



Volunteer Usher Guidebook

2018-19 SEASON

The primary purpose of ushers is to ensure the safety of patrons. The delivery of impeccable service with a smile comes next. Your adherence to our policies, procedures, and protocols will ensure the best experience for our patrons – and for yourself. We greatly appreciate the commitment you are making.

The show goes on with your support.

THANK YOU!

Kelly Kelley
Front of House Director

Susan Medak
Managing Director

All volunteer ushers are required to adhere to the policies and procedures outlined in this guidebook unless otherwise instructed by the house manager on duty. Information in this booklet should be read fully before the start of the season and referred to as needed during the year so that a consistent, professional, and uniform set of expectations and procedures will be followed. Consistent application of these principles will ensure that both you and our patrons have the best possible experience during Berkeley Rep's 2018-19 season.

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Volunteer Basics

As a volunteer usher, you help make our patrons' experience unique. Your attendance and assistance ensure that patrons have a smooth and enjoyable visit; your customer service and positive attitude can affect how individual patrons view the performance and their experience. You play a crucial role in Berkeley Rep's success. We appreciate your commitment and could not do what we do without your support!

Attitude and Conduct

Serving as a Berkeley Rep usher is both a privilege and a responsibility. Your attitude and conduct set the tone for our patrons' experience at the Theatre. Often, our volunteer ushers are the only faces of Berkeley Rep that most patrons see. Ushers represent Berkeley Rep's highest ideal of delivering a unique and superior experience to its guests. Ushers are expected to hold themselves to the highest standard of behavior when interacting with each other, patrons, and Berkeley Rep's staff. Ushers are always expected to carry out their duties with courtesy and graciousness. If a situation with a patron begins to escalate, ask the house manager to intervene.

Working with the House Manager

The house manager is in charge of all aspects of front-of-house activity at the theatre, including the volunteer ushers. The house manager will tell you when the lobby and house are open, and when/if you may be seated. At the end of the show, please do not leave without signing out with the house manager and returning your volunteer badge.

Orientations

All ushers — series & substitute, new & returning — must attend one orientation each summer before the season begins in order to be allowed to volunteer. They are generally scheduled on a range of days and times during the summer months. If you cannot attend an orientation during the summer, you'll not be allowed to usher until the following season, and after attending an orientation for that next season. Ushers must be 18 years of age or older. Ushers must also meet physical requirements, and be able to respond quickly in case of emergency (see Emergency Procedures) because our number one priority is the safety of our patrons. This is also our chance to update returning ushers about new policies or directives. Remember: you are volunteering to usher, not volunteering to watch a free play!

Dress Code

The purpose of having a dress code is to ensure that our ushers appear professional and can be easily identified as representing the Theatre. **The dress code is professional 'black & white' or 'all black': solid black dress slacks or skirt, with a solid white or**

black blouse or shirt with sleeves, or a solid black dress. Please keep accessories such as scarves and large jewelry to a minimum. Noisy or flashing novelty jewelry is prohibited. Please refrain from using perfumes or strong scents when ushering. On cold days, a professional plain black or white jacket or sweater may be worn. Ties are optional, and must be appropriate for work. **All ushers must wear black, closed-toe dress shoes. No sneakers, flip-flops, or sandals allowed!** Wear shoes that you can stand in for up to three hours and do walking up and down aisles & stairs. All clothing must be clean and ironed. Mini-skirts, T-shirts, and jeans (yes, this includes black jeans) are not appropriate usher attire, even if they are the right color. **If you're not in proper dress, you may not be permitted to usher and will be marked as a 'no show'.** Occasionally, ushers will be asked to wear a special article of clothing (e.g., a themed shirt, vest, hat, pin, etc.) to create a festive or special atmosphere that relates to the artistic content of the show. These items will be provided to all ushers and must be worn at all times while on duty, then returned at end of show.

Volunteer Usher badges must be worn & visible while ushering; they are returned at the end of your duties. Each usher must also bring a small flashlight.

Attendance and Punctuality

Berkeley Rep depends upon its ushers. It is vital that ushers arrive on time and ready to work. The house manager will lead a pre-show note session to relay information regarding the performance. You will not be able to meet the expectations of your job if you do not know this information. If you are late, you may not be permitted to work, and it will count as a no-show. After two no-shows, or consistent lateness, you may be permanently removed from the ushering program, and your scheduled shifts will be given to the next usher on the waiting list.

Call Time

Call time is 90 minutes prior to the show – that's 6:30pm for an 8pm curtain, 5:30pm for a 7pm curtain, and 12:30pm for a 2pm curtain. The House Manager will open the courtyard gates for ushers beginning 15 minutes before call time. If you arrive early, please wait patiently. Never ask the box office staff or other employees to let you into Theatre or courtyard. Never follow staff or actors through gates. This is a security issue; HM will let you in when ready.

