

HOUSE MANAGER

SCHEDULE

½ month out

1. Read the script and take notes on the theme and overall idea of the story.
2. Meet with the director to discuss ideas for the lobby display. This should be something that is eye catching and somewhat 3-dimensional. It should encompass the entire wood display board and have room for production photos.

1 month out

1. Contact the PCH Theatre Parent and coordinate with them on concessions.
2. Get the necessary supplies needed for the lobby display.
3. If you are taking pictures of the cast, this is the time to do it.

3 weeks before

1. Hang up Usher Sign Up sheets on the callboard. You need a min. of 6 ushers each night.
2. Get students' name, cell # and email to contact them the week of the show with reminders.

2 weeks before

1. Create/make/hang the lobby display.
2. Set up the marquee in the lobby. This can be found in the drama room and will need to be brought out to the lobby and positioned between the two box office windows. Get the key from the director / sponsor. Additional letters and numbers are found in the box office cabinet. Information should include:
 - PCH Theatre Department presents
 - Title of show
 - Date and Time
 - Box office number
 - Ticket prices

1 week before

1. Organize an Usher meeting for all those signed up to work, during ac lab. Hand out the usher guidelines and go over the following:
 - Theatre etiquette
 - House layout with seats
 - Usher jobs
 - Usher dress code
2. Clean the lobby display boards with glass cleaner (with no ammonia)
3. Change any bulbs in the lights above the lobby display boards.

Week of the show

1. Send out reminders to Ushers as to when they are working.
2. Vacuum the seats in the theater that the custodial crew did not get to.
3. Clean and organize the theater.
4. Fold programs.

PERFORMANCE NIGHT

PRIOR TO CURTAIN...

1. Show up by ONE hour prior to the house opening; 5:00pm (thr/fri/sat) and 12:30pm (sun). You may keep personal items backstage or in the drama classroom unless it is a Cappie night.
2. As Ushers arrive, check them in and give each an Usher Badge to wear.
3. Begin setting up concessions. Assign ushers to help with this giving them specific jobs:
 - Empty coolers with melted water
 - Restock the coolers with water and soda
 - Set out cookies, snacks, and candy on the tables
4. The director may want an additional table set up with Theatre Parent information. Check with him/her.
5. Sweep through the house to check for cleanliness. Use the ushers to help with this.
6. Any ushers planning on watching the show, should purchase their tickets now, before the general public arrives. They are \$1.00 cheaper than student priced tickets.
7. Review the night's ticket sales to see what has been sold for the night and if there are any handicap seating, especially wheel chair patrons. In our theater, wheel chairs will sit in the very front of each pie section. Their ticket will actually say, Center Right/Left Row A seat 1 or 2. This seat does not actually exist but is created for the wheel chair area. You will need to have some gentlemen help raise the wheel chair up onto the carpeted area in front of each pie section. (see attached house arrangement)
8. Assign Ushers to their positions. This includes:
 - Ticket Taker
One Usher will stand by the doors of the theater and tear each person's ticket, giving them back the long stub and keeping the short stub for our records. Every patron must have a ticket to enter the theater. Remember to welcome the patrons as they enter. During intermission, the usher will stand here again, but this time you will make sure that NO food or soda comes back into the theater. (water is ok) Be ready to direct patrons to the restrooms. After the show, stand in the same position and thank the patrons for coming with a smile.
 - Program Giver
One usher will stand opposite of the Ticket Taker and hand out a program to each person as they enter. Extra programs can be found in a box located just inside the theater doors on the ledge. During intermission, you will stand here again, but this time you will make sure that NO food or soda comes back into the theater. (water is ok) Be ready to direct patrons to the restrooms. After the show, stand in the same position and thank the patrons for coming with a smile.
 - 2 Stage "Bouncers"
Two Ushers are to stand on the stage and have audience members walk around them rather than through the stage area. Remind audience members not to touch the scenery and/or props. You will work this position prior to the show, during intermission and after the show. Be ready to direct patrons to the restrooms. Remember to smile, and be courteous.

➤ 2 House Ushers

Two Ushers will accompany those who need assistance to their seats. Each will stand in the aisle between the pie and center section on both sides of the house. When directing patrons to their seats, be sure the DATE, SECTION, ROW AND SEAT are all correct. With our ticket system it is IMPORSSIBLE for anyone to have the same seat... unless it is the wrong night. Be familiar with the house seating arrangement and with how we handle handicap seating, especially wheel chair patrons. During intermission, the two Ushers will stay in the lobby and assist the Theatre Parents with concession if needed. After the show, they will clean up the theater, collecting any trash or programs left behind. If the programs are still usable, have the Ushers give them to you. Otherwise, recycle used programs.

