

Season 22

Usher Coordinators: Juliet Hicks & Bennett Vernick

San Francisco Playhouse

450 Post Street

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# 2024-2025 SEASON USHER HANDBOOK

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# WELCOME TO THE SF PLAYHOUSE USHER PROGRAM

Thank you for your interest in ushering at the San Francisco Playhouse for our 22nd season! We could not do what we do without the generous gift of your time and energy. This packet should contain all the information you need to successfully volunteer with us this season. If you have any questions regarding these ushering procedures, please don't hesitate to email us at [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org). Welcome to the family!

## CONTACT US

**All usher inquiries:** [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org)

**Bennett Vernick**, Usher Coordinator: [bvernick@sfplayhouse.org](mailto:bvernick@sfplayhouse.org)

**Juliet Hicks**, Front of House Manager: [jhicks@sfplayhouse.org](mailto:jhicks@sfplayhouse.org), (415) 287-0915

**Box Office**, for urgent/last-minute needs: [info@sfplayhouse.org](mailto:info@sfplayhouse.org), (415) 677-9596

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# SIGNING UP TO USHER

Ushers are invited to register for show shifts by email. Emails will be sent 2-3 times per production to avoid inbox overload, with the subject line 'Usher Call: Show Name.' If not already on our email list, or to refresh your email in our database, please input your email address through the following link: <https://www.sfplayhouse.org/sfph/join-our-email-list/>

Shift registration is done through an application called VolunteerLocal. There will be a button in the usher emails leading directly to the registration page in this app. The show name will be listed at the top of the page, followed by a list of available dates and shifts. Check the box next to the shift(s) you plan to volunteer for, then scroll to the bottom to input your name, email, and click the button to complete registration. You should receive an automated confirmation email with your shift(s) from VolunteerLocal.

EXAMPLE



## San Francisco Playhouse



**Evita**  
June 27th - September 7th, 2024  
SF Playhouse, 450 Post Street

Check Your Status

### + Usher

+ Friday, August 9th

6:45pm - 10:30pm

1  
SPOT  
LEFT

+ Saturday, August 10th

6:45pm - 10:30pm

1  
SPOT  
LEFT

+ Wednesday, August 14th

12:45pm - 4:30pm

2  
SPOTS  
LEFT

+ Thursday, August 15th

[view description](#)

SPOTS  
LEFT

### What's your email address?

Your email address:

Check here if you *do not* have an email address.

### Your information

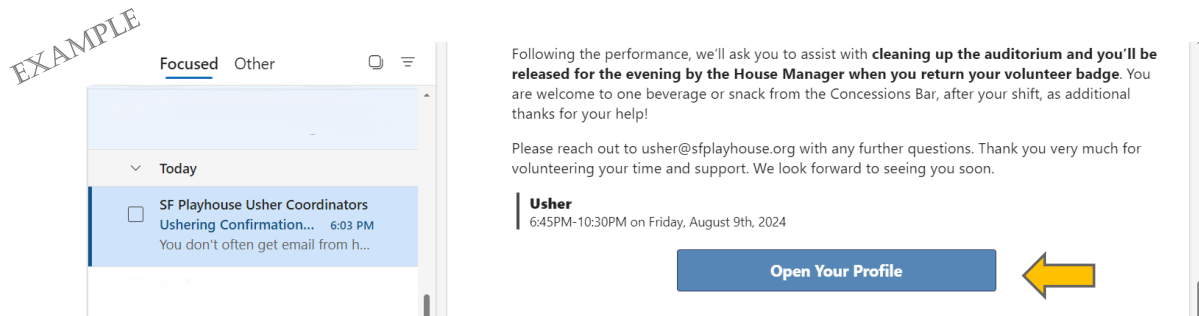
Required fields are marked with an asterisk (\*).

What is your first name? \*

What is your last name? \*

Sign Up To Volunteer

The confirmation email will come from 'SF Playhouse Usher Coordinators' with the subject line, 'Ushering Confirmation.' If you want to refer back to a comprehensive list of the shifts you're signed up for, or to cancel a shift, click the link in the bottom of the email to see your VolunteerLocal profile.

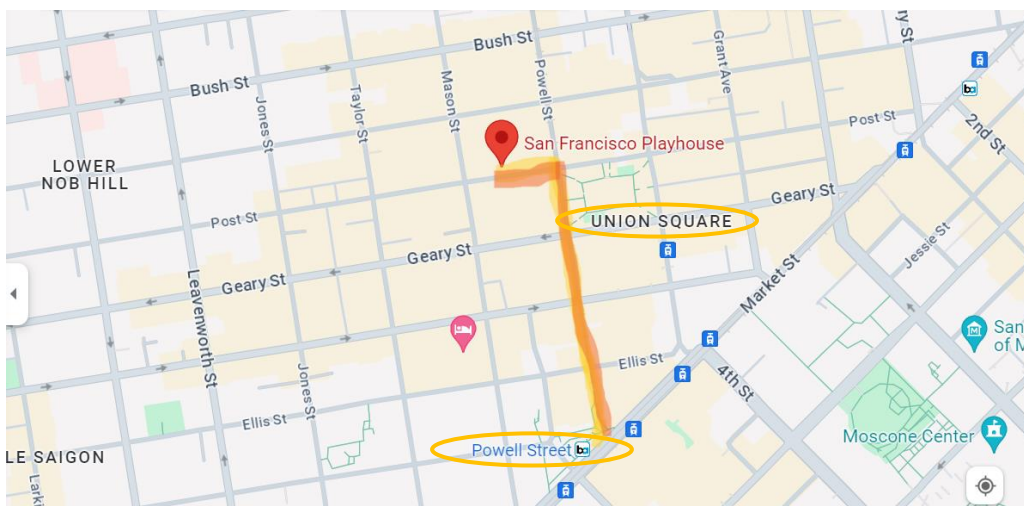


Please Note: An email will be sent three weeks before each new show containing performance details, dates, and a unique sign-up link. Use only the link provided for the current production in VolunteerLocal. Links from previous emails for past shows are not valid, as each show has its own distinct URL.

## GETTING TO THE THEATER