Upon your arrival

The house manager conducts orientation before every performance after ushers have signed in and picked a position on a first-come, first-served basis. **DO NOT SIGN IN FOR OTHER USHERS NOT PRESENT.** The post is a preference, but the HM may re-assign ushers as needed. Usher notes take anywhere from 10-20 minutes. Ushers

arriving after orientation may still be permitted to sign in but will be marked as late; depending on the production complexity, HM may also send usher away with a “no show” mark. Consistent tardiness is grounds for removal from the usher program, as is refusal to move to a new usher post by request of the HM. If there is program stuffing or other business, it is done during this time.

Storing and securing your belongings

Cell phones must be turned off when the lobby opens to the public and remain off until final curtain. All ushers are required to leave heavy/large bags, coats, and other belongings in the usher cabinet located in Peet’s vom 1 or the Roda Lobby while ushering. Berkeley Rep is not responsible for lost or stolen items/valuables brought to the theatre by volunteer ushers.

After the lobby opens

When the lobby opens, you must be at your post and ready. This is not a time to eat, sit, read, or wander about. The house is off-limits until the stage manager gives the okay. This means you may not go in to look at the seats without clearance from the HM. All volunteers should be familiar with emergency policies; the locations of restrooms, water fountains, etc.; and the information in this handbook. The house manager will visit all volunteers at their posts before the house opens and give any additional information and answer questions.

Food and Beverage

Ushers may consume food and/or beverage brought with them before the lobby opens; Berkeley Rep will not feed volunteer ushers. All food and drink consumption must cease 5 minutes before the lobby opens to patrons. Ushers may not consume food or drink, or line up at bar/concessions at intermission, (bartenders are trained not to serve ushers while patrons are present). Savory plates at bar are not for sale to ushers at any time, due to labor & cost. **You should plan to eat before arriving at, or after leaving, the theatre.** Water is always allowed. IF there is time before the lobby opens and IF the concessionaires are ready to serve, volunteers may purchase a snack or drink at a discounted price after the HM has finished with production notes, not before. Purchasing concessions is a perk and not guaranteed. You may arrange a ‘pre-order’ to take a beverage in with you while watching the performance.

No alcohol sales to/consumption by volunteers while ushering. Arriving to usher while intoxicated is grounds for immediate removal from the ushering program. Discounts are not given when a volunteer is attending a performance as a patron and not ushering.

Intermission and Post-Show requirements

As a Berkeley Rep usher, you are required to return to your post at the start of each intermission and see your post through to completion after final curtain. (Duties of each post are described separately in this guidebook.)

Pre-show Docent Talks

Prior to Tuesday, Wednesday, and Thursday evening performances and Sunday matinees, Berkeley Rep docents offer free pre-show talks. These talks begin when the lobby opens and usually last 30 minutes. After all matinees, docents lead audience discussions about the play.

Berkeley Rep Docent Program

Since 2005, the Berkeley Rep Docent Program has enriched playgoers’ theatre experience by providing background about each play, leading discussions, and providing outreach to the community. The program is administered by the School of Theatre and consists of a team of volunteers. In the Roda Theatre, pre-show talks are held in the upstairs lobby, outside of house door 4. Peet’s Theatre docent programs will be in the upstairs ‘Addison Attic’. Many Berkeley Rep docents are also volunteer ushers. Any usher who is comfortable with public speaking and would enjoy being involved in Berkeley Rep’s audience engagement efforts is invited to consider becoming a Berkeley Rep docent. If interested, please contact Anthony Jackson, Community Programs Manager, Berkeley Rep School of Theatre, at ajackson@berkeleyrep.org.

Volunteer Usher Posts

Each usher is assigned a post for their shift. It is important to remain at your post at all times, unless otherwise directed by the house manager. In most cases, there is more than one usher at or near each post, so that one may locate the house manager should the need arise or cover each other for bathroom visits. Some productions require ushers to perform more than one task during a performance, such as scanning tickets pre-show and guarding the stage during intermission.

Tickets

Ticket ushers stand at the house doors of the Theatre to scan tickets, greet patrons, and answer questions. Ticket ushers must be friendly and fast and have sharp eyesight. Berkeley Rep uses scanning technology that reads the bar code on each ticket. Occasionally, the scanners misfire, at which point you will need to tear the ticket stubs while sending an usher to find the HM. When manually tearing tickets, always confirm date, time, and performance. If a show has an intermission you may be asked to stand at the front doors and count the number of patrons who leave and do not return, or you may be asked to guard the set or the

stage. At the end of the performance, help pick up programs in the house and look for lost items patrons may have left behind.

