



VOLUNTEER USHER PROGRAM DESCRIPTION & GUIDELINES

REVISED AUGUST 2019

TABLE OF CONTENTS

<i>Minimum Commitment</i>	1	<i>Scanning Tickets</i>	6
<i>Schedule Conflicts & Swaps</i>	1	<i>Food & Beverage Policy</i>	7
<i>Absences</i>	2	<i>Start of & During the Performance</i>	8
<i>Dress Code</i>	3	<i>Emergency Evacuation</i>	9
<i>Transportation & Parking</i>	3	<i>Miscellany</i>	10
<i>Arrival & Sign-In</i>	4	<i>Usher Ticket Discount</i>	11
<i>Pre-Performance Duties & Timeline</i>	5	<i>Referring New Usher Candidates</i>	11
		<i>Appendices</i>	12-14

HOUSE MANAGEMENT & VOLUNTEER COORDINATION

Trent Wolfred
House Manager
twolfred@ppt.org
412.316.8200 x730

Shawn Israel
Asst. House Manager
sisrael@ppt.org
412.316.8200 x730

MINIMUM COMMITMENT

By participating in the Volunteer Usher Program at Pittsburgh Public Theater, you are agreeing to usher on six dates throughout the year—once for each of our six regular-season productions—on a schedule that is determined prior to the start of each production season, which generally runs from September through the end of June.

This commitment does not include any of the limited engagements or special performances that we sometimes host—such as *The Second City*, *The Play* with Rocky Bleier, and First Night-related performances. However, you may be given opportunities to volunteer for this sort of additional programming throughout the year.

Volunteers (or prospective volunteers) who know in advance that they will have extended travel or other conflicts which will make them unavailable for the entirety of two or more production runs should not agree to usher during that season. (Additional information about schedule conflicts will be provided in the next section.)

We consider ushering to be a mutually beneficial trade: as an usher, you provide us with about one hour of service per performance, and we provide you with an opportunity to watch that performance, which carries a ticket value of \$35-80+.

SCHEDULE CONFLICTS and SWAPS

Though ushers are provided with their six-date schedule in advance (and often *many months* in advance) of the start of each season, we understand that schedule conflicts will still arise and sometimes prevent you from ushering during a particular production. However, through your efforts and ours, we hope to keep absences to a minimum.

A list of the names and contact information of your fellow ushers—generally referred to as the *Swap List*—will be provided to you at the start of each season. **In the event of an anticipated, non-emergency conflict with one of your assigned ushering dates, your first course of action should be to utilize the Swap List to contact other ushers who may be willing to “swap”—that is, to trade ushering dates—with you for that production.**

Please note that the inclusion of your name and information on the Swap List is always optional. By default, new ushers are not included on the list during their first season, but will be given the option to be included in subsequent seasons. However, you do not have to be *on* the list to make use of it. *All* ushers are furnished with a copy and encouraged to use it.

If/when you successfully arrange a swap, notifying House Management of that swap via email (preferred) or phone is very helpful and much appreciated, though not absolutely mandatory.

If you are unsuccessful in resolving your conflict via the Swap List, you may contact House Management to request an alternate date on which your services might be needed, in lieu of your regularly-scheduled date. However, you are permitted to do this just once per season. Because of the size of our volunteer pool (currently numbering over 550!), we must place primary responsibility for resolving schedule conflicts on the volunteers themselves.

Only those who are currently in our database of active ushers at Pittsburgh Public Theater may come in your place, via swap or substitution. Regardless of anyone's ushering experience at other local venues, love of theater, good looks, or winning personality, **we cannot allow your family or friends who are not already Pittsburgh Public Theater ushers to stand in for you.**

ABSENCES

Any anticipated, non-emergency schedule conflict that you are unable or unwilling to resolve, and which keeps you from ushering for a regular-season production, will be recorded as an *Unexcused Absence*. Each usher is permitted one Unexcused Absence per season, while still remaining in good standing. Beginning with the 2019-20 season, ushers who record more than two Unexcused Absences in a single season, or more than three Unexcused Absences in any two consecutive seasons, will not be invited to return to the program in the following season.

