until the first seating break is completely finished. After this you may sit at your door when there are no patrons. You are responsible for the noise level in the inner corridor. Do not speak above a whisper during a performance. Promptly and politely ask patrons who are speaking above a whisper to lower their voices. You are responsible for keeping the noise level in the corridors at a minimum at all times during the concert. You may continue to seat people until the performance is about to begin.

  No one, including ushers,
may enter the hall until a late seating break. If someone comes out of the hall during a performance for any reason, they will not be allowed to re-enter until there is a break in the music. If patrons do not understand or seem especially upset about being kept out of the hall during a seating hold, explain that opening the doors would disturb the performances and other patrons in the hall. If they are still upset, have the Head Usher or House Manager speak with them.

- **Right 3:** This door provides easy access to the front of orchestra for late seating. When stationed at this door, you may be asked by the House Manager or Head Usher to sit inside the hall during the concert to monitor the crowd.
  Emergency Exit: The emergency exit to the Keller Room.

- **Right 2:** No orchestra access. Sometimes you may be “double assigned” to Right 3 as well on under-staffed days. Watch for patrons entering through the door that leads out to Beethoven. The magnetic lock on the door doesn’t work—make sure people have tickets if they enter from this door. Keep an eye on the noise level from the Keller Room, especially for Jazz Concerts when they leave the door open. Alert the Head Usher or the House Manager if you hear anything disruptive.
  Emergency Exit: The emergency exit next to the Keller Room.

- **Right 1:** Main door used for orchestra access. Sometimes you may be “double assigned” to Right 2 and/or coatroom as well on under-staffed days. Keep an eye on platforms—see if patrons in wheelchairs or who have trouble walking need assistance. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do. Feel free to check tickets of those who look like they are entering for the first time via the men’s room as sometimes people try to sneak in through there. The bathroom doors can be loud, guide them shut if need be. The dome space by this door can echo and easily be heard in the hall. Keep patrons and staff quiet.
  Emergency Exit: The front exit leading to Gainsborough Street.

- **Center:** No orchestra access. Busy door—you must give out a lot of programs and direct a lot of people to which door they should enter for their seats. Close the door if it gets too full. Keep an eye on platforms—see if patrons in wheelchairs or who have trouble walking need assistance. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do. The dome space by this door can echo and be easily heard in the hall. Keep patrons and staff quiet.
  Emergency Exit: The front exit leading to Gainsborough Street.

- **Left 1:** Main door used for orchestra access. Sometimes you may be “double assigned” to Left 2 as well on under-staffed days. Keep an eye on platforms—see if patrons in wheelchairs or who have trouble walking need assistance. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do. Feel free to check tickets of those who look like they are entering for the first time via the women’s room as it sometimes people try to sneak in through there. The bathroom doors can be loud, guide them shut if need be. The dome space by this door can echo and easily be heard in the hall. Keep patrons/staff quiet.
  Emergency Exit: The front exit leading to Gainsborough Street.

- **Left 2:** No orchestra access. Sometimes you may be “double assigned” to Left 3 as well on under-staffed days. Watch for patrons entering through the door that leads out to Williams Hall. The magnetic lock on the door doesn’t work—make sure people have tickets if they enter from this door. Keep an eye on noise level from Williams Hall. Alert the Head Usher or House Manager if you hear anything disruptive.
  Emergency Exit: The emergency door next to Williams Hall.

- **Left 3:** This door provides easy access to the front of orchestra for late seating. When stationed at this door, you may be asked by the House Manager or Head Usher to sit inside the hall during the concert to monitor the crowd.
  Emergency Exit: The emergency door next to Williams Hall.

- **Balcony:** Everyone who is looking for a water fountain or bathroom should be directed downstairs. They are welcome to use the elevator to go downstairs if they need. The only exception to this is if a person who is
particularly limited in mobility is adamant about using the bathroom/water fountain on this level. Direct them through the center door only (as the side balcony doors that are closer to the bathrooms both involve stairs) and then walk with them to the facilities, holding doors and such and assisting them back into the balcony afterwards.

- **Balcony Right 2:** No one should exit the balcony via the door that leads to the Beethoven lobby unless it is an emergency. One of the three doors in the balcony where you can actually access the majority of seats in this level. 
  Emergency Exit: Down the stairs leading to the Beethoven statue and out the emergency door next to the Keller Room.

- **Balcony Right 1:** High-traffic point because of the stairwell, but offers no direct access to seating, except for access to the platform. Assist patrons using platforms. 
  Emergency Exit: Down the right balcony stairs and out the front entrance leading to Gainsborough St.