➤ Cappie Host

On the night of adjudication, there will be a group of students and adults to watch and judge the show. They are called CAPPIES. One usher will specifically be in charge of assisting them, as their Host. Prior to the show starting, the Cappies will meet in my room to have a pre show discussion. The Host is to stand just outside the door and make sure that no one enters unless it is a Cappie or Mentor. Once the show is about to begin, the Host will personally usher the group into the theater and to their seats. During intermission, the groups will again meet in my room. Like before, the Host will “stand guard” and usher them back into the theater for the second act. After the show, they will meet one last time to discuss. Again the Host will “stand guard” until they leave for the night.

9. Review the rules of the theater with all Ushers.

- NO flash photography.... This disorients the actors and is distracting to everyone
- NO recording; audio or video ... This is against the law. We do not have permission to do this.
- NO talking or texting.... This is rude and distracting
- NO food or drink (other than water) is allowed in the theater.... It ruins the seats and is distracting to other to hear others eat.

Ushers are advised to stop any of the above behavior if they see it occurring! Politely request that the person stop the behavior and put the item/s away. If there is trouble, Ushers are asked NOT to resolve it. Instead they are to find YOU, the House Manager. If YOU are unable to solve the problem, find the Director immediately.

10. Review proper etiquette.

Treat the patrons with respect! Smile and thank each person for coming to the show.

- “Good evening.”
- “Thank You for coming to the show”
- “We hope you enjoy the show”
- “Thank you for supporting the Arts”

As the HOUSE MANAGER, you are to be a role model for you Ushers, displaying appropriate behavior and manners. Treat your Ushers with respect... don't demand but ask!

11. The House will open 30 minutes prior to curtain. So that is 7:00 for Thr/Fri/Sat night performances and 1:30 for Sunday matinees. DO NOT OPEN the doors to the theater until the Director has told you to or does it themselves.

ONCE THE SHOW BEGINS....

YOU will sit outside the theatre doors to let latecomers into the theater. Make note how to do this:

- Only seat latecomers when there is a scene change.. not during a scene.
- Explain to the patrons, that regardless of where their actual seat is, they will have to go up the aisle nearest the theater doors and sit in the house right section (closest to the doors). At intermission, patrons may then find their actual seat.
- As you let the patrons into the theater, hold the doors open behind them so you may close them quietly. Slamming doors echo and is distracting to other patrons.
- It will be dark. You may need to shine a small flashlight on the aisle to assist them up the stairs or hold the arm of an elderly person as they walk up.

DURING INTERMISSION...

1. Open the theater doors ONLY AFTER YOU SEE THE HOUSE LIGHTS COME UP.
2. Make sure the Director turns on the lobby lights.
3. Ushers should take their intermission positions (2 @ door, 2 @ stage, 2 aiding concessions)
4. You are to walk around and be assistance to any Usher or Theater Parent who may need help.
5. The Director will flash the Lobby lights when there is 2 minutes left of intermission.
6. Once everyone is back into the theater and the Cappies have been seated, then the doors will close.
7. Count ticket stubs by categories (adult, student, comp, ITS, sr citz). Give the final count to the director / sponsor or Box Office Manager. (this job can also be done after the show starts)

AFTER INTERMISSION...

Unless the Theatre parents want to continue to sell concession after the show, then you and any Ushers not watching the show can put the food/drinks back into office, and clean lobby up. Tables and tablecloths can remain in the lobby, if it is the weekend. However, if it is a Thr night, all items on the tables must be returned to the office. The tables can remain.

AFTER THE SHOW...

1. Have the Ushers sweep through the theater and pick up any trash or programs left behind. Collect any programs that are still usable. Otherwise, recycle used programs.
2. Clean up concessions if it has not yet been done. Put food and snacks in the office. Leave the coolers in the lobby, unless it is a school night. Then bring them into the office.
3. Collect name badges from the Ushers.
4. Have each Usher check out with you before leaving for the night. It's a good idea to check with the Director if there is anything else to do before dismissing your Ushers.

Thank you for your help and supporting *Theatre In Our Schools!*