Absences resulting from illness, injury, or any similar emergency involving you or a close family member are regarded as *Excused Absences* and will not count against your attendance record or good standing. If a health condition will keep you from your ushering duties for an extended period of time, you should inform House Management that you need to take a *Leave of Absence* and provide an approximate length of that leave. Similarly, this will not count against you.

While we don't want you to put yourself at undue risk in attempting to get to the theater, absences related to inclement weather *are not* typically regarded as Excused. In keeping with the old adage of "the show must go on," we rarely cancel performances due to weather. If an audience manages to show up under difficult conditions for a scheduled performance, we need ushers to show up as well to seat them. Similarly, you are responsible for your own transportation; just because your friend or partner who usually drives has taken ill does not mean that you are also off the hook.

With all of that said, we understand that there may still be last-minute conflicts and impediments which prevent you from ushering as scheduled. The best rule of thumb is to inform us of the circumstances forcing your absence as soon as you are able to do so. Whether or not an absence is deemed Excused or Unexcused (and whether or not it counts against your attendance record) lies solely with House Management, but the more information we have from you—be it before or after the fact—the better informed we'll be to make that call.

DRESS CODE

Your attire when ushering should be business casual, at minimum. Darker clothing is generally preferable, but not mandatory. Blue jeans are discouraged, but can be acceptable, provided they are a darker blue shade and in good condition.

You should not wear anything that might cause a distraction during the performance, such as large hats or headwear, noisy jewelry, or extremely bright or reflective clothing. Additionally, shorts and short-sleeve t-shirts should not be worn.

We reserve the right to require volunteers to change, cover, or remove any article of clothing deemed inappropriate to ushering (at the sole discretion of House Management), as a condition of ushering at that performance. Any usher who is unwilling or unable to comply with our standards of appropriate dress will not be permitted to usher, and may not receive attendance credit or be permitted to stay and watch that performance for free.

TRANSPORTATION and PARKING

The O'Reilly Theater, our home at 621 Penn Avenue, is situated less than two blocks from the busy Wood Street light rail and bus hub, and is also close to a handful of other downtown bus stops, making us easily accessible via a number of public transit options.

Unfortunately, Pittsburgh Public Theater does not have a direct, operational relationship with any area parking garage (as our landlord, the Pittsburgh Cultural Trust, does with the Theater Square Garage). As such, **we are unable to offer free parking for our 550+ volunteer ushers**, as it would result in a significant, real-money expense for our company, in excess of \$30,000 per year. With that in mind, here is our best advice for economical parking nearby:

- Street parking downtown is free after 6pm and all day on Sundays. In some cases, what are daytime travel/loading lanes become valid parking lanes in the evenings, but please check posted signage to be sure.
- Virtually all nearby garages offer discounted, flat-rate parking after 4pm and all day on Saturdays and Sundays.
- The most economical paid-parking options are generally operated by the Pittsburgh Parking Authority, with flat-rate options as low as \$6 on evenings and weekends. A list of all PPA downtown locations and rates can be found at pittsburghparking.com/facilities.
- You can reserve a paid parking space via the Pittsburgh Downtown Partnership, with at least 24 hours' advance notice, at downtownpittsburgh.com/pdp-reserved-parking-program.
- For those days when traffic and parking are especially hectic, the free ParkPGH app for your smart phone offers (almost-) real-time parking availability information for most downtown garages and lots.

ARRIVAL and SIGN-IN

On each of your scheduled ushering dates, you are asked to arrive, sign in, and be prepared to work one hour prior to curtain time. Our lobby opens 90 minutes prior to curtain time.

Because all ushers are now required to enter through our main lobby doors and pass through security, you should not plan to arrive nor expect to sign in any earlier than 90 minutes before curtain. If you do arrive earlier, you may wait in the box office until the main lobby opens. Volunteers arriving less than 45 minutes prior to curtain, are considered late and may or may not be permitted to usher or attend that performance for free, at the sole discretion of House Management.

If ever you should wish to enter with what would otherwise be a prohibited item for the general public—such as a laptop, tablet, or oversized bag—you should identify yourself as a volunteer usher to Security personnel and request a House Manager, who will, at their sole discretion, decide if your prohibited item may be allowed to enter. More information on prohibited items, and security in general, can be found at ppt.org/security.

