

# Welcome to Trinity Rep's '18-19 Season Usher Training!

If you have a question throughout this presentation, please raise your hand, and I'll get to you as soon as possible.



What makes a great usher?



What's on stage at Trinity Rep?

# Updated Usher Program Requirements

- Ten required shifts this season
  - One shift per Dowling show
  - Two shifts per Chace show
  - Some flexibility (could work 3 A Christmas Carol shifts and 1 Macbeth)
  - An Iliad won't count towards 10 performances (limited availability, high demand, 1st come, 1st served)
    - Will count towards rewards program, however (more on that later)
- Signing up for/canceling shifts through your personal usher webpage
  - We'll be cleaning the site up, fixing glitches, etc. however it's currently functional
  - Get familiar with it, however, we'll go over it again later in presentation
- Few added responsibilities
  - Usher stationed at accessible restroom during intermission
  - Usher stationed at pre-orders during intermission
  - Possibility to begin training on ticket scanners

# Rewards Program

As the largest group of folks who represent the “face” of Trinity Rep, you are extremely valued. I appreciate you, and as such, I wanted to reinstitute some form of a rewards program this season.

- For every three shifts you work, you will earn a ticket voucher to be used for any show during the rest of the season
  - It is subject to staff blackout dates which will be added into Steve’s weekly PDF upload to the usher webpage
  - Call the Box Office to redeem
  - More information will be provided on the actual voucher
  - Anything earned during the run of Marisol, our final show of the season, will be valid for use during our next season
- Ushers may purchase staff rate tickets at \$25 each for any performance excluding Saturday evening, subject to availability. Steve’s weekly PDF upload will identify performances at which staff tickets are unavailable
- Ushers will be limited to ten staff rate tickets for A Christmas Carol during the month of November only; Saturday nights and blackout performances listed on Steve’s weekly PDF upload at the time of request are excluded. Staff rate tickets for performances during the month of December are not available for purchase
- Free soda, water, coffee, hot tea at each performance you usher
  - Please be respectful of our bartenders’ set up process; once they are ready, they will serve you
  - Other concessions are half price (no alcohol)

# Strikes

With rewards come some stricter regulations around the usher program. These are only in place to make sure that everyone feels equally valued and respected, both in our ushering program and in our Front of House staff, and so our patrons can have the absolute best experience possible.

- If you miss three shifts during one season, you will kindly be asked to leave our ushering program
  - I understand that things happen in life. This is why you have wiggle room of three strikes before you're out
  - In extreme circumstances, contact Steve or myself and I will determine if we will make an exception (ex. Death in the family, natural disaster, etc.)
  - Ensures that everyone is pulling equal weight
- Now that you can cancel your own shifts online, any shifts canceled within one week of the scheduled usher shift will be counted as a strike
  - Much harder to find last minute coverage
  - If you can find coverage for your shift before canceling, we won't count it as a strike
- By the end of the season, anyone who hasn't scheduled themselves for the ten shift requirement will have the missing performances counted as strikes

# Usher Portal Recap



What is our biggest goal this season for our Front of House staff and Ushers?



How do we do it?



“You are our patrons’ first experience at the theater. Your interaction will set their mood throughout their time with us. A simple, quick interaction can make or break their experience.”

We appreciate you.  
You are essential to a  
positive experience.  
Let's have a great  
season!

Final questions?