Door Ushers

Door ushers stand inside the house, guide patrons to their correct seats, hand out programs, answer questions, keep food & glass out of the house, and ensure beverages have lids. You must be friendly, able to climb stairs, stand for long periods of time, and have the ability to read tickets. You'll pro-actively greet patrons and offer to show them to their seats. If a ticketing conflict arises, find the house manager to resolve the issue. Our subscribers may change their performance date & go to sit in their "usual seats," whether they are actually ticketed in those seats or not. Please always use tact and get the house manager without delay. At intermission, ushers stay at the doors, help with late seating, remind patrons to turn phones off, and enforce the food & drink policy. At the end of a performance, all door ushers help pick up programs and look for lost items.

Assistive Listening Devices

The ALD usher provides Assisted Listening Devices (ALDs) to hearing-impaired patrons, and answers questions. Patrons may be hearing-impaired, so please use tact, face the patron when speaking, and speak clearly when delivering instructions on proper use of the devices. Be polite and patient and explain things as often as necessary. The patron will need to understand that their personal hearing aid must be turned OFF when using the ALD. ALD usher spends intermission checking out new ALDs and accepting returned devices. At the end of the evening, clean & turn off all returned devices. The house manager will give an orientation on the ALDs.

Courtyard Gates/Greeter

This position is outdoors in the courtyard where patrons enter Berkeley Rep property. This usher greets patrons, answers questions, guides patrons to correct stage, informs patrons of docent events, and assists as needed. At intermission, the usher returns to the courtyard and monitors the gates for returning smokers and counts patron walk outs. After the show, the usher helps pick up programs and looks for lost items in the house.

Programs

This volunteer stands in the main lobby or courtyard and (1) hands out programs with a smile, (2) gets the house manager as needed, and (3) replaces the ticket taker or usher as needed. At intermission, make sure there is no smoking in the courtyard. At the end of the performance, usher helps pick up programs and looks for lost items. This is the first job to be deleted if we are understaffed.

Stage Monitor & Other Posts

At some events, it may be necessary to assign ushers to monitor the entrances to the stage, backstage areas, stage-door stairs, or the set. Ushers assigned to this duty should be able to be firmly polite with patrons. Please remember that patrons are our guests, so a chastising tone is never appropriate, but we do need to remind patrons 'do not touch' on occasion. We might have other posts open for one night or for a particular production. Most jobs involve the movement of people, passing out something, or guarding something. Other posts may be assigned by the house manager as needed. Usually, you may choose your post on the sign-in sheet when you arrive at the theatre, but you must be prepared to work in any capacity needed or assigned by the House Manager.

Physical Requirements

Volunteers must be capable of administering the duties of all positions. Physical requirements include, but are not limited to, carrying up to 15 pounds, walking up and down staircases, standing for up to 3 continuous hours, and reading tickets. Usher assignments can be changed at the house manager's discretion. If you cannot meet the requirements, you cannot usher at The Rep.

Volunteer Usher Performance Requirements

1. Volunteer ushers are expected to stay through entire performance and complete all tasks: preshow, intermission, and post-show.
2. Volunteer ushers are not guaranteed a seat.
3. Volunteers may not usher more than three times per production w/o permission from FOH Mgr.
4. Berkeley Rep reserves the right to appoint and terminate volunteer ushers at will.

House Rules & Policies

Food or Drink

Patrons are allowed to bring beverages into the house: cups with lids, plastic bottles, and cans. No glass bottles, glassware, or food are permitted in the house. Guests are welcome to eat and drink in the lobby, bar, and courtyard.

Photography and Recording not allowed in House

If you see a patron using any type of recording device, (including phones), during a performance, please ask the patron to immediately cease if doing so will not cause a disturbance. If you need to wait until intermission, do so. Immediately notify the house manager at intermission if the patron persists.

Aisles & doorways must remain clear at all times

Not only is this a legal & safety precaution, it allows guests to move about the Theatre as easily as possible. Wheelchairs and walkers must be kept in the lobby or designated storage areas. Bags, canes, & crutches must be under the seat or in a lap, do not allow for a tripping hazard. Staircases and doorways must be kept clear at all times. There is no allowance for sitting on, standing on, or blocking stairs during a performance as this is a Fire Code violation.

Sold Out Performances

Some shows will sell out and there may not be seats available for ushers. It's rare, but it happens. As you are volunteering to usher, you are expected to remain and perform usher duties. If a seat in the house isn't available for an usher, watching in the lobby or the bar are the options. Berkeley Rep will not give comp tickets to another performance or production. Any usher who leaves because they do not have a seat in the house will be marked a 'no show'

No Patron or Usher permitted Onstage or Backstage

At times an usher may be stationed at a "security position". If guests want to meet performers, direct them to the Narsai David Courtyard, and instruct them to wait by the stairs.

