



New England Conservatory's

Usher Training Manual

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Day One

Congratulations on becoming an usher for NEC's Jordan Hall! Jordan Hall ushers are responsible for providing great customer service, enforcing all NEC policies, and knowing all safety procedures for Jordan Hall concerts and events. This manual will provide you with all the important information that you will need to learn, as well as walk you through the many usher positions that we have. Please meet your trainer at the Jordan Hall coatroom where they will talk to you about everything you need to know in order to get your training started.

Before the rest of the ushers arrive:

- Your trainer will talk you through the following points:
 - Uniforms
 - [Homebase](#)
 - Clocking in and [ADP](#)
 - Pre-concert duties
 - Bathroom breaks
 - The training manual, Usher Handbook, and seating chart.
 - How your manual works and what you'll be doing today.
 - A brief overview of the various usher positions.
- Your trainer will then give you a quick tour of the hall.

Once Ushers begin arriving:

- Please read the following sections from your handbook:
 - **Job Description and Responsibilities**
 - **Code of Conduct**
 - **NEC Policies**
- Once finished, if time allows, please look over all **Day One** items in your manual. You may sit in the dome space outside of the coatroom while reading. Do not wander around or leave the general area.
- Wait while ushers arrive and listen to announcements. They will be given to the group in the dome area. Be sure to listen to all the specifics of the concert and everyone's positions.

After announcements:

- Introduce yourself to the elevator usher, then go with them immediately to learn the elevator position.
- Manual instructions for **elevator** will appear on the following page.



Elevator

Please remain at this position until the house opens. If you are not sure what time the house will open, double check with the Head Usher or House Manager.

Introduce yourself to the usher at elevator. What is their name? _____

Have the usher positioned here show you how to operate the elevator. Then, operate it one time yourself to make sure you know how to use it. Afterwards, ask the elevator usher to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: ___ minutes before the performance or 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 _____ 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 _____ them to the _____ _____ and wait with them until the Balcony Center usher is aware of their presence and lets them into the hall.

Emergency Exit Protocol: Walk upstairs to the _____ and stand next to the _____ on that level. If the elevator is operational, assist patrons who need the elevator to evacuate and ensure they make it to _____ _____ 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.

Where do you find the elevator key?

How are the seats in the orchestra numbered?

What side of the hall are the even seats on? Odd?

Once all questions are answered, if time allows, help the usher escort patrons in the elevator. If you feel confident trying it on your own, feel free to do so.

Once the house has opened, please move on to the next page. 

Once the house opens:

- You will be spending an equal amount of time at each of the following positions:
 - **Left 2**
 - **Left 3**
 - **Right 2**
- If there is no intermission, please spend less time at each door, and also go to **Right 3** while the house is open.
- If there are no ushers positioned at a specific door, please do your best to learn the position on your own. Ask nearby ushers or the Head Usher for help if you need it. If you have trouble answering any questions, ask your trainer once the concert starts.
- An **introduction to all doors**, as well as manual instructions for **Left 2**, **Left 3**, and **Right 2** will begin on the following page.



Introduction to Doors

Please go to Left 2, and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description:

When stationed at a door your primary function includes, but is not limited to, passing out _____ and directing patrons to their _____. 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 _____. Do not walk patrons to their seats unless they _____. Monitor the whole hall for people eating/drinking in the hall. You must remain standing at your position until the first _____ - _____ 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 _____ during a performance. Promptly and politely ask patrons who are speaking above a _____ 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 _____ - _____. 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 _____ in the _____. 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 _____ or _____ speak with them.

Once you are finished, please move on to the next page.



Left 2

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: No _____ access. Watch for patrons entering through the door that leads out to _____ . The magnetic lock on the door doesn't work—make sure people have _____ if they enter from this door.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ by _____, giving succinct directions to the _____ in the _____. Once all patrons have exited, close doors and evacuate to the _____ in the _____ where the Head Usher and House Manager will take attendance.

Are food and drink allowed in the hall? What is the one exception?

It's after the first late seating and you are sitting next to your door doing homework. A patron approaches your door. What do you do?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Left 3

Please go to Left 3, and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts

Description: This door provides easy access to the _____ of _____ for late seating. When stationed at this door, you may be asked by the House Manager or Head Usher to _____ the _____ during the concert to monitor the crowd.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ by _____ giving succinct directions to the _____ in the _____. Once all patrons have exited, close doors and evacuate to the _____ in the _____ where the Head Usher and House Manager will take attendance.

You are at a door handing out programs, and a patron approaches you upset and says they've been misdirected to their seat multiple times. What do you do?