Upon entering the building, you should sign in at the coatroom in the first-floor lobby, marking both your time of arrival and your preferred ushering location for that performance. (An example of the usher sign-in sheet is provided in the appendices of this document.) When signing in, you may check any coats or other belongings, free of charge. You should also grab a pin- or clip-back usher lapel badge. (If a pin or clip just won't work with your clothing, we usually have a limited number lanyards on hand, to which you may attach your badge.) You are asked to wear this badge while ushering and to return it to the coatroom before leaving the theater. *Please* remember to return it; we lose approximately 30 to forgetfulness each year.

In most cases, after signing in, you should proceed to the second-floor lobby/bar area (referred to as The Pub), to await the start of the pre-show usher meeting. If that space is being used for a private event, you will be directed to an alternate waiting area (which will usually be designated on the sign-in sheet). In rare instances, we may also ask you to assist us in placing inserts into program booklets, usually in the conference room adjacent to The Pub.

While waiting for the pre-show meeting and the start of your duties, you are entitled to one complimentary cup of coffee, hot tea, soda, or water. This free beverage may only be claimed prior to the pre-show meeting and will not be granted at intermission or after the show. Cookies, candy, and additional beverages are not complimentary.

Ushers are not permitted to purchase or consume alcoholic beverages at the theater prior to the show. While that one glass of wine is probably harmless, we do not want to get into the practice of monitoring usher consumption. Moreover, it simply isn't a good look for anyone representing the company and providing service to customers to be openly imbibing. Similarly, any usher who arrives at the theater visibly intoxicated will not be permitted to usher.

PRE-PERFORMANCE DUTIES and TIMELINE

Ushers are considered volunteer members of the theater's staff and are directly responsible to House Management while on duty. Ushers are regarded as being on-duty from the time that they sign in until they leave the theater.

At around 45 minutes prior to curtain time, a House Manager will gather ushers into either the second-floor conference room or the main auditorium for a brief, pre-show meeting. In this meeting, you will be given a bit of background information about that day's performance, including the expected running time and audience size, and alerted to any special concerns. This is also a good time to raise your own concerns and questions. The meeting will conclude with the House Manager assigning ushering locations to all volunteers—usually the same locations that everyone signed up for, though sometimes adjustments may be made.

While you may always note your preferred ushering location when signing in, you should be willing and able to work any duty assigned—ushering at any entry point or section, scanning tickets, showing patrons to their seats, placing inserts in programs, etc. We will do our best to make allowances for injury or disability, especially in the case of temporary conditions which prohibit you from performing a certain duty. However, as an overall team, our ushers need to be able to traverse stairs and aisles expediently, read tickets, operate handheld ticket scanners, and potentially provide assistance to audience members with disabilities.

When the auditorium is scheduled to open for seating (generally 30 minutes prior to curtain), ushers must be in position, as assigned—at entry points on both sides of the first, second, and third floors, as well as in the middle of our main aisles, when staffing allows. You will receive the go-ahead from House Management when we are, in fact, ready to open doors and begin seating. Please do not allow any audience members to enter the auditorium before receiving verbal confirmation from House Management.

Once the auditorium has opened and until the show begins, it is job of the ushering staff to take/scan tickets, distribute programs, and get audience members to their designated seats. (A seating chart is provided in the appendices.) During this time, you may also have to participate in any of the following:

- Resolving minor seating issues, such as moving an audience member who has taken the wrong seat, to free up the space for the rightful ticket-holder.
- Informing House Management of more significant seating issues, including audience members who cannot get to their seats due to mobility issues. (This sort of thing should be brought to our attention as soon as possible and not saved for on-the-fly reseating at curtain time.)
- Informing House Management of any complaints you may receive from audience members. Again, this is best addressed as soon as possible, rather than at curtain time.
- Providing minor assistance to audience members with mobility issues in getting to their seats. However, unless you have specific expertise in this area, you should not provide

any physical assistance with which you are not comfortable, nor which creates any physical or liability risk for you or the theater. You may provide a helping hand, but if any significant lifting or support should be needed, you should inform House Management of this need.

