

UCP Ushers

Welcome to the University of Chicago Presents. Thank you for volunteering to usher for the University of Chicago Presents Concerts. Ushers play a very important role in the organization. They are the primary liaisons between the audience, artists and the full-time UCP staff. As a thank you for your help, ushers will attend the concerts FREE! Plus, those who usher six or more concerts are eligible for a special bonus.

USHER GUIDELINES

PROCEDURES AND RESPONSIBILITIES

Arrival times

Ushers should arrive at Mandel Hall or Rockefeller Memorial Chapel approximately 45 minutes before the concert , or as specified by the House Manager.

Personal Belongings

Personal belongings may be stored in the Will Call Box Office.

Check-In

Meet and check in with the House Manager on duty in the vestibule area.

Usher Positions

The following section contains brief descriptions for each usher position. The number of people working each position will vary depending on the series and the number of tickets sold.

Ticket Captains

Ticket Captains are often the first people audience members meet. Along with wearing a big smile, ☺ the ticket captains collect tickets and verbally guide the audience members to the correct side of the hall. Main floor seats 1-14 are on the left side of the hall 15-28 are on the right side. It says left or right on each ticket. If a patron has seats in the balcony, tell him to go to his left and up the stairs. Ticket Captains should familiarize themselves with the location of the “Program Distributors” and “Greeters” and point them out to audience members who seem confused. It’s important to keep the traffic flowing into the hall so that we can start the concert on time.

Program Distributors

Usually the first things that patrons look for when they enter the hall are the programs. Please have plenty of programs in hand. If we run low, please let the House Manager know. If there is a shortage, politely ask couples if they would mind sharing a program.

Main Floor Greeters

Actively offer to help patrons, smile and actually walk them to their seats if they look like they may need assistance. We have many subscribers who know exactly where they are going, but there are always newcomers who need a little extra help. As the house fills up, assess the number of empty chairs in your section. That way, if a latecomer comes in as we're shutting the door, you can help him or her find seats quickly.

Balcony Greeters

The Balcony Greeters play a very important role because many new patrons tend to sit in the balcony and need extra assistance. B-Greeters should familiarize themselves with the 3 different balcony sections and the boxes. We only seat people in the lower boxes, 4 per box for most concerts. The upper boxes will be sold at a discounted rate (the view from the upper box is obstructed) when a concert is completely sold out and no other seats are available. If that happens, we will sell 4 per box.

Door Captains

The person at the east door should open the handicapped door for our handicapped patrons, assist them into the hall, collect their tickets and give them a program. The person at the west door should make sure anyone entering from that side has a ticket and should hand him or her a program. You can also help people find the restrooms which are both located by the west door.

NOTE TO ALL USHERS

- Make sure you get a University of Chicago Presents name badge from the House Manager.
- The House Manager will assign your job responsibility for the evening. If you have a preference for a certain area, let him/her know.
- The House Manager on duty will provide you with a map of the hall and will point out all of the exits. Three in the front of the house (1 North, 1 East, 1 West); Two backstage (1 East and 1 West).
- The House Manager will also brief you on the evening's program, late seating, length of the performance, intermission and any other house policies.
- No food or drink is allowed in Mandel Hall. Ushers should monitor this throughout the concert and politely ask people to throw out their food or drink. (We don't want hot coffee spilling down the aisle and burning people's feet.)
- Cameras and recording devices are not allowed in the Hall. If you see a camera/recording device, politely tell the person that cameras are not allowed in the hall and that you will store it for pick up after the concert. If you don't feel comfortable approaching the person, contact the House Manager immediately.
- Make yourself familiar with the hall and the other ushers' positions so you can quickly respond to patrons and guide them to the appropriate place or person.
- When the lights dim, you may take an empty seat near your section of the house. (Door captains should sit by their doors).
- If there is a disturbance in the hall, i.e. loud talking, a camera, hearing aid, cell phone etc., politely deal with it. If you do not feel comfortable doing it, get your

- supervisor immediately; it is very important that you do not allow the disturbance to continue.
- Ushers must get the timing of late seating from the House Manager and be prepared to help steer patrons to their seats or seats in the back if the House Manager has marked their tickets for that purpose.
 - For most concerts, latecomers will be allowed entrance to the hall at a specific time after the show time. At this point, those patrons who have arrived late will be seated in the back until there is an appropriate break (the House Manager knows when this will be). If you are near a door, and you see people sneak in, try to guide them to the back of the hall so that they do not disturb other patrons. They can move to their assigned seat at intermission. *Some artists will not allow latecomer seating. See the House Manger for the artists' preference.
 - At intermission, stay near the hall and assist patrons with finding the restrooms, water-fountains, C-Shop etc. Keep your nametag on so that the audience members can identify you.
 - At the end of the performance, turn in your badge to the House Manager on Duty. Know that your help was sincerely appreciated by U of C Presents and the many concert-goers you assisted.

USHER CSO TRIP

This year we have decided that once a student has ushered for six concerts, he or she will be eligible to attend a concert with other dedicated ushers to see a Chicago Symphony Orchestra concert downtown in the spring. It is our way of rewarding hard-working ushers.

ATTENDANCE/ATTIRE

Attendance Policy

We rely on our ushers to help the performance to run smoothly. It is very important that ushers attend all the events to which they signed up to usher. If you cannot attend, it is your responsibility to find a substitute.

Attire

Men: White long sleeve dress shirt, black dress pants and appropriate black shoes.

Women: White blouse or shirt, black slacks or skirt and appropriate black shoes.

Unacceptable: Athletic shoes, T-shirts, jeans, mini skirts

**If you arrive at a performance inappropriately attired, your supervisor will have the option of sending you home.*

MANDEL HALL FACTS

- Mandel Hall seats roughly 950 for Chamber Music Series. For the Early Music Series, we pull the stage forward and start with Row E; it seats roughly 850. For all other concerts, we pull the stage forward and start with Row G. The Hall then seats roughly 800.
- Mandel Hall was a gift from philanthropist Leon Mandel and formally opened in December of 1903. The Chicago Symphony Orchestra used to have its concerts in Mandel.
- Zita Cogan transformed the Chamber Music Series into a six-concert series in the 1960's. Many of our current subscribers knew and loved Zita.
- Howard Mayer Brown, a distinguished Renaissance scholar and faculty member created the Early Music Series in 1981. He wanted to create a permanent outlet for artists and period instrument ensembles.
- The Regents Park Discovery Concert is sponsored by Regents Park by The Clinton Companies. It is free for subscribers and sold to the general public at a reduced ticket price, offering audiences an opportunity to hear undiscovered talent in the classical music world at an affordable price.
- The Contemporary Chamber Players was founded in 1964 by the late composer and professor Ralph Shapey and maintains a trend of bold innovation and cutting edge performances of contemporary music played by, among others, the Music Department's two Artists-in-Residence ensembles - the Pacifica Quartet and *eighth blackbird*.
- The Artists-in-Residence Series, the Pacifica Quartet, is a three concert series featuring the University's Quartet-in-Residence. It gives students and the community the opportunity to hear the "home team" quartet. It is free to University of Chicago students.