Can patrons film or take pictures in Jordan Hall? Who is allowed to film or take pictures in Jordan Hall?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Right 2

Please go to Right 2, and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: No _____ access. Watch for patrons entering through the door that leads out to _____. The magnetic lock on the door doesn't work—make sure people have _____ if they enter from this door.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ by _____, giving succinct directions to the _____ in the _____. Once all patrons have exited, close doors and evacuate to the _____ in the _____ where the Head Usher and House Manager will take attendance.

Explain how the bells work.

When are ushers allowed to sit next to their doors and read or do homework?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Once the first half of the concert begins:

- Please remain at Right 2 and read the following sections from your handbook:
 - Late seating policy
 - Double seating policy
- Readings for the 1st and 2nd half should be combined if the concert has no intermission.
- If you finish early, you may read or do homework.

During intermission:

- Please spend 10-15 minutes at the following position:
 - **Right 3**
- If the concert has no intermission, you should go to this position following Right 2 before the concert begins.
- If there are no ushers positioned at this door, please do your best to learn the position on your own. Ask nearby ushers or the Head Usher for help if you need it. If you have trouble answering any questions, ask your trainer once the concert starts.
- Manual instructions for **Right 3** will begin on the following page.



Right 3

Please go to Right 3, and introduce yourself to the usher positioned there. What is their name? _____

Please stay at this door for the duration of intermission.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts again.

Description: This door provides easy access to the _____ of _____ for late seating. When stationed at this door, you may be asked by the House Manager or Head Usher to _____ the _____ during the concert to monitor the crowd.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ by _____, giving succinct directions to the _____ in the _____. Once all patrons have exited, close doors and evacuate to the _____ in the _____ where the Head Usher and House Manager will take attendance.

What is our late seating policy?

You're positioned at Right 3. You forgot to bring homework and are incredibly bored. Should you use your phone because you think no one is looking? Why? What would another solution be?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once intermission is over, please move on to the next page.



Once the second half of the concert begins:

- Please remain at right 3 and read the following sections from your handbook:
 - Fire/Evacuation Procedure
 - Medical Emergency procedure
- Readings for the 1st and 2nd half should be combined if the concert has no intermission.
- Once you've finished, please go to the **coatroom** to learn that position.
- Manual instructions for **Coatroom** will begin on the following page.

Once the concert ends:

- Help the coatroom usher return coats to patrons.



Coatroom

Please go to the coatroom and introduce yourself to the usher positioned there. What is their name? _____

Please stay here for the remainder of the concert.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer before the concert ends.

Description: It is your responsibility to check patrons' _____ and _____. Return them as quickly as possible after the concert. Make sure the green tags are organized by _____ so coats are easy to retrieve. You must stand at the coatroom door when the house is open. You may take a seat once the concert starts, but you must be in view of the _____ at all times. This position is what generates the bulk of the _____ that are used for the end of semester parties.

Emergency Exit Protocol: Grab the _____ - _____ and the _____. Give them both to the _____ as soon as possible to account for staff after evacuation. Close the coatroom door, making sure it is locked, and join the _____ in the _____. Direct patrons out the front _____ on _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in the SLPC where the Head Usher and House Manager will take attendance.

You are working an NEC concert and you would like to listen to a piece. What do you do?

A group of people are talking loudly near you. Regardless of where you are, what should you do?

Have the coatroom usher walk you through how they organize coats and bags within the coatroom. Once you've finished, if there is still time before the end of the concert, you may read or do homework. Once the concert ends, help the coatroom usher return coats to patrons. Remain in the coatroom for the House Manager to dismiss the ushers. Do not clock out yet. After dismissal, move on to the next page, and check-in with the House Manager. 

After dismissal:

- The House Manager will review your training manual and clarify any missing or incorrect answers.
- The House Manager will ask you a few questions to make sure you are on track.

Have the House Manager sign your Training Manual for Day One:

Signature/Name

Date

Once your manual is signed, please remember to clock-out. Congratulations on completing Day One of your training!

Day Two

Welcome to Day 2 of your training! Please meet your trainer outside the Jordan Hall coatroom.

Before the rest of the ushers arrive:

- Your trainer will check your uniform to make sure it is correct.
- Your trainer will ask you a few questions to review what you have learned so far.
- Your trainer will go over what you will be learning today.
- Once they are finished, please look ahead in your Day 2 manual so you know what to expect.
- If time allows, please review Day 1 from your manual.

Once Ushers begin arriving:

- Stuff programs with the rest of the ushering staff.
- Attend announcements.
- Ask your trainer to pair you with a veteran usher, who will show you how to clean the hall.