- Assisting audience members in storing walkers, wheelchairs, scooters, crutches, and other accessibility-related belongings in appropriate places. On the second and third floors, anywhere along the perimeter walls is generally acceptable. On the first floor, these items should be stored along the walls of the horseshoe-shaped hallway, just outside of our main seating area. However, the area immediately in front of the black curtains that separate this space and the voms/backstage should be kept clear for actor entrances and exits. If you are also willing and able to assist in retrieving and returning these belongings to their owners at intermissions and/or end of show, that is very helpful.

SCANNING TICKETS

All volunteer ushers will be given a brief lesson in the use of our handheld NScan ticket scanners (and as many refreshers as necessary, over time, as requested), with the expectation that all ushers will be able to use them. However, **at any given performance, only four volunteers—one on each side of both the second and third floors—will be tasked with scanning tickets.** (On the first floor, Front-of-House staff handle scanning duties.)

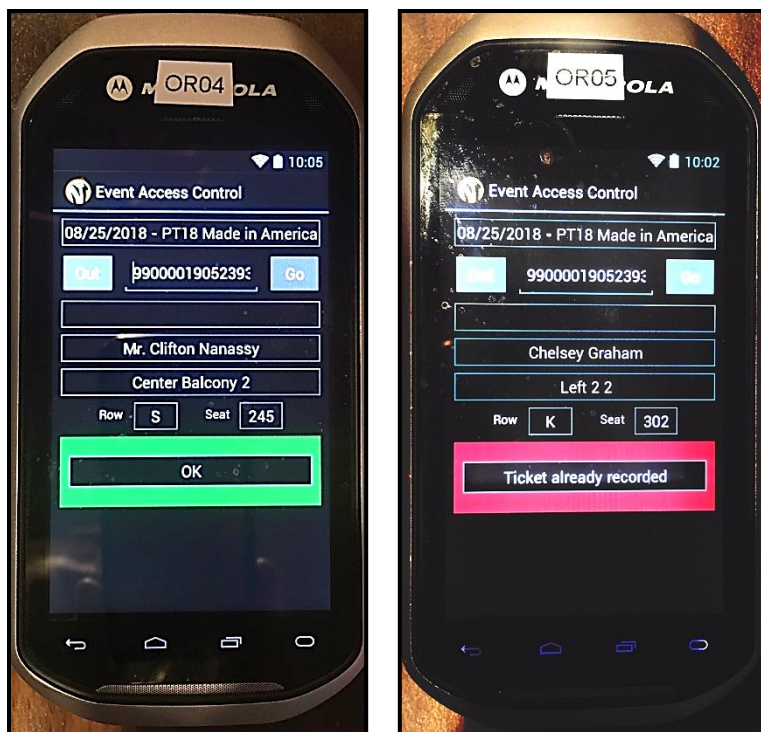
Scanning tickets should not be terribly intimidating as the scanners are largely point-and-click in their operation. The scanners will be delivered to ushers ready-to-use. To scan a ticket, simply press the lower button along either the left or right edge of the scanner, as pictured below.



Pressing and holding either one of these buttons will activate the barcode-scanning function: a red-light, cross-hair projection from the top edge of the scanner. Aiming these cross-hairs at the center of a ticket's barcode (or QR code), at a distance of about three inches, should generate a response message on the lower portion of the scanner's screen (as well as an audible beep/chime).

As pictured on the next page, desirable response messages are either:

- "OK" —framed by a green box; or
- "Ticket Already Recorded" —framed by a red box.



When a ticket produces either of these response messages, you should proceed to seat the ticket-holder. However, any other response message, aside from these two, indicates a problem with the ticket. Generally, your reaction to a problem ticket should be to direct the ticket-holder back to the box office to resolve it, but a full guide to scanner responses is included in the appendices.

There is nothing you need to do to reset the scanner or clear the screen. After each scan, the scanner is immediately ready for the next ticket.

Should the scanner ever stop responding, lose wireless connection, or display anything other than the scanning screen and messaging you're familiar with, you should begin tearing and saving ticket stubs (the barcode/QR code portion) in the silver ticket buckets located near each entrance. As ushers are usually positioned in pairs, one of the two of you should return to the lobby to alert House Management to the scanner malfunction as soon as possible.

