



**R I C H A R D S O N
A U D I T O R I U M
I N A L E X A N D E R H A L L**

PrincetonUniversity



Usher Manual

for

Richardson Auditorium in Alexander Hall at Princeton University

Mailing Address: Administrative Office
Richardson Auditorium in Alexander Hall
Princeton University
Princeton, NJ 08544-1007

Website: www.princeton.edu/richaud

Important Phone Numbers:

Johanna Womer Benjamin, House Manager	(609) 258-6001
Usher Hotline	(609) 258-7012
Jennifer Sorgatz, Director	(609) 258-5600

Ticket Office:

Ticket Office and General Information (609) 258-5000
Open Mon-Fri 12- 6 pm (at Frist) and two hours before each event

Dear Richardson Auditorium Usher,

Welcome to Richardson Auditorium in Alexander Hall at Princeton University! We are delighted that you have chosen to be part of Richardson's usher team.

As you know, Richardson Auditorium is a world-class performing arts venue that seeks to nurture and promote the performing arts at Princeton University by providing and supporting a quality auditorium facility that enables artists to provide their absolute best performance to our audiences.

Greatly due to the efforts of its volunteer usher staff, Richardson Auditorium is able to present a high standard of service to patrons. Thank you for choosing to be a part of that excellence!

The Richardson Auditorium Administrative, House and Stage staff, as well as our volunteer ushers, thrives on teamwork. Ultimately, our duties work towards the same goals: to make each event run smoothly and to serve our patrons in a professional manner. The following manual is designed to enable you as an usher to provide the best service to patrons. While some duties of an usher are very consistent and clear, other needs may arise unexpectedly. Please familiarize yourself with this manual in order to be best prepared to assist our patrons. If you ever have any questions or concerns, please do not hesitate to let us know.

We look forward to working with you during our upcoming season of events!

Sincerely,

Jennifer Sorgatz
Director
Richardson Auditorium in Alexander Hall
Princeton University

Richardson Auditorium

Vision, Mission, and Goals

- Vision** To be a world-class performing arts venue that enhances the educational mission of Princeton University.
- Mission** To nurture and promote the performing arts at Princeton University by providing and supporting a quality auditorium facility that enables the artists to provide their absolute best performance to our audiences.
- Goals**
- Establish Richardson Auditorium as a University-wide resource and as a campus performing arts facility that is professionally managed, accessible, and affordable.
 - Balance and meet the needs of all three of Richardson Auditorium's primary clientele, in priority order: The University and the Department of Music, student performing arts organizations, and the greater non-University community performing groups.
 - Develop and implement a client-centered approach to the overall management of Richardson Auditorium and increase user satisfaction.
 - Establish short and long-term plans for the renovation and expansion of Richardson Auditorium and Alexander Hall to insure that this internationally recognized performing arts venue continues to meet the needs for the campus community and brings credit and provides value to Princeton University.

General Information

Scheduling: The House Manager will schedule ushers based upon the needs set forth by the staff. Ushers will be sent a schedule of the upcoming events to be held in Richardson Auditorium on a monthly basis. Ushers will contact the House Manager by phone to be scheduled (609-258-7012). Once an usher has been scheduled for an event, s/he will be expected at that event. In the case of illness or if you need to miss an event for which you are scheduled, or for up-to-the-minute information concerning events, please contact the House Manager.

Dress Code: Ushers should wear a white shirt or blouse, black/dark blue pants or skirt, and dark shoes. In colder weather, Richardson Auditorium will provide a logo sweater if needed. Ushers may wear a black/dark blue jacket or sweater if they desire.

When to Arrive: Ushers should arrive one hour before the start of a performance or in the case of a pre-concert lecture, one half hour before the start time of the lecture. Ushers should check in at the Will Call podium in the ambulatory to collect their usher badge and assignment for the event.

Personal Belongings: Ushers should leave all personal belongings (coats, purses, etc.) in the cabinet designated for ushers which is located in the Green Room area. Personal items may not be carried while an usher is performing duties. While Richardson Auditorium is a safe and secure facility, please leave valuables at home. Richardson Auditorium is not responsible for personal property.