Once the house opens:

- Please spend an equal amount of time at each of the following positions:
 - **Balcony Right One**
 - **Balcony Center**
 - **Balcony Left One**
- If there is no intermission, please spend less time at each door, and also go to **Right 2** while the house is open.
- If there are no ushers positioned at a specific door, please do your best to learn the position on your own. Ask nearby ushers or the Head Usher for help if you need it. If you have trouble answering any questions, ask your trainer once the concert starts.
- Manual instructions for **Balcony Right 1**, **Balcony Center**, and **Balcony Left 1**, will begin on the following page.



Balcony Right 1

Please go to Balcony Right 1, and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: High-traffic point because of the _____, but offers no direct access to seating, except for access to the _____. See if patrons in wheelchairs or who have trouble walking need _____. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons **down** the _____ and out the front _____ by _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

If you see a patron setting up a tripod at their seat, what should you do?

If a patron in the balcony is looking for a bathroom or drinking fountain, where do you direct them? Is there an exception to this rule?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Balcony Center

Please go to Balcony Center and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: 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 _____ and supervises the rest of the balcony ushers. It is your responsibility to monitor the balcony _____ supply, to contact the _____ _____ over the _____ if there is a seating conflict, and to keep an eye on patrons accessing the balcony via the _____. You will either have a _____, _____, or be asked to rip _____ for any patrons entering from the _____.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons **down both _____ and out the front _____ by _____**, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

What should you do in the event of a double seating?

What should you do if you see a patron sitting in the aisle or standing in the doorway?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Balcony Left 1

Please go to Balcony Left 1 and introduce yourself to the usher positioned there. What is their name? _____

Please spend 10 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 15 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: High-traffic point because of the _____, but offers no direct access to seating, except for access to the _____. See if patrons in wheelchairs or who have trouble walking need _____. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons **down the** _____ **and out the front** _____ **by** _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

How do we expect ushers to treat patrons?

A patron walks by you looking lost or confused. What do you do?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Once the first half of the concert begins:

- Learn the **Mobile Box Office** position with your trainer in the coatroom.
- If there is no intermission, you should also do the 2nd half readings.
- If you finish early, you may read or do homework.
- Manual instructions for **Mobile Box Office** will begin on the following page.



Mobile Box Office

Please meet your trainer in the coatroom. Ask your trainer to help you fill in the blanks and questions below.

Description: For NEC concerts, you are responsible for making sure all patrons have tickets by entering _____ on the Mobile Box Office and handing them a _____. For every patron, be sure to enter in their _____ and _____ and _____ before submitting the order. You will also hand out any _____ - _____ we have. Some renters may also request a will call usher to help them hand out tickets at will call.

Emergency Exit Protocol: The Mobile Box Office Usher should stand near the _____ emergency exit and direct patrons to the _____. Keep in mind that the _____ emergency exit lets out on _____. If Mobile Box Office is in the lobby, you will store your tablets and scanners in the _____ and walk to the _____ emergency exit. If Mobile Box Office is next to the Beethoven statue, bring all tablets and scanners with you to the _____ emergency exit to direct patrons. After all patrons have evacuated, bring all tablets and scanners with you to the _____ in the _____.

For what kind of concerts is the Mobile Box Office used?

Where is the Mobile Box Office usually located?

You are stationed at MBO and a patron is upset that you've asked for their email. What do you say?

Once you are finished, ask your trainer to walk you through how to use the MBO to present a patron with a ticket. Also have them walk you through how will call works. Enter in a ticket registration under the name Trainee, to make sure you understand how it works. Once you are finished, if there is still time before intermission starts, you may read or do homework. As intermission is about to start, please move on to the next page. 

During intermission:

- Please spend 10-15 minutes at the following position:
 - **Balcony Left 2**
- If the concert has no intermission, you should go to this position following Left 1 before the concert begins.
- If there are no ushers positioned at this door, please do your best to learn the position on your own. Ask nearby ushers or the Head Usher for help if you need it. If you have trouble answering any questions, ask your trainer once the concert starts again.
- Manual instructions for **Balcony Left 2** will begin on the following page.



Balcony Left 2

Please go to Balcony Left 2, and introduce yourself to the usher positioned there. What is their name? _____

Please stay at this door for the duration of intermission.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts again.

Description: No one should exit the balcony via the door that leads to the _____ unless it is an emergency. One of the three doors in the balcony where you can actually access the majority of the seats in this level.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons **down the staircase that leads to _____ and out the _____ by _____**, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

A patron complains that someone's hearing aid has been going off and is disrupting the concert. What do you do?