Just before the performance begins, a Front-of-House staff member will collect the ticket scanners. However, if ever this does not happen before the performance begins, simply leave the ticket scanner on top of the box of program booklets at your entry point.

FOOD and BEVERAGE POLICY

Water, in any container, is perfectly allowable inside the auditorium. There is no need to turn away patrons bringing any sort of water to their seats. We do not want anyone to miss taking medication or be unable to soothe a coughing fit. Moreover, a spilled water is not going to stain or make anything sticky.

However, all other beverages must be in one of three styles of approved, lidded cup to be allowed into the auditorium. These permissible cups consist of the blue Pittsburgh Public Theater cups sold at our bars, and the two styles of lidded cup sold at other Pittsburgh Cultural Trust venues, as pictured on the next page.



Unless empty or containing only water, no other beverage containers are permitted inside the auditorium; this includes other styles of lidded cup sold by other area performing arts companies.

While our official, stated policy on food is that it is *not* permitted inside the auditorium, we do not ask ushers to enforce this policy. All of the snacks we sell in our lobby can be sneaked into the auditorium all too easily in a pocket or purse, so consistent policing becomes a losing battle. Moreover, Security personnel prevent outside food from being brought into the building in the first place. Instead, we keep our food policy in place so that we may enforce it in the event that someone is creating a disruption or a mess with their snacking.

START OF and DURING the PERFORMANCE

Just before the start of the show, a House Manager or Front-of-House staff person will inform you that you may take a seat. You should not take a seat before you've been given the go-ahead to do so. Though we reserve the right to require ushers to take specific seats, unless you are instructed otherwise, you are welcome to occupy any available seat in your assigned section, after all patrons—including walk-in and standing-room guests—have been seated. Should all seats be full, a standing-room space will be made available to you, though this is an *extremely* rare occurrence.

Because actors have already been called to “places” at this point, and because music, choreography, or other time-sensitive procedures may already be in progress, you should be prepared to take a seat *quickly*. Under no circumstances should your looking for or moving to seating cause any delay to the start of the performance. Additionally, this is not the best time to ask questions or raise other concerns, unless they are related to an immediate hazard to the audience, actors, or performance.

During the performance, we hope that ushers will help serve as our eyes and ears inside the auditorium and alert us to any audience emergencies or disruptions. A good rule of thumb for assessing a disruption (such as an audience member who is constantly talking) and whether it requires a response is, if it's enough to distract you or detract from your enjoyment of a performance, it's likely bothering other audience members as well. For minor disruptions such as talking, any nearby ushers who can inform the audience member that their behavior is disruptive should feel empowered to do so. However, if you do not feel comfortable doing so, you should report the disruption to a House Manager in the lobby—either immediately or at intermission, depending on how disruptive you believe the behavior to be.

If an audience (or staff) member suffers any sort of medical emergency, unless you are a medical professional yourself and able to respond, you should *immediately* locate a House Manager in the lobby and alert us to the situation. House Managers and select Box Office staff are certified in CPR/AED/first aid. Our AED machine is located in the first-floor lobby, and we also keep Narcan, oxygen, and basic first aid supplies on site.

As an usher, your behavior reflects directly upon the theater, so you *must* be a model audience member! Please do not forget to silence your mobile phone. If any talking is necessary, keep it to an absolute whisper. If you need to leave your seat, do so as discreetly as possible. And, of course, stay awake and attentive!

During intermissions, we don't want to take away your opportunity to visit the restroom, grab a beverage, make a phone call, etc. **If you have something you want or need to attend to during an intermission, you may do so. However, in the absence of anything else to do, you should return to your assigned ushering location** to direct patrons to exits/restrooms/etc, assist them with any seating issues, answer any other questions or concerns, or (occasionally) to guard props and scenery near the edge of the stage, if directed to do so. Insofar as ushers typically are positioned in pairs, it usually works well to take turns stepping away from your ushering location at intermission.

EMERGENCY EVACUATION

Should we ever need to evacuate the building for a fire or other emergency, ushers have no official responsibilities and are not required to assist in that evacuation. The evacuation will be conducted by House Management, Security, and Front-of-House staff.