John C. Mendel Room

The John C. Mendel Room, located on the second floor of the Roda near Door 4, is The Rep's donor lounge. They have access to it before a performance or at intermission, and they may bring guests into the room with them. Ushers are not allowed to use the room, but may be asked to guard the entrance. Donors & docents may not use the Mendel Room while ushering.

Late Seating: It's a Safety Issue

Late seating is at the discretion of the house manager. Berkeley Rep's late seating policy is different for each production and each stage. If the show has started, the HM can deny entry to late guests. However, we make every effort to seat latecomers. Late patrons may be directed to the bar or lobby until intermission.

Children in the Theatre

While most Berkeley Rep productions are not appropriate for children younger than middle school age, we do not have an official policy disallowing attendance by children; parents make the choice for their kids. The exceptions are babies & toddlers: we do not allow babes in arms or toddlers in strollers inside our theatres, nor do we allow lap-sitting. ALL patrons must have their own ticket. House management will advise you if there are additional concerns about age-appropriateness for particular productions. If a patron arrives with a very small child, contact the house manager if you have a concern.

Service Animals

Service animals are allowed inside the theatres. Please notify the HM if a patron arrives with an animal. Comfort animals do not count as service animals.

No Smoking or Vaping

To protect the health of everyone who uses Berkeley's public areas, smoking is prohibited in all commercial zones (including the Downtown Berkeley Arts District) and within 25 feet of doorways/windows of any building open to the public. Smoking, vaping, and e-cigarettes are prohibited in all of Berkeley Rep's spaces, including the courtyard.

Parking

There are several parking options in downtown Berkeley including private garages, city garages, and metered street parking. Berkeley Rep is not responsible for getting you to the theatre, please allow time for traffic and parking when you're coming in to usher. The Downtown Berkeley BART station is a half block away from the theatre. Please check the Berkeleyrep.org website for more information about options for getting to the theatre.

Blankets

Sometimes patrons find our air-conditioned theatres chilly. Berkeley Rep has a few blankets available for patrons who desire them. Patrons may check out a blanket with a photo ID or credit card. Contact the HM to obtain a small, light flannel throw blanket.

Walk-In Tickets (WW)

Berkeley Rep offers a courtesy "walk in" privilege to other select professional arts organizations. These people receive tickets that do not include a seat or row number. Walk-in patrons are seated shortly before curtain by the house manager to fill in any gaps in the best available areas or may be offered standing room stools.

Standing Room Stools (SR)

If the Roda Theatre is sold out, standing room tickets may be sold; these tickets do not have a row or seat printed on them. These ticket holders are directed to the area behind row P in the Roda orchestra and may sit on a metal stool behind row P. Stools must remain against the back wall. Standing Room ticket holders may not sit in empty house seats.

Fragrances

Out of consideration for our scent-sensitive patrons, we discourage the use of noticeable personal fragrance. If used, they must not be so strong as to call attention to you in a closed elevator or from any nearby seat in the house. If a patron complains about scent, contact the house manager, who will try to reseat them if possible.

Front of House Staff

FRONT OF HOUSE DIRECTOR

Kelly Kelley

FRONT OF HOUSE MANAGER

Debra Selman

ASSISTANT HOUSE MANAGERS

Elizabeth Anne Bertolino

Aleta George

Kimberly Harvey-Scott

Tuesday Ray

Derek Stern

Contacting the House Manager

USHER EMAIL: ushers@berkeleyrep.org

HOUSE MANAGER OFFICE: 510 647-2992

Use the email or phone number to talk to the house manager or leave a message when late or unable to attend due to an emergency. Please do not call the box office to leave a message.

Office Hours

The house manager is usually available at the above number Tuesday through Sunday 90 minutes before curtain; off-season or between productions, office hours vary.

Website

Prospective ushers can find basic information at berkeleyrep.org/ushers

The usher series date chart is posted at berkeleyrep.org/about/usherseries.asp

The series chart — like all Berkeley Rep programming — is subject to change. The most up-to-date information can always be found on our website.

Or you can use the site map to find answers to your questions at berkeleyrep.org/sitemap

Groups.io is the forum for Berkeley Rep volunteer ushers; Groups.io/g/BRTushers for the message board.

Groups.io is where season ushers post for date swaps or request a substitute usher; it's where substitute ushers can find available ushering dates during the season. Every usher must register and sign up to access the message board. If you usher as part of a couple, then only one need open an account. It's free and easy to use. Important announcements will be posted on the site from time to time, as well as additional volunteer opportunities. This is a private site, accessible only to approved ushers in the Berkeley Rep usher program, (more info on page 10)

Frequently Asked Questions

You need to be able to answer these basic questions for our patrons:

How can I buy tickets? When is the box office open?