General Responsibilities

Usher Assignments: Ushers are to be assigned by the House Management as follows (though some variation may be necessary):

- **Two ticket-takers at center doors and one at each balcony door.** Center door ticket takers must be especially prepared to manage large crowds at their post, particularly during general admission performances and at the initial opening of the house to patrons.
- **Two to three ushers inside the Orchestra/Parterre section** of the hall to greet patrons with programs and assist patrons to their seats. This role is particularly important in assisting our handicapped patrons and assisting those unfamiliar with the hall to their seats.
- **Four or five greeters with programs in the balcony, two at each door and one 'floater'.** Knowledge of the Balcony seating system is very important as it can be quite confusing. Ushers should be prepared to greet patrons with programs and direct them all the way to their seats.

Pre-Event Usher Meeting: Ushers will be given the following information 10 minutes before the house opens.

- Contents of the program
- Start and end times of the performance
- Length of intermission
- Type of tickets and how they should be taken
- Updates from the House Manager
- Emergency procedures

Knowledge of Building: Ushers should be well familiar with and able to direct patrons to the following locations within and around the building.

- Ticket Office
- Will Call Podium
- Restrooms
- Handicapped-Accessible Entrances and Restrooms
- Richardson Lounge
- Water Fountain
- Campus Telephone
- Parking
- Exits
- Fire Alarm Pull Stations
- Fire Extinguisher Locations

***** Double tickets and upset patrons:*** Occasionally, the problem of double tickets can arise when more than one ticket exists for a particular seat. In that case, ushers should obtain tickets and stubs from the patrons concerned and summon the House Manager, who will then deal with the situation as best suits all parties. Patrons can become upset from time to time and ushers should be prepared to cordially listen to each patron's concern to determine the cause of the problem. If the problem cannot be immediately resolved, ushers should alert an Event Assistant or the House Manager, who will take steps to serve the patron.

***** Ambulatory Noise:*** The auditorium is not soundproof from outside noise. Staff and volunteers are responsible for reminding patrons and guests to keep quiet. All staff must maintain quiet in the ambulatory during performances and pre-concert lectures.

***** Emergency Procedures:*** During events, ushers should be on the lookout for emergencies in the auditorium. In the case of a single patron emergency, an usher should alert a member of staff who will immediately take steps to assist the patron. The usher should then return to his/her seat or post at the next appropriate point in the program.

In the event of an evacuation of the building for any reason (fire, etc.), ushers lead by example and proceed directly to the south lawn to await instruction from emergency personnel. **

Event Coordination

- **One hour prior to each event (half hour before pre-event lectures):** Arrive and check in at Will Call podium.
- **Ten minutes prior to house opening:** House Manager meets with Usher staff in the house. Upon the completion of this meeting, ushers should make their way to their posts.
- **Thirty minutes prior to the start of the program:** House Manager opens the house. Ushers take tickets and assist patrons as needed. Any questions should be addressed to the House Manager.
- **Five minutes prior to scheduled start time:** Assistant House Manager rings the bell.
- **At scheduled start time:** The House Manager or Assistant HM will admit all ushers just before program begins. Ushers should remain at their posts until the House Manager invites them to find a seat. No usher is guaranteed a seat for any event. Ushers who leave the house during performances will be seated at appropriate times at the House Manager's discretion. Ushers should sit in the closest possible seat to their post in order to assist patrons as any need arises. The House Manager or Assistant HM will close the house doors at the beginning of the performance; ushers should not close the doors. At least one usher will need to be seated at each balcony door to close top doors on their way in and assist with late patrons. Ushers seated in the Orchestra and Parterre sections should be prepared to assist late patrons in finding their seats as quickly and quietly as possible.
- **At the start of intermission:** (usually 15 minutes in length), ushers should return to their original posts to offer information and assistance to patrons. Assistant House Manager rings the bell at five-minute call.
- **At the end of the event:** ushers will pick up all discarded programs and ticket stubs and leave any Lost and Found with the House Manager. Please check out with the House Manager or an Event Assistant prior to leaving for the evening.

Seat Locations (see attached diagram)

Ground Floor

Orchestra (*floor*) **Rows A-J:**

Left - odd numbers

Right - even numbers

Lowest numbers at the center of the house

Parterre (*raised seating*) **Rows K-O:**

Left - odd numbers

Right - even numbers

Lowest numbers at the center of the house

Balcony

Balcony Center Arch (Rows AA-GG):

Consecutive 200-series numbering

Balcony Left and Right (Rows AA-GG):

Left – odd numbers

Right – even numbers