However, should you wish to be of some service in an evacuation, the most helpful thing you can do is to inform (or show) patrons that emergency exits are located on all three levels, in all four corners of the auditorium—on both the front/Penn Avenue side (which they are familiar with), and the rear/alley side (which they are not). In a moment of potential panic, helping us to “part the seas” of crowd egress to both ends of the building could be very beneficial, but it is, in no way, required of you.

MISCELLANY

Capacity: The O'Reilly Theater seats approximately 600 people, depending on exactly how some of our flexible seating is configured for a particular production.

Restrooms and Elevator: On the first floor, men's and women's restrooms are on opposite sides of the lobby. On the second and third floors, restrooms are located along a hallway that runs along the left side of the building. Our public elevator is also on this side of the building.

Walk-In Passes: In addition to the three styles of ticket you will see while ushering (subscription, single-ticket purchase, and print-at-home), you may also sometimes encounter audience members bearing a *Walk-In Pass*—especially if ushering on the first floor. These passes are issued to subscribers who have mistakenly missed their subscription performance and entitle the bearer to take any seat that is still available at curtain time. It's a bit like flying standby. However, these individuals should not be seated until after all ticket-holders have been seated, and just before you take a seat yourself. On the first floor, a House Manager will take care of seating Walk-In Pass holders just before curtain time.

Late Seating: Once a performance begins, no one may enter the auditorium on the first floor. Latecomers and anyone who leaves their seat during a performance will be shown to a seat on our second or third floors by Front-of-House staff, and may take their rightful seat at intermission. This re-entry rule also applies to ushers who exit the auditorium during a show.

Accessibility: We offer a variety of accessibility-related technology, including assistive listening headsets, for audience members (or ushers) to borrow while attending a performance. These items are available at the coatroom and individuals must provide identification as collateral when borrowing any accessibility-related device. More information on accessibility and the range of services offered is available on our website, ppt.org, under the *Visit* heading.

Post-Show: Ushers have no required duties following a performance. If you are able to help return stored walkers or wheelchairs to the audience members they belong to, or if you wish to help pick up programs and trash from beneath the seats, great! However, you are not required to do so. As such, if ever you need to leave a performance early, that's usually fine. However, if you know that you'll be exiting *during* a performance, please don't seat yourself front-and-center. Choose a seat near our second- or third-floor exits, so that you can slip out discreetly.

Disclaimer: Pittsburgh Public Theater reserves the right to dismiss any volunteer usher for violating the rules laid out in this document, or for any other conduct deemed unacceptable or unrepresentative of our company, at our sole discretion.

*"[Our ushers are] essential to what we do. We couldn't do it without them."
—Trent Wolfred, PPT House Manager, in the Pittsburgh Tribune Review, 2/8/2010*

*"Volunteering does not give you license to do a shitty job."
—Tim Ferriss, NYT Best-Selling Author, Entrepreneur, Podcaster*

USHER TICKET DISCOUNT

You may purchase tickets to any regular-season Pittsburgh Public Theater performance at a 50% discount. The former exclusion of Saturday evening performances from this discount pricing has been lifted, effective September 2017. However, in the event that a production is selling particularly well, we reserve the right to reduce, modify, or eliminate the usher discount for that production—with or without notice. (However, we will always try to notify everyone in a timely manner, should we choose to alter the discount.)

This discount is not applicable for any of our limited engagements or special programming, such as *The Second City*—though, from time to time, we may offer you some discounted rates on special programming, with notice. Your usher discount cannot be used in conjunction with other discounts, offers, or promotions. (Please note that, in most cases, our student pricing will beat the usher discount for anyone who is age 26 or younger or a full-time student.)

To purchase tickets at the usher discount, simply contact our Box Office by phone (412.316.1600) or in person and identify yourself as an usher. At present, this discount is not available for online ticket purchases. You must initiate the ticket order in your name, but friends or family can provide payment.

If a friend or family member accompanies you to the theater, they must have a ticket to see the show. Under no circumstances are you permitted to bring guests with you to watch a performance for free.

