

The Bowie Center for the Performing Arts

Ushers:

Being an usher for the Bowie Center for the Performing Arts, whether paid or a volunteer, means you are the face of the Center. The majority of our guests will base their perception of the Center generally based on their interaction with an usher. Ushers are our most important staff members because the experience of feeling welcome and safe at the Center begins with the guests and the audience.

USHER EXPECTATIONS

- Arrive 90 minutes before each performance or as scheduled in Virtual Callboard
- Wear proper attire. Failure to do so may result in being asked to clock out / leave by FM
*See end of document for all attire expectations for productions and rehearsals.
- Ushers during the production should be inside the main hall in designated assignments by the HM / FM
- Ushers at the conclusion of a production should be in designated areas by the HM / FM.
*This includes the steps giving access to the stage and main lobby doors to the parking lot. Doors should be help open as much as possible for exiting guests
- Ushers assigned to the backstage area and working with cast and crew should report to the FM / HM / and crew chief. Backstage usher shall engage cast and crew in a professional and friendly manner. Backstage ushers are responsible for access and exit through proper doors by cast.
- Knowledge of theatre layout (seats, emergency exits, , bathrooms, box office, merchandise counter, etc.)
- General knowledge of show (runtimes, intermission, subject matter, etc.)
- Greet patrons upon entry to the lobby, main hall, art gallery, and recital hall.
- Collect tickets & submit to House Manager
- Prepare and distribute programs and newsletters
- Guide patrons as need to seat (Patrons may need assistance from time to time.)
- Direct patrons to bathrooms
- Enforce and demonstrate theatre etiquette (Be kind, polite, and friendly at all times.)

- Ensure a positive patron experience (Engage patrons in a professional and friendly manner)
*Ushers should always hold doors open for all patrons, distribute flyers to all patrons over 5 years of age unless production director or FM deems otherwise, and assist patrons at any point as needed to make sure the environment is safe and positive.)
- Enforce policies (photo, video, food, late seating, etc.) as directed by the FM
- Manage hearing devices, bag policy, and booster seats, wheelchairs, walkers, etc.
- Keep theater clean and free of obstacles in walkways and aisles at all times
- Respect patrons, staff and fellow ushers by engaging in a professional and friendly manner
- Follow and respect usher program guidelines set by management (ED, TD, FM, & HM)
- Ushers shall attend all required meetings and trainings which may include training for life saving techniques as well as training for emergency situations. (Active shooter drills, weather emergency, fire, power outage, etc.)
- Ushers are required to complete all PGCPS Child Protective Service and Customer Service online modules within a specific time period as designated by the ED
- Scheduling is completed using the Virtual Callboard system. Ushers sign up for potential assignments. The ED makes final decisions as to the assignment of hours. Hours will be assigned in the best interest of the Center relating to excellent customer service skills, completion of required trainings & meetings, proper attire, and ability to work successfully and positively in a team dynamic.

Professional Attire for Front of House Staff and Volunteers

Usher Proper Attire: Productions & Events:

The dress code is being modified and updated. All dress code guidelines will be in effect as of October 1st, 2017. Until then, staff will follow the current dress code for all positions relating to front of house and technical crew. After October 1st, 2017 any staff member not adhering to the updated dress code may be sent home by the facility manger, technical director, or executive director on duty.

Dress Code for Women:

Solid white, collared shirt that buttons down the front, longs sleeved
 Black tie, black bow tie, or submitted black neckwear (approved by FM, TD, or ED.)
 Black dress pants or black skirt (to the knees or below) No jeans or leggings
 Solid black closed-toe shoe (no high top style sneakers or timberland style boots)
 Black socks or black or flesh colored stockings
 Black blazer, black vest (buttoned up), or black cardigan (button or zipper)

Dress Code for Men:

Solid white, collared shirt that buttons down the front, long-sleeved
Black tie, black bow tie, or submitted black neckwear (approved by FM, TD, or ED.)
Black dress pants (No jeans) With black belt or black suspenders
Solid black men's dress shoe or solid black low cut sneaker
(No Timberland style boots or high tops of any kind.)
Black socks
Black blazer, black vest (buttoned up), or black cardigan (button or zipper)

House Managers:

- * same attire as female or male ushers
- * except wear a RED TIE or RED BOWTIE

Facility Managers:

- * same attire as female or male ushers
- * except wear a PURPLE TIE or PURPLE BOWTIE

Rehearsal Attire: Male and Female

Ushers:

Black dress pants and a green short or long-sleeved collared polo shirt or
Long-sleeved or short-sleeved solid green button-down collared shirt or blouse
Solid black dress shoes or low-cut solid black sneakers
Black socks or black or flesh-colored tights

House Managers:

Black dress pants and a RED short or long-sleeved collared polo shirt
Long-sleeved or short-sleeved solid RED button-down collared shirt or blouse
Solid black dress shoes or low-cut solid black sneakers
Black socks or black or flesh-colored tights

Facility Managers:

Black dress pants and a NAVY BLUE short or long-sleeved collared polo shirt
Long-sleeved or short-sleeved solid NAVY BLUE button-down collared shirt or blouse
Solid black dress shoes or low-cut solid black sneakers
Black socks or black or flesh-colored tights

Security Attire:

Grey Dress Slacks with dark dress socks
Long-Sleeved, white button-down, collared shirt
Red tie or Red Bowtie
Dark blue sport coat

***Please, do not forget all belts & suspenders should be black with black dress slacks.**