- **Balcony Center:** One of the three doors in the balcony where you can actually access the majority of seats in this level. The Usher assigned to this position mans a radio and supervises the rest of balcony ushers. It is your responsibility to monitor the balcony program supply, to contact the Head Usher/House Manager over the radio if there is a seating conflict, and to keep an eye on patrons accessing the balcony via the elevator. 
  Emergency Exit: Down both balcony stairs and out the front entrance leading to Gainsborough St.

- **Balcony Left 1:** High-traffic points because of the stairwell, but offers no direct access to seating, except for access to the platform. Assist patrons using platforms. 
  Emergency Exit: Down the left balcony stairs and out the front entrance leading to Gainsborough St.

- **Balcony Left 2:** No one should exit the balcony via the door that leads to the Williams balcony unless it is an emergency unless. One of the three doors in the balcony where you can actually access the majority of the seats in this level. 
  Emergency Exit: Down the stairs next to the Williams Hall balcony and out the emergency door next to Williams Hall.

- **Elevator Usher:** 45 minutes before the performance/lecture is scheduled to begin, you need to be stationed inside the building next to the elevator ready to assist patrons who would like to use the elevator. Do your best to ride up in the elevator with them to help them use it and escort them to where they need to go. If they are going to the balcony, ride the elevator with the patrons to their correct floor and escort them to the center balcony door and wait with them until the Balcony Center usher is aware of their presence and lets them into the hall. 
  Emergency Exit: The front exit leading to Gainsborough Street.

- **Coatroom Usher:** It is your responsibility to check patrons’ coats and bags. Return them as quickly as possible after the concert. Make sure the green tags are organized by number so coats are easy to retrieve. You must stand at the coat room door when the house is open. You may take a seat once the concert starts, but you must be in view of the door at all times. This position is what generates the bulk of the tips that are used for the end of semester parties. 
  Emergency Exit: The front exit out leading to Gainsborough Street.

- **Greeter:** Usually security will perform this function, however you may be assigned to this position on an as needed basis. You greet all the patrons as they enter the building. Before doors open direct people to the end of the line and/or will call/mobile box office to pick up tickets. Once doors open, continue greeting people who enter while helping the line get in quickly and safely by directing them to open ticket scanners. You are the first person patrons see and should be very friendly and provide answers to any questions patrons may have as they arrive. 
  Emergency Exit: The front exit leading to Gainsborough Street.

**Scheduling and Attendance:**
At the start of each semester you will submit your availability. The schedule is made on Homebase. You will receive a welcome email to set up your account and can access your schedule through the app. It is available online through a browser and you can download the app on your phone.

The schedule for the upcoming pay period will be released approximately two weeks before the start of that pay period. This will be accessible to you on Homebase.

If you cannot make one of your shifts, it is your responsibility to find a substitute to take your place. The best way to do this is through the app. Homebase allows you to request a cover for any shift you are scheduled for and pick up others shifts within the app. Alternatively you can find a sub outside of the app, but you should still submit the sub request through Homebase for the Box Office to approve. If you miss your shift without finding a sub or contacting the Box Office in advance with an extenuating circumstance, your position may be terminated.

Once you are scheduled for a shift, you are expected to work the duration of the concert. If you have a special circumstance that would require you to leave early you may put in a request by filling out the form found on the Usher Resources page (necmusic.edu/usher-resources). You must submit your request to leave early no less than 2 business days prior to the shift in question. Requests are approved at the discretion of the Box Office. If your request is not approved, you are expected to stay for the duration of your shift. You may only be approved to leave early twice a semester. After that, you are expected to stay for the duration of your remaining shifts. If we are overstaffed and the House Manager or Head Usher asks if any ushers would like to leave early, it will not count towards your two requests. However, you CANNOT approach the House Manager or Head Usher for that evening and ask if you can leave early.

US Citizens or Permanent Residents may work up to 40 hours per bi-weekly pay period. Students who work over these limits may be prohibited from Student Employment.

International students in valid F-1 status may work a maximum of 20 hours per week. This limit includes both on- and off-campus employment; all off-campus employment must be processed through the Office of Student Services. Non-compliance with these regulations for on-campus employment is a violation of status that could jeopardize the F-1 status of students with serious consequences. Students who work over these limits may be prohibited from Student Employment.

Payroll Procedures:

Please ensure you submit your hours after every shift as it may result in not getting paid on time. Student employees are paid bi-weekly, 26 times per year. In order to be paid for hours worked, you must submit your hours on a daily basis online in ADP Time & Attendance system. The manager approves time online in ADP Time & Attendance as well. Online submission of hours by the employee must be made no later than the Saturday prior to the pay date.

To begin the process, go to workforcenow.adp.com. Log into your ADP user ID and password. If you have not set up a log in yet, please visit http://ipay.adp.com, click on “Register Now,” and follow the steps to create a username/password. From the top menu bar, select “Myself,” then “Time and Attendance,” then “My Timecard.” On the “My Timecard” screen input your hours on the specific days you worked.