REFERRING NEW USHER CANDIDATES

We cannot do what we do without the generous service of our volunteer ushers. (*Thank you!*)

For the past 15 years or more, we have kept our usher roster populated without any active recruitment efforts. Word of mouth from current ushers is, by far, our most fruitful means of finding new volunteer candidates. **If you know anyone who would like to join our Volunteer Usher Program, please invite them to email Trent Wolfred, House Manager, at twolfred@ppt.org.** (No phone calls, please.) In that correspondence, they should include their full name(s) and contact information, and any scheduling preferences they may have.

We typically only add new ushers to our roster in August, just prior to the start of each new season. Occasionally, we'll find ourselves with a need for more ushers in the middle of a season and may do a round of new usher placement in the winter, as well. As long as a candidate has reached out via email, they *will* be contacted the next time we're adding new ushers. However, they should be aware that it will often be a number of months before they hear from us.

Naturally, we ask that you only refer reliable individuals who have been informed of the nature, expectations, and time commitment of this volunteer opportunity.

APPENDIX A: EXAMPLE of SIGN-IN SHEET

AT WHAT TIME DID YOU ARRIVE?

LAST NAME	FIRST NAME	TIME IN
Fosse	Bob	6:55
Harris	Julie	6:55
Lansbury	Angela	7 PM
Maxwell	Jan	
McDonald	Audra	
Minnelli	Liza	6:33
Plummer	Amanda	6:10
Prince	Harold	
Rivera	Chita	
Rylance	Mark	6:50
Shepard	Sam	7:00
Sondheim	Stephen	
Stoppard	Tom	6:45
Taymor	Julie	
Tune	Tommy	
Wilson	August	6:58

BY SIGNING IN HERE, YOU AGREE TO ADHERE TO ALL POLICIES OF SERVICE AND CONDUCT, AS OUTLINED IN THE *VOLUNTEER USHER GUIDELINES*.

VOLUNTEERS ARRIVING LESS THAN 45 MINUTES PRIOR TO CURTAIN MAY NOT BE PERMITTED TO USHER, AT DISCRETION OF HOUSE MANAGEMENT.

SPECIAL INSTRUCTIONS FOR THIS PERFORMANCE:

Private event on second floor;

please wait in first-floor lobby

prior to tonight's pre-show

usher meeting. Thank you!

WHERE WOULD YOU LIKE TO USHER TODAY?

(ONE NAME PER LINE, PLEASE.)

1ST FLOOR LEFT

1 Julie
2 Bob

(STAGE)

