



CONTRA COSTA CIVIC THEATRE

You Are Our Community. We Are Your Theatre.

Volunteer Usher Guidelines 2018-19 SEASON

Please take a few minutes to review these policies, procedures, and protocols to help ensure the best experience for our patrons – and for yourself. We greatly appreciate the commitment you are making.

Thank you for ushering at CCCT- it's a great way to support the theatre, and have fun at the same time!

Holly Winter
Patron Services Manager

Georgina Edwards
Managing Director

Volunteer opportunities, including for ushering are listed on our website <http://ccct.org/volunteer/>. Click on the relevant link for our volunteer board "Sign-Up Genius" which allows you sign-up for a specific role, date and time. If your availability changes, make sure to log in to update your sign-up. If you have questions, please email volunteers@ccct.org or call 510-524-9012.

Volunteer Basics

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

Usher Duties

Before the show you'll perform a variety of tasks including staffing the concession stand, taking tickets, handing out programs, and helping the House Manager make sure the audience gets to their seats safely. After the House clears out, you'll pick up left-

behind items in the space (programs, etc.). It usually only takes a few minutes to tidy up, then you're done. During the performance you'll be able to watch the show.

About CCCT Season Subscribers

After patrons that need extra time to get settled in seats, season subscribers are given the first opportunity to seat one the House Manager opens the door to the house. Generally, the house opens 45 minutes before curtain for plays, and 30 minutes before curtain for musicals. Thanks our coffee sponsor, Well Grounded, subscribers can also enjoy complimentary coffee.

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 you may be seated. At the end of the show, please do not leave without checking in with the House Manager.

Arrival @ CCCT

You should plan to arrive at the theater no later than 1 hour before the performance. When you arrive, check in with the House Manager for instructions. Estimate you'll be at the theatre about 4 hours per show, length varies depending on the show.

Dress Code

Attire can be casual, but must be clean and neat. Please avoid heavy perfumes or other fragrances. Volunteer Usher badges must be worn & visible while ushering; they are returned at the end of your duties.

House Rules & Policies

Food or Drink

Patrons are allowed to bring into the house concession items (snacks and beverages with lids, boxed/bottled water, and cans). No glass bottles, glassware, or food are permitted in the house. Guests are welcome to eat and drink in the house and lobby or patio.

Photography and Recording is not allowed in House

If you see a patron using any type of recording device, (including phones), during a performance, please notify the House Manager.

Aisles must remain clear at all times

Not only is this a 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 must be under the seat or in a lap. Stair cases must be kept clear during performances. There is no allowance for sitting or standing on stairs during a performance as this is a Fire Code violation.

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 House Manager, and instruct them to wait by the stairs.

Late Seating

We make every effort to seat latecomers. The House Manager will assist.

Service Animals

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

No Smoking

CCCT site's is a City building, therefore per El Cerrito ordinance, smoking is prohibited in all its buildings, enclosed areas, all outdoor areas, including parking lots, sidewalks, and the grounds and facilities.