Emergency Procedures:

Medical Emergency:

• The House Manager goes to the location of the emergency while the Head Usher stays near the main entrance.
• If necessary, the House Manager instructs the Head Usher via walkie-talkie to inform NEC Security that emergency medical service is required. NEC Security will call 911. The Head Usher remains downstairs with NEC security to meet the EMTs.
• If possible, the House Manager assists in escorting the patron out of the hall, through the inner corridor, and into the outer hallway. If the coatroom wheelchair is available, ask an usher to bring it to the scene.

• At the earliest possible moment, the House Manager or Head Usher updates the Stage Manager. If the Stage Manager does not respond to a radio call, dial 1262 on a hallway phone.

• An NEC security guard and the Head Usher escort the EMTs to the location of the emergency. If the concert is in progress and the patron is still in the inner corridor, the Head Usher should politely ask the EMTs to keep their voices and communication devices lowered.

• After escorting the EMTs to the location of the emergency, the Head Usher tours the inner corridor to ensure that ushers are at their assigned positions.

• The House Manager stays with the EMTs and provides assistance if needed.

• NEC Security will make all decisions regarding the application of CPR/First Aid.

Fire/Evacuation:

In the case of fire the entire hall MUST BE EVACUATED. It is imperative that we remain calm whether it is a real fire or a false alarm. The patrons are bound to ask if there is a real fire or if it is a false alarm. All you know is that the fire alarm has been activated and we must evacuate the building as soon as possible. If fire is not seen or smelt, that does not mean there is no fire. Fire can gain incredible strength inside walls or floors before making itself recognizable. Take ALL alarms seriously.

• **Ticket Scanners** should open center doors and lower lobby balcony doors, take down all barriers, and direct patrons out onto Gainsborough St. and to the cafeteria in the SLPC. One ticket scanner should walk to the Williams Hall emergency exit and direct patrons to the SLPC, keeping in mind that the Williams Hall emergency exit lets out on St. Botolph Street. For concerts with extra ticket scanners and no Mobile Box Office, one ticket scanner may also be asked to walk to the Beethoven emergency exit and direct patrons to the SLPC, keeping in mind that the Beethoven emergency exit lets out on Huntington Ave. All scanners and tablets stationed in the lobby should be stored in the security desk podiums. If you are stationed with a scanner somewhere other than the lobby, hold onto your tablet and scanner and bring it with you to the meeting location.

• The **Coat Check** Usher should grab the clipboard and clock-in tablet to give to the Head Usher when possible to account for staff after evacuation. Close the coat room door and join the Ticket Scanners at the main doors. Direct patrons out onto Gainsborough St and to the cafeteria in the SLPC.

• The **Mobile Box Office** Usher should stand near the Beethoven emergency exit and direct patrons to the SLPC. Keep in mind that the Beethoven exit lets out on Huntington Ave. If Mobile Box Office is in the lobby, you will store your tablets and scanners in the security desk podiums and walk to the Beethoven emergency exit. If Mobile Box Office is next to the Beethoven statue, bring all tablets and scanners with you to the Beethoven emergency exit to direct patrons. After all patrons have evacuated, bring all tablets and scanners with you to the security desk in the SLPC.

• Ushers at doors **Left 1, Center, and Right 1** should open their doors and direct patrons out the front entrance onto Gainsborough St.

• Ushers at doors **Left 2 and 3** should open their doors and direct patrons through the Emergency exit located beside Williams Hall.

• Ushers at doors **Right 2 and 3** should open their doors and direct patrons through the Emergency exit by the Keller room.

• **Balcony Left 1, Balcony Right 1 and Balcony Center** ushers should open their doors and direct patrons down the nearest staircase leading to the lobby and out the front entrance.

• **Balcony Right 2** should open their doors and direct patrons down the upper exit steps that lead to the Keller room, and out the emergency exit across from the Beethoven statue.

• **Balcony Left 2** should open their doors and direct patrons down the staircase that leads to Williams Hall, and out the emergency exit by Williams Hall.

• The **Elevator** usher should walk upstream to the lobby and stand next to the elevator on that level. If the elevator is operational, assist patrons who need the elevator to evacuate and ensure they make it to street level safely. If the elevator is not operational, assist patrons with mobility issues in evacuating. If using the stairs to evacuate is not an option for any patron, ask security for help.

• **Once the patrons are evacuated**, close all doors near you. Evacuate out the nearest emergency exit and meet by the Security Desk in the SLPC where the House Manager and Head Usher will count staff.
• The **House Manager** will then coordinate with security when it is safe to return to the hall.
• **Once cleared**, ushers and staff should enter first, go back to their positions, and help assist patrons back to their seats.