How do you know when to open your doors for intermission?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once intermission is over, please move on to the next page. 

Once the second half of the concert begins:

- Please remain at Balcony Left 2 and read the following sections from your handbook.
 - Scheduling and attendance
 - Supervisors
 - Disciplinary Guidelines and Standards
- If the concert has no intermission, the readings should follow learning the MBO.
- If you finish early, you may read or do homework.

Once the concert ends:

- Please spend 10-15 minutes at the following position:
 - **Balcony Right 2**
- If there are no ushers positioned at this door, please do your best to learn the position on your own. Ask nearby ushers or the Head Usher for help if you need it. If you have trouble answering any questions, ask your trainer once the concert starts.
- Manual instructions for **Balcony Right 2** will begin on the following page.



Balcony Right 2

Please go to Balcony Right 2, and introduce yourself to the usher positioned there. What is their name? _____

Please stay here for the remainder of the concert.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after you finish cleaning.

Description: No one should exit the balcony via the door that leads to the _____ 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.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons **down the staircase that leads to _____ and out the _____ by _____**, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

How do you know when to open your doors at the end of the concert?

What should you do if you see a bag or package left unattended?

Once you've finished, if time allows, help the usher at this door assist patrons. Once your section is empty of patrons, help the ushers clean the hall, then go to the coatroom for dismissal. Do not clock out yet. After dismissal, move on to the next page, and check-in with the House Manager. 

After dismissal:

- The House Manager will review your training manual and clarify any missing or incorrect answers.
- The House Manager will ask you a few questions to make sure you are on track.

Have the House Manager sign your Training Manual for Day Two:

Signature/Name

Date

Once your manual is signed, please remember to clock-out. Congratulations on completing Day Two of your training!

Day Three

Welcome to Day 3 of your training! Please meet your trainer outside the Jordan Hall coatroom.

Before the rest of the ushers arrive:

- Your trainer will check your uniform to make sure it is correct.
- Your trainer will ask you a few questions to review what you have learned so far.
- Your trainer will go over what you will be learning today.
- Once they are finished, please look ahead in your Day 3 manual so you know what to expect.
- If time allows, please review Days 1 and 2 from your manual.

Once Ushers begin arriving:

- Stuff programs with the rest of the ushering staff.
- Attend announcements.
- Clean the hall with the rest of the ushering staff.

Once the house opens:

- Please spend an equal amount of time at each of the following positions:
 - **Center**
 - **Tickets**
- If there is no intermission, you should spend less time at each position, and also go to **Left 1** while the house is open.
- Manual instructions for **Center** and **tickets** will begin on the following page.



Center

Please go to Center and introduce yourself to the usher positioned there. What is their name? _____

Please spend 15 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 20 minutes here if the concert is opening the doors 45 minutes before the concert begins.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: No _____ access. Busy door—you must give out a lot of _____ and direct a lot of _____ to which door they should enter for their seats. _____ the door if it gets too full. Keep an eye on _____—see if patrons in wheelchairs or who have trouble walking need _____. If needed, ask patrons who do not have limited mobility to move to another seat to make room for those who do.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ **entrance** **on** _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

A patron tells you that someone's phone is on too bright and is disturbing the concert. What do you do?

How can ushers remain alert, proactive, and professional throughout their shift?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once your allotted time is up, please move on to the next page. 

Tickets

Please go to tickets and introduce yourself to the ushers positioned there. What are their names? _____

Please spend 15 minutes here if the concert is opening the doors half an hour before the concert begins, or spend 25 minutes here if the concert is opening the doors 45 minutes before the concert begins.

If this is an NEC concert, ask the ushers at tickets to show you how to use our scanners. If this is a renter, ask the ushers at tickets to show you how to rip tickets and direct patrons to their seats and/or how to use the renter's scanners if they provided one. Have one of the ushers watch you as you scan or rip patrons' tickets for a while.

If time and foot traffic allow, ask the ushers positioned here to help you fill in the blanks and questions below. If it's too busy, do this once the concert has started. If the ushers do not know the answers, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: Ticket takers should go out front no later than _____ minutes before the start of the concert to _____, _____ and inform them of when the _____ will _____. Some concerts may require one ticket taker to be stationed at either _____ or _____. 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 _____ the ticket and retain the _____ in our ticket stands for counting. Ensure you check that the ticket is for the correct _____. One ticket scanner counts patrons entering with an NEC ID on a _____. 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 _____ level in the hallway at a reasonable level by asking patrons and students promptly and politely to _____.