Patrons can buy tickets in person at our box office, located at 2025 Addison Street, between the Roda & Peet's theatres. Patrons are also welcome to purchase tickets over the phone by calling 510 647-2949, or online at berkeleyrep.org. The box office is open Tuesday–Sunday, noon to 7pm. It is closed on Monday. The website is available 24 hours a day, seven days a week.

How many performances are there each week? What time do they start?

For most productions, Berkeley Rep offers eight performances a week. There are shows at 8pm on Tuesday, Thursday, Friday, and Saturday; 7pm performances on Wednesday and Sunday; and 2pm matinees on select Thursdays, Saturdays and Sundays. However, the schedule is subject to change, depending on the production — check berkeleyrep.org or call the box office for specific schedules.

Can I take pictures or record the performance?

Union regulations and various copyright laws prohibit the use of cameras, video cameras, cellular phones, or any other kind of recording device in our theatres.

Do you offer any special presentations about these shows, or hold any special discussions?

Berkeley Rep's Free Speech program is a collection of events and opportunities for theatre-lovers to gain an enhanced understanding of the work they see onstage: thirty-minute docent presentations; post-show discussions take place after matinees; Page to Stage discussion series with eminent theatre artists, held three times a year. Patrons can stay informed about upcoming enrichment events by joining our email list and checking our website.

If I join your email list, how much email will I receive?

The Theatre sends out a monthly newsletter for subscribers and a weekly updates to non-subscribers. These often include information about upcoming events or special ticket offers. You will also receive an email with program notes and special information about your show three days before you attend and a post-show email the day after you attend asking about your experience. We never sell or exchange your email information, and you're welcome to unsubscribe any time. It is easy to unsubscribe. Sign up for our email list at berkeleyrep.org.

How can I work at Berkeley Rep?

Berkeley Rep has a staff of more than 400 full- and part-time employees who create the productions you see onstage. Job postings are listed at berkeleyrep.org, under "About Berkeley Rep."

How can I submit a script?

Berkeley Rep accepts script submissions only from agents, writers, and theatre artists with whom we have an existing professional relationship. We are not able to accept any unsolicited scripts; the volume of material we consider each year prohibits this. We encourage writers to apply for our Ground Floor Summer Residency Lab, which is open to all. Details are available at berkeleyrep.org/groundfloor.

How can I audition for Berkeley Rep?

Berkeley Rep hires performers who are members of Actors' Equity Association (AEA). Occasionally, local, non-union actors are hired in supporting roles or as extras in large-cast shows. Our understudies are also drawn from the local non-union acting pool. Berkeley Rep holds open auditions annually in the late spring. These auditions are announced on the AEA hotline and through Theatre Bay Area's (TBA) magazine. Berkeley Rep attends the TBA general auditions as well, which are usually held in February.

Do you offer acting or other theatre classes?

Does Berkeley Rep have an education program?

The Berkeley Rep School of Theatre offers a wide variety of educational programs designed to enrich your theatre-going experience and appreciation through training for the working professional, the emerging artist, and the theatre enthusiast. Berkeley Rep is also committed to deepening local students' understanding of — and participation in — the arts, and actively responding to the recent cuts in local arts curricula. To learn more, patrons can visit berkeleyrep.org/school.

Emergency Procedures In General

If evacuation of the premises becomes necessary, our gathering place after evacuating either the Roda or Peet's Theatre is Gecko Gecko restaurant, at the corner of Addison and Milvia Streets (out the front doors, cross Addison Street, turn right & walk to end of block). Should you hear an announcement asking you to evacuate the Theatre, please do so — but if able, assist any patron with impaired mobility. Should you hear an announcement indicating that we will be having an unexpected intermission or that we will be temporarily holding the performance, return to your posts and await further instructions.

Should any patron need medical assistance or first aid, find the house manager immediately. Should any patron disturb the performance in a manner that requires attention, find the house manager immediately. In all instances, ushers should remain calm and follow the announcements and house manager's instructions, placing your own safety first. If you feel you are in a dangerous or life-threatening situation, please remove yourself from that situation.

In the event of an emergency, please call 911. Landline phones are located in the Roda house manager office and in the bar. It is preferable to call 911 from a landline, as calling from your cell phone automatically dispatches you to California Highway Patrol rather than the local police.

Ushers are expected to assist patrons, especially patrons with mobility issues, in exiting the Theatre. Please make sure to return walkers and wheelchairs to patrons.

When in doubt, return to your posts for instructions.

Even in the event of an emergency, do not leave the Theatre to go home without signing out with the house manager. If you have first-aid training, please notify the house manager when you sign in.