**Supervisors:**

• The **Head Usher (HU)** is the most immediate authority figure and is placed in charge of guiding the activities of the whole crew. The Head Usher assigns usher positions, directs pre-concert tasks, and is available to deal with patron issues.
• The **House Manager (HM)** manages the ushers and oversees all front of house operations during concerts. You will receive training from them and will be briefed by them prior to every concert about special conditions and timing information. They are responsible for coordinating with backstage and handling any issues that arise during the concert. They report to the Box Office and Audience Insights Manager and are a primary source for ushers’ performance. For seating and ticketing problems, or general audience complaints, the House Manager is the best person to locate and can usually be contacted via radio through either the Head Usher or Box Office.
• **Assistant Box Office Manager (Julimar)**
• **Box Office and Audience Insights Manager (Casey)**

**Disciplinary Guidelines and Standards for Employee Conduct**

NEC expects all of its ushers to conduct themselves in a manner that is in the best interests of NEC and Jordan Hall. Ushers should know that any conduct which violates the code of conduct, an ushering policy, or which is not in the best interests of NEC and Jordan Hall, will subject an usher to discipline, up to and including termination.

Serious misconduct may result in immediate termination, without notice. NEC and Jordan Hall have established policies and procedures for the convenience and protection of all of its employees and patrons. A violation of any of these policies and procedures is considered misconduct and appropriate disciplinary procedures will be initiated. Disciplinary action may include, but is not limited to, the following:

• **Verbal warning:** A supervisor will issue an in-person warning.
• **Written warning:** A supervisor will issue a warning to you in writing, most likely via email.
• **Probation:** You will be placed in a one-month probationary period resulting in a loss of privileges and increased supervision throughout your shifts. This loss of privileges includes but is not limited to requesting to leave early, requesting to go in and listen to a piece, and requesting to work certain positions.
• **Termination:** At the discretion of the Box Office, your position will be terminated.

There is no guarantee that one form of disciplinary action will necessarily precede another. Failure to follow any policy or procedure may lead to termination.

Because employment at NEC is "at-will," either an employee or NEC (the employer) can terminate the employment relationship at any time, for any reason or no reason at all, with or without notice. The appropriate disciplinary action will be determined by the Box Office.

**Title IX**

Our priority is the safety of our students during all concerts and events. In the event that a patron is inappropriate with you please advise the HU/HM of the issue. Following that please refer to the NEC Title IX page for additional information [https://necmusic.edu/title-ix](https://necmusic.edu/title-ix)
NEC Facts:

- Jordan Hall is named after Eben Jordan, a wealthy businessman, opera lover, and NEC trustee.
- The building was financed by Eben Jordan II and designed by the architect Edmund Wheelwright. The original cost was $120,000.
- The first concert was on October 20, 1903.
- Jordan Hall was named a National Historic Landmark in 1994.
- An $8.2 million restoration of Jordan Hall was completed in 1995. The restoration made the hall wheelchair accessible, installed a state-of-the-art climate control system, and repaired the hall’s original seats.
- The Beethoven statue, sculpted by Thomas Crawford and financed by Charles Perkins, was cast in 1855 and originally housed in the old Music Hall. It was brought to NEC in 1902 on loan from the Handel & Haydn Society in 1951.
- Notable Performers: Yo-Yo Ma, Marsalis (Wynton and Branford), Busoni, Casals, Thibaud, Rubinstein, Bashmet, Bernstein, Stern, Leinsdorf, Sills, Dizzy Gillespie, Kreisler, Mitropoulos, Bob Dylan
- Notable Composers: William Grant Still, Schuller, Copland, Boulanger, Piston, Varese, Cage, Tippett, Ligeti, Messiaen, Kirchner, Lutoslawski, Carter, Dallapiccola, Dohnáiny, Ellington, Gil Evans, Grainger, Shostakovich
Employee Acknowledgment

I understand that I am responsible for familiarizing myself with contents of the Usher Handbook and any supplemental information provided to me. I understand that I should contact the Box Office and Audience Insights Manager if I should need any further clarification.

I understand that the handbook provides general guidance and describes usher employment policies and procedures. NEC reserves the right to modify or revoke any and all of the policies and procedures described herein, in whole or in part, at any time with or without notice.

I understand that this manual supersedes and replaces any and all previous usher handbooks or policy statements issued by NEC, whether written or oral. If NEC adopts a new policy or procedure, student employees will have access to a copy of the new policy or a copy of the revised student employee handbook online at the ADP account homepage.

I understand that I am employed on an “at will” basis and that this handbook does not provide me with a legal right to continued employment. This means that NEC or I may terminate the employment relationship for any reason or no reason, at any time, with or without notice.

I agree that the manual is not a contract, or an offer to form a contract, and it is not intended to create a contract (express or implied) between NEC and me. Nor is it a guarantee of any particular benefit, procedure, term or condition of employment.

Printed Name: ________________________________________________

___________________________  ________________________________
Signature                  Date

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