Tickets, continued



Emergency Exit Protocol: Ticket Scanners should open _____ doors and lower lobby _____ doors, take down all _____, and direct patrons out the **front** _____ **onto** _____ and to the cafeteria in the SLPC. One ticket scanner should walk to the _____ emergency exit and direct patrons to the SLPC, keeping in mind that the _____ emergency exit lets out on _____. _____ . For concerts with extra ticket scanners and no Mobile Box Office, one ticket scanner may also be asked to walk to the _____ emergency exit and direct patrons to the SLPC, keeping in mind that the _____ emergency exit lets out on _____ . All scanners and tablets stationed in the lobby should be stored in the _____. 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 security desk in the SLPC.

What happens to ticket stubs after intermission?

If someone's ticket on their phone isn't scanning, what should you do?

A patron arrives as an NEC concert is about to start, and they do not have a ticket. They complain that they don't have time to get a ticket and try to walk past you. What do you do?

Once you've finished, if time allows, continue to help scan or rip tickets. Once your allotted time is up, please move on to the next page. 

Once the first half of the concert begins:

- Please remain at tickets. If the concert is a renter, ask your trainer to show you how to use our scanners for NEC concerts. Then, read the following sections from your handbook.
 - Uniform
 - Payroll Procedures
 - Title IX
- Readings for the 1st and 2nd half should be combined if the concert has no intermission.
- If you finish early, you may read or do homework.

During intermission:

- Please spend 10-15 minutes at the following position:
 - **Left 1**
- If the concert has no intermission, you should go to this position following Tickets before the concert begins.
- Manual instructions for **Left 1** will begin on the following page.



Left 1

Please go to Left 1 and introduce yourself to the usher positioned there.

What is their name? _____

Please stay at this position for the duration of intermission.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts again.

Description: Main door used for _____ access. Keep an eye on _____—see if patrons in wheelchairs or who have trouble walking need _____. 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 _____'s _____ as sometimes people try to sneak in through there. The _____ doors can be loud, guide them shut if need be. The dome space by this door can _____ and is easily heard in the hall. Keep _____ and _____ quiet.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ **entrance** **on** _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

A patron has expressed to you that they would like to make a donation, what do you do?

What should you do if a patron hands you a donation envelope?

Once you've finished, if time allows, help the usher at this door hand out programs and direct patrons to their seats. Once intermission ends, please move on to the next page. 

Once the second half of the concert begins:

- Please remain at Left 1 and read the following sections from your handbook.
 - NEC Facts
 - Employee Acknowledgement
- Readings for the 1st and 2nd half should be combined if the concert has no intermission.
- If you haven't done so already, make sure you sign the employee acknowledgement. Give it to the Head Usher, who will turn it into Casey.
- If you finish early, you may read or do homework.

Once the concert ends:

- Please spend 10-15 minutes at the following position:
 - **Right 1**
- Manual instructions for Right 1 will begin on the following page.



Right 1

Please go to Right 1 and introduce yourself to the usher positioned there. What is their name? _____

Please stay at this position for the remainder of the concert.

Ask the usher positioned here to help you fill in the blanks and questions below. If the usher does not know, reference your handbook. If you still can't find the answer, ask your trainer after the concert starts.

Description: Main door used for _____ access. May be double assigned to _____ if needed. Keep an eye on _____—see if patrons in wheelchairs or who have trouble walking need _____. 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 the tickets of those who look like they are entering for the first time via the _____'s _____ as sometimes people try to sneak in through there. The _____ doors can be loud, guide them shut if need be. The dome space by this door can _____ and be easily heard in the hall. Keep _____ and _____ quiet.

Which seats should be directed through this door?

Emergency Exit Protocol: Open doors. Direct patrons out the _____ **entrance** **on** _____, giving succinct directions to the cafeteria in the SLPC. Once all patrons have exited, close doors and evacuate to the Security desk in SLPC where the Head Usher and House Manager will take attendance.

What is the primary form of communication between ushers and the box office?

What is our policy if you have an extenuating circumstance and you need to leave a shift early?

Once you've finished, if time allows, help the usher at this door assist patrons. Once your section is empty of patrons, help the ushers clean the hall, then go to the coatroom for dismissal. Do not clock out yet. After dismissal, move on to the next page, and check-in with the House Manager. 

After dismissal:

- The House Manager will review your training manual and clarify any missing or incorrect answers.
- The House Manager will ask you a few questions to make sure you are on track.

Have the House Manager sign your Training Manual for Day Three:

Signature/Name

Date

Once your manual is signed, please remember to clock-out. Congratulations, you are ready to be an usher!