

WELCOME

Welcome to the Miller Auditorium Usher Corps. We hope the time you spend ushering at Miller Auditorium is enjoyable and rewarding. Miller Auditorium would not be able to provide the current level of entertainment and service without the help of our ushers.

The Miller Auditorium Usher Corps is one of the largest volunteer organizations on campus, and is open to all WMU students and members of the Kalamazoo community. Ushers have the opportunity to see some of the finest professional entertainment for free, in exchange for their services as an usher. Organizational meetings are held at least twice a year (towards the beginning of the semester). Dates for the meetings are posted online.

The Auditorium staff is always available to answer any questions you may have. Thank you for your interest in being a part of the Miller Auditorium Usher Corps.

USHER APPLICATION ACCEPTANCE

AGE LIMIT

Anyone is welcome to be a part of the Miller Auditorium Usher Corps. To be an usher, you must be at least 18 years of age or a student at Western Michigan University.

SCHEDULES

Please feel free to sign up for as many shows as you want. In most cases you'll be scheduled for at least half of the performances you selected.

Schedules will be mailed out as soon as possible after the due date, **usually within two to three weeks**. You also have the option of being a permanent substitute. If you are unable to plan several months in advance for when you are available to usher, you may request to be on of the first people called when scheduled ushers need substitutes.

TRAINING

All ushers need to attend a two hour training session before their first ushering assignment. (Sometimes the training schedule does not make it possible to train prior to the first ushering assignment. Other arrangements will be made on a per case basis.) During this training we will go over customer service, auditorium and university policies/procedures, and take a tour of the building.

This training is in addition to the organizational meetings held each semester, where ushers are updated on policies/procedures and receive a schedule of events which ushers are needed.

USHER CORPS PHONE NUMBERS and EMAIL

Please contact the Usher Corps Office with any questions, substitute requests, etc. While we do not have set office hours, please leave a message and someone will return you call or email as soon as possible.

Usher Corps Office
(269) 387-2323
MA-UsherCorps@groupwise.wmich.edu

The Usher Corps office voice mail system is also set up to provide you information on report times, performance additions/cancellations, and organizational meeting information. For this information, please choose option #2 when prompted by the voice mail system.

RULES OF CONDUCT

The following are **prohibited** and are grounds for dismissal from the Corps:

- a) Smoking, eating, or drinking while working. This includes food from the concession stands.
- b) Leaning or lying down while working unless otherwise noted by the Area Manager.
- c) Congregating in a group and socializing while on duty.
- d) Accepting or soliciting tips or gratuities of any kind.
- e) Reporting for work wearing jeans, tennis shoes, sandals, shorts, or anything other than the specified dress code.
- f) Leaving before the appropriate time without receiving approval from the Area Manager.
- g) Allowing individuals in the building without the proper tickets.
- h) Reporting for ushering under the influence of alcohol, drugs, or any other unfit condition.
- i) Unauthorized removal of equipment or property belonging to the University.
- j) Attempting to enter the backstage area.
- k) Fighting or provoking a fight on the job.
- l) Engaging in horseplay or playing with University equipment.
- m) Discourteous treatment of the public, co-workers, and/or management.
- n) Do not discuss expected attendance figures, accidents or building policies with patrons or the press. Direct questions of this nature to the House Manager or administrator on duty.
- o) Leaving the building, without authorization, during a scheduled ushering assignment.

Other failure of good behavior not mentioned specifically above can also be grounds for dismissal including immediate and in some cases, automatic ejection from the building.

DRESS CODE

INFORMAL SHOWS

Women- should wear nice pants, slacks, or skirt with a nice shirt or blouse. Shirts and sweaters must have sleeves – no thin or spaghetti straps.

Men- should wear nice pants, or slacks with a dress shirt or sweater.

FORMAL SHOWS

Women- should wear a nice black dress, a white blouse/black skirt combination, or a dressy slacks (white shirt/black slacks combination) outfit. Skirts must be at least knee length. Blouses and dresses must have sleeves – no thin or spaghetti straps. All white or all black sweaters are also acceptable. **No print shirts will be allowed.**

Men- should wear a black suit or black sport coat and dress pants, with a white dress shirt and a conservative tie. Men may also wear black slacks, a white dress shirt, and a conservative tie without a suit or sport coat. **Ties are mandatory for formal shows.** All white or all black sweaters are also acceptable. **No print shirts will be allowed.**

At the formal shows, it is essential to dress as formally as our patrons. Therefore, if the Head Manager or other Miller Auditorium Administrative personnel decides an outfit is not formal enough to properly represent Miller Auditorium, **the usher will be sent home to change.**

REMEMBER - absolutely no jeans, tennis shoes, t-shirts, shorts, open-toe/open-back shoes, sandals, etc.

USHER RESPONSIBILITIES/DUTIES

Miller Auditorium Ushers provide a variety of services for the patrons during a performance. Listed below are the areas in which ushers may work during a performance, along with a brief description of each service. (The descriptions are not all inclusive of what is done in any of the areas.)

SEATING AREA

Ushers hand out programs and other materials to patrons as they enter the seating area. Ushers also assist patrons to their seats, handle seating issues, answering questions. After the performance, ushers assist with cleaning the seating area, picking up any items left behind.

ELEVATOR ATTENDANT

At each performance, one usher will serve as the elevator attendant. This usher will greet patrons and operate the elevator, assisting patrons to the appropriate level of the seating area. The elevator attendant will also collect the ticket stubs from patrons who are seated on the Upper Grand Tier and Balcony levels.

COAT CHECK

There are two coat-check rooms in the auditorium, which are staffed by ushers during a performance. Following the performance, **at least** two ushers should be in the coat check in order to return coats to patrons as quickly as possible.

Ushers working the Orchestra Level coat check will also be responsible for handing out hearing assistance devices. Directions for handing out, collecting and cleaning of the devices can be found with the hearing assistance devices.

CONCESSION STANDS/BAR SERVICE

Ushers assist the Area Managers in the concession stands and at the bar service areas. These areas are open before the performance and during intermission. Ushers may assist with restocking product, getting beverages from the cooler as patrons order, refilling coffee pots, assist with closing the area after intermission, etc.

GREETERS

Greeters meet our patrons as they enter the building. Greeters hold open doors, assist patrons in wheelchairs, provide directions to the ticket office, restrooms, seating area.