Minor accidents and falls

Ushers should stay with the injured person and send another usher — or patron, if necessary — to get the house manager. If the patron insists that he or she does not need assistance but appears injured, simply note the patron's appearance and where the patron is sitting, and report the incident to the house manager immediately. There is an accident report that the house manager must fill out.

Medical emergency

In case of heart attack, stroke, seizure, or medical emergency, notify the house manager immediately. If it is

during the performance, the Stage Manager & House Manager will determine if stopping the performances is required. If possible the house manager will move the person to the lobby. If there is a trained medical professional in the audience, do exactly as instructed. Return to posts and await instruction from the house manager.

Earthquake

In the event of an earthquake, the following announcement will be made: "Ladies and gentlemen, we are experiencing an earthquake. For your protection, bend forward and cover your head with your arms until the earthquake passes. Remain in your seats. For your own safety, do not leave the building." Once the quake subsides, this announcement will be made: "Ladies and gentlemen, our backstage crew is making a thorough check of the scenery to be certain there is no risk to patrons or staff. We thank you for your patience." At that point, ushers should return to their posts, await instructions from the house manager, and calm patrons as needed. If the show will not continue, the following announcement will be made: "Ladies and gentlemen, due to possible hazards backstage to the cast and crew, Berkeley Repertory Theatre will not continue this performance. Please call the box office within 48 hours to reschedule or receive a refund." In the event of a severe earthquake, the park at Center Street and Martin Luther King, Jr. Way is a designated Red Cross aid station.

Fire

The fire alarm includes flashing strobe lights and very loud klaxon bells. In the event of a fire alarm – even a known false alarm - the house will be evacuated. An announcement will be made by the stage manager: "Ladies and gentlemen, we have a problem backstage. For your safety, please calmly stand, exit the Theatre by the (side / rear / all exits), and help those who may need assistance. We will resume the performance if possible. Announcements will be made outside shortly." Ushers should assist patrons in exiting the Theatre. Follow patrons out of the building, assemble at Gecko Gecko (corner of Addison & Milvia), and report to the house manager. Beware of arriving fire trucks. Do not attempt to re-enter the building unless the house manager gives the "all clear." House Manager or Stage Manager will make announcement once situation is assessed.

Power Outage

In the event of a power outage, the following announcement will be made: "Ladies and gentlemen, we are experiencing a power outage. We will resume the performance when power is restored. Please remain in your seats and see an usher if you need assistance." Ushers should turn on flashlights, take their posts, and assist patrons as needed. If the power outage lasts 30 minutes or more, we will likely cancel the

performance. Should management cancel the performance, the stage manager will make the announcement. Ushers should then be ready to assist patrons in exiting the Theatre.

Bomb Threat

In the event of a bomb threat, the house lights will be brought up and the following announcement will be made by the stage manager: "Ladies and gentlemen, we have a problem backstage. For your safety, at this time, could everyone please stand up and exit the Theatre? Please help those who may need assistance as you exit. Thank you." Ushers should prop open doors and remain at their posts until the house is clear, and then follow patrons out of the building. Assemble at Gecko Gecko restaurant and report to the house manager. The house manager will use the megaphone to make any announcements, such as making patrons aware the show may resume if the incident is minor. If the show resumes, the ushers will return to posts and begin seating patrons when directed by the house manager.

Civil Disorder/Riots

Should the city of Berkeley experience some form of civil unrest, the following announcement will be made: "Your attention please: the City of Berkeley police department has announced a possible civil disturbance. To protect the premises and reduce danger to patrons, staff, and property, all entry doors are locked. For your own protection please remain inside. We will keep you updated as events transpire. Once again, the exterior doors are locked, and we ask that you remain inside." Ushers should return to their posts to assist the house manager. Follow directions and assist as needed. Be ready to call 911 in the event of trouble.

About Berkeley Rep

The information below about Berkeley Rep will help you answer patrons' questions and be a more informed representative of the Theatre.