1ST FLOOR RIGHT

1 Tom Stoppard
2 Mark R.

2ND FLOOR LEFT

1 Sam S.
2

MID-AISLE

1 Audra P.
2

2ND FLOOR RIGHT

1
2

3RD FLOOR LEFT

1 ANGELA LANSBURY
2 Liza Minnelli
3

AS NEEDED

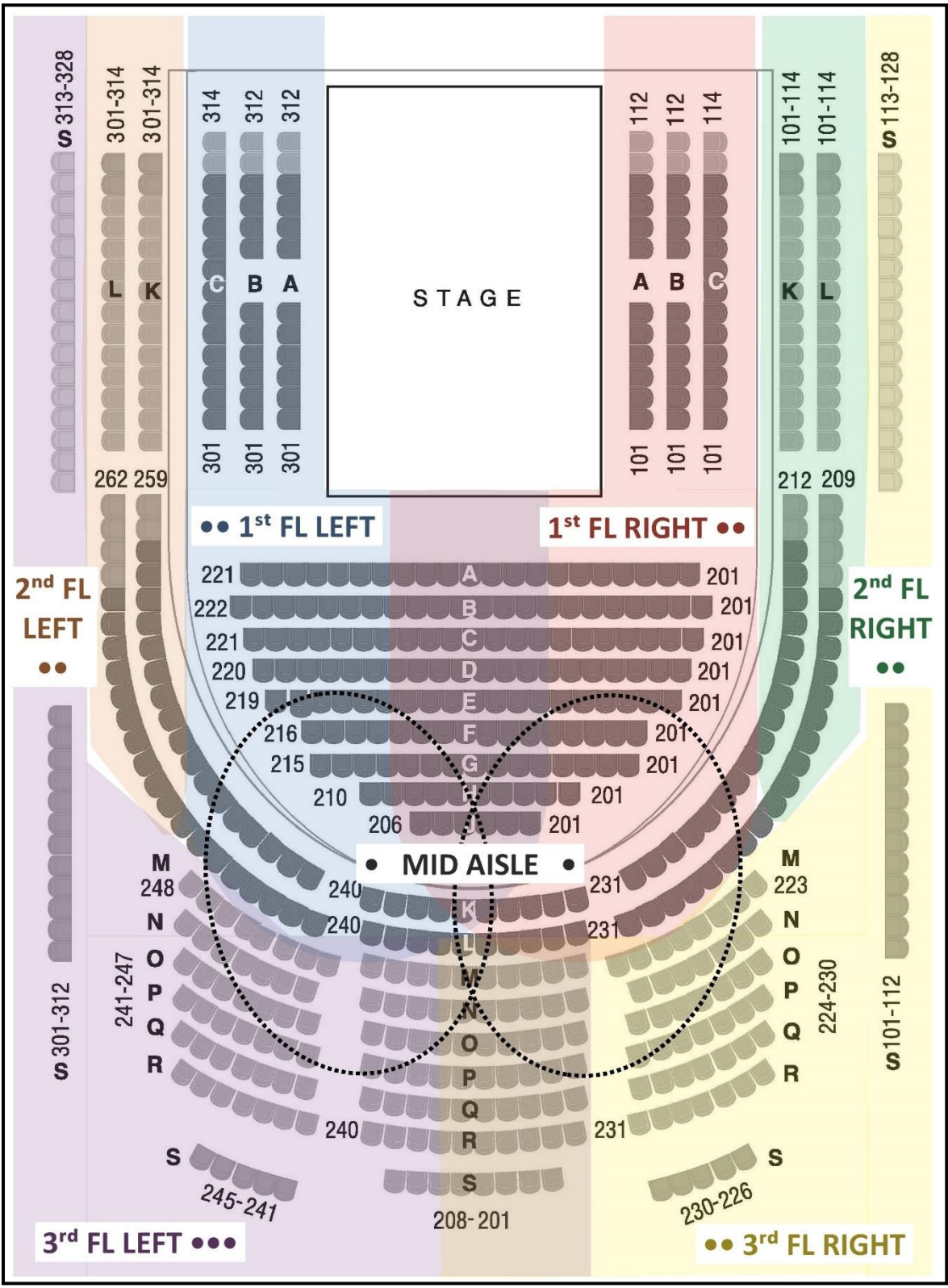
August W.

3RD FLOOR RIGHT

1
2

APPENDIX B: O'REILLY THEATER SEATING CHART

Coded by typical seating responsibilities for each ushering location. Each ● represents an usher.



APPENDIX C: GUIDE to SCANNER RESPONSE MESSAGES

DESIRABLE MESSAGES	WHAT THIS MEANS	WHAT TO DO
OK	A successful scan!	Proceed to seat the patron .
Ticket Already Recorded	Patron already entered / Ticket was already scanned by another usher.	Proceed to seat the patron .
ERROR MESSAGES	WHAT THIS MEANS	WHAT TO DO
Ticket Superseded by Reprint	Another, newer copy of this same ticket has been printed, either by patron's request or box office error.	Tear ticket stub / barcode and save in ticket bucket. Proceed to seat the patron .
Ticket Has Been Returned	Ticket was returned or exchanged over the phone. Patron probably has a new ticket waiting at the box office.	Ask patron if there was a return or exchange. Direct them to the box office to pick up new ticket or for further assistance.
Wrong Performance Date/Time	Patron's ticket is for a performance on a different date or at a different time.	Double-check info on ticket to confirm and explain this to patron . Patron may be able to exchange for ticket to current show at the box office .
Ticket For Other Performance	Patron has come to wrong venue or presented a ticket for a different production.	Double check info on ticket to confirm and explain this to patron . If patron purchased ticket for current show, it can be reprinted at the box office .

PLEASE NOTE: IF SCANNER DISPLAYS ANYTHING OTHER THAN THE ABOVE MESSAGES, BEGIN TEARING AND SAVING TICKET STUBS / BARCODES UNTIL HOUSE MANAGEMENT CAN BE CONTACTED TO CORRECT THE PROBLEM.