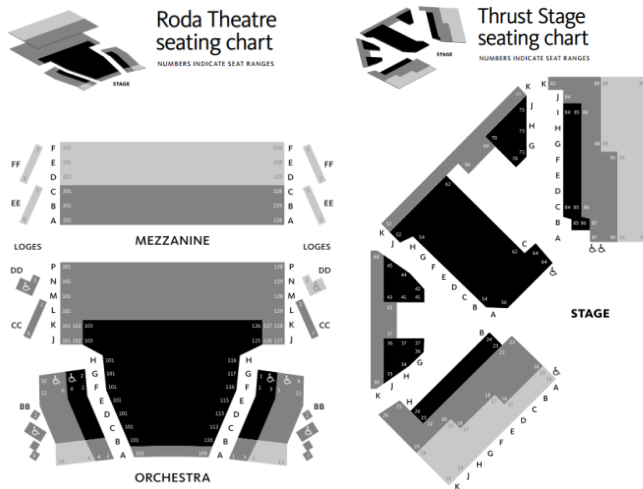
Berkeley Rep Origins

Born in a storefront on College Avenue, Berkeley Rep was founded in 1968 by Michael Leibert. The Theatre quickly earned respect for presenting the finest plays with top-flight actors. In 1980, with the support of the local community, Berkeley Rep built the 400-seat Thrust Stage where its reputation steadily grew over the next two decades. It gained renown for an adventurous combination of work, presenting important new dramatic voices alongside refreshing adaptations of seldom-seen classics. In recognition of its place on the national stage, Berkeley Rep was honored with the Tony Award for Outstanding Regional Theatre in 1997. The company celebrated by unveiling a new 600-seat proscenium stage in 2001, the state-of-the-art

Roda Theatre. It also opened the Berkeley Rep School of Theatre, a permanent home for its long tradition of outreach and education programs. In four decades, four million people have enjoyed more than 300 shows at Berkeley Rep, including more than 50 world premieres. These shows have gone on to win five Tony Awards, seven Obie Awards, nine Drama Desk Awards, one Grammy Award, and many other honors. The Theatre now welcomes an annual audience of nearly 200,000, serves 20,000 students, and hosts dozens of community groups, thanks to 1,000 volunteers and more than 400 artists, artisans, and administrators.

Venues and Facilities

The Theatre’s facilities include the Roda Theatre, a 600-seat proscenium stage, and the 400-seat Peet’s Theate, a thrust-style stage. The Narsai David courtyard — located between the two theatres — can be rented for special events. Next door, the Nevo Education Center houses the Berkeley Rep School of Theatre, which offers classes and activities. Berkeley Rep’s administrative offices and shops are at 999 Harrison Street in Berkeley.



No one will be approved on the site until they have attended an usher orientation session in the summer before the start of the season. New ushers are not accepted during the season.

1. Go to <http://groups.io/g/BRTushers> via your internet browser and click on “Apply for membership in this group”. You will be prompted for your email address. You will next receive an email asking you to confirm your email address. The moderator will receive an email to approve your request. You will receive a message when the moderator has approved you into the group.
2. Once you are approved on the site, you may set up how you want to receive messages (daily, digests, etc.). You can check your email inbox for messages and log into the board to check on posted messages.
3. You are responsible for your password and the messages you leave on the board. You are responsible for deleting obsolete messages and filled requests once the show date has passed.
4. When you have completed transactions, remember to SIGN OUT. This prevents unauthorized messages from being posted in your name and helps prevent hacking.

Protocols for Using this Site:

1. You will find a toolbar on the left side. If you wish to read existing messages, click on “messages.” You can “reply” to the posted messages to make an arrangement to sub usher or to swap dates. Note: before posting for a date swap with another usher, read the already posted messages for a possible swap request already on the site. Reply directly to the person who posted the message. **Do not respond to the entire site!** (Unless otherwise specified, all messages posted on this site are in-house only; you are not to duplicate or forward any message posted on this site, unless you are specifically permitted to do so.)
2. If you wish to post a new message, click the “New Topic” button on menu on left side of screen. **Subject headings are important.** Suggested subject heading: “2 subs needed, name of play, date of play.” In the message, list details, call time, venue, how to contact you. Click “Send” button at bottom left of message body. Post message only ONCE. Do not post a message more than 2 months in advance of your date.

Groups.io Message Board

How to Register:

All approved series and sub ushers are required to have an account on this group site, which is the primary channel of communication for ushers. If you usher as part of a couple, only one person need have the account. However, if you choose not to open an account, The Rep is not responsible for any missed message updates or ushering dates.

3. **You may also post a message directly to the site using the email address: BRTushers@groups.io**
4. When your transaction is completed, or if you made a mistake, or want to make a new posting, please delete your original message. From inside the opened message, use the red trash can icon to delete your message. You can also find a message delete button under the menu item listed "More" under each topic listing. **NEVER POST A NEW MESSAGE TO ANNOUNCE YOUR PREVIOUS MESSAGE IS OBSOLETE.**
5. When you are finished, sign out of the group.

If you opt out of the Berkeley Rep usher program, remember to unsubscribe. To unsubscribe from this group, send email to BRTushers+unsubscribe@groups.io

Managing schedule changes:

When you need a sub or swap, scan the site before you make a posting. There are usually several postings already made by people who wish to swap, and you can contact them directly if you see a compatible date. If you don't see a compatible swap, then go ahead and post your swap or sub request. When you complete a transaction, note the name of your sub, in case s/he does not show up. It is suggested you save all swap and sub agreement emails for at least 2 weeks after the date in case you're contacted by the House Manager with a notification of non-attendance. If you're concerned about your sub, it's okay to email them a reminder or to check they did show up to cover for you. You will not be penalized by the house manager as a no-show if your sub fails to show, *as long as you can identify who your sub or swap usher is and can forward agreement emails exchanged between the two of you.* If you send a sub to the wrong production, the wrong date, or at the wrong time, the original usher who posted will be the responsible party.

There is no need to notify the House Manager of these transactions. The system is designed to be self-maintaining. All ushers must choose from the ranks of the existing usher pool, all of whom should have an account on the site. Do not send a non-approved non-Berkeley Rep usher in your place. Non-Berkeley Rep ushers may be turned away by the House Manager.

Respond promptly to as many ushers who reply to your posting, so that they know the need has been filled. **DO NOT POST ON THE SITE THAT YOU HAVE FOUND A SUB OR MADE A SWAP.** We need to keep the bulletin board free of extraneous postings; there are sometimes two

productions running simultaneously, and the board can be filled quickly.

Deleting Your Message

Delete your posting when the transaction is completed or obsolete. Delete your posting from the site by returning to the message board, open your message, and use the red garbage can icon to delete. You may also delete the message from the board by using the "More" menu under the unopened message. Please remember that simply deleting a message from your inbox doesn't remove the post from the message board.

Do not post for any non-Berkeley Rep related events unless express permission is granted by the moderator. If you post for personal use, moderator will delete your posting. Although rare, moderator may from time to time offer usher opportunities for other venues.

Usage by Substitute Ushers:

The Groups.io site provides substitute ushers with a method for locating available dates. When you agree to sub for someone, **consider that a firm commitment.** When you sign the roster at the time of the performance, be sure to sign in for the person for whom you are subbing. You should bring with you the name of the person for whom you are subbing. Legibly write your first & last name on the roster in the appropriate column space next to the original usher's name.

If you have agreed to sub or swap with a series usher, you now own that date; if you, in turn, need to find another sub or swap, it is up to you, the sub usher, to do so. In that case, be sure to inform your sub of the original usher's name so that s/he can sign in for the correct usher on the roster.

Substitute ushers are required to usher a *minimum* of 3 performances during the season in order to continue in the usher pool each season.

SUB USHERS: NEVER POST THAT YOU WANT TO USHER FOR A PRODUCTION! Peruse the posted messages for a sub usher request and respond to that message.

Word of Caution

Although there are safeguards, spam occasionally finds its way onto the site, usually when your address book has been hijacked and you have failed to sign out. **Do not open any attachments nor click on any links, if the subject heading is absent or suspicious.**

2018/19 Usher Agreement Letter

I, the undersigned, do hereby acknowledge that I have received, read, agree to and abide by the policies, guidelines, and procedures outlined in my volunteer usher guidebook. I understand that I have made a commitment to Berkeley Rep, and I will fulfill my commitment.

[OFFICE USE ONLY: Season Usher series:_____ Substitute Usher]

I agree to follow the policies and guidelines detailed in this handbook when working at Berkeley Rep and willingly accept the consequences of failure to do so, which may include refusal of my services as a volunteer and dismissal from the usher program at Berkeley Rep.

I further acknowledge that I understand how to contact the house manager during the season.

I also willingly disclose my mailing address, email address, phone number, and name to the house manager at Berkeley Rep for the explicit purposes of facilitating my role as a volunteer usher. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement with Berkeley Rep.

NAME

ADDRESS APT

CITY STATE ZIP

PRIMARY PHONE ALTERNATE PHONE

EMAIL (BE SURE TO NOTIFY THE HOUSE MANAGER IF YOU CHANGE YOUR EMAIL ADDRESS)

EMERGENCY CONTACT NAME RELATIONSHIP TO YOU

EMERGENCY CONTACT PRIMARY PHONE EMERGENCY CONTACT ALTERNATE PHONE

SIGNATURE OF VOLUNTEER USHER DATE

NEW USHERS ONLY: Please rank preference of series assignment (1st choice not guaranteed):

_____ Tuesday evenings, 6:30 pm usher call

_____ Wednesday evenings, 5:30 pm usher call

_____ Thursday matinees, 12:30 pm usher call

_____ Thursday evenings, 6:30 pm usher call

_____ Friday evenings, 6:30 pm usher call

_____ Saturday matinees, 12:30 pm usher call

_____ Saturday evenings, 6:30 pm usher call

_____ Sunday matinees, 12:30 pm usher call

_____ Sunday evenings, 5:30 pm usher call

_____ No preference

If possible, I would like to usher with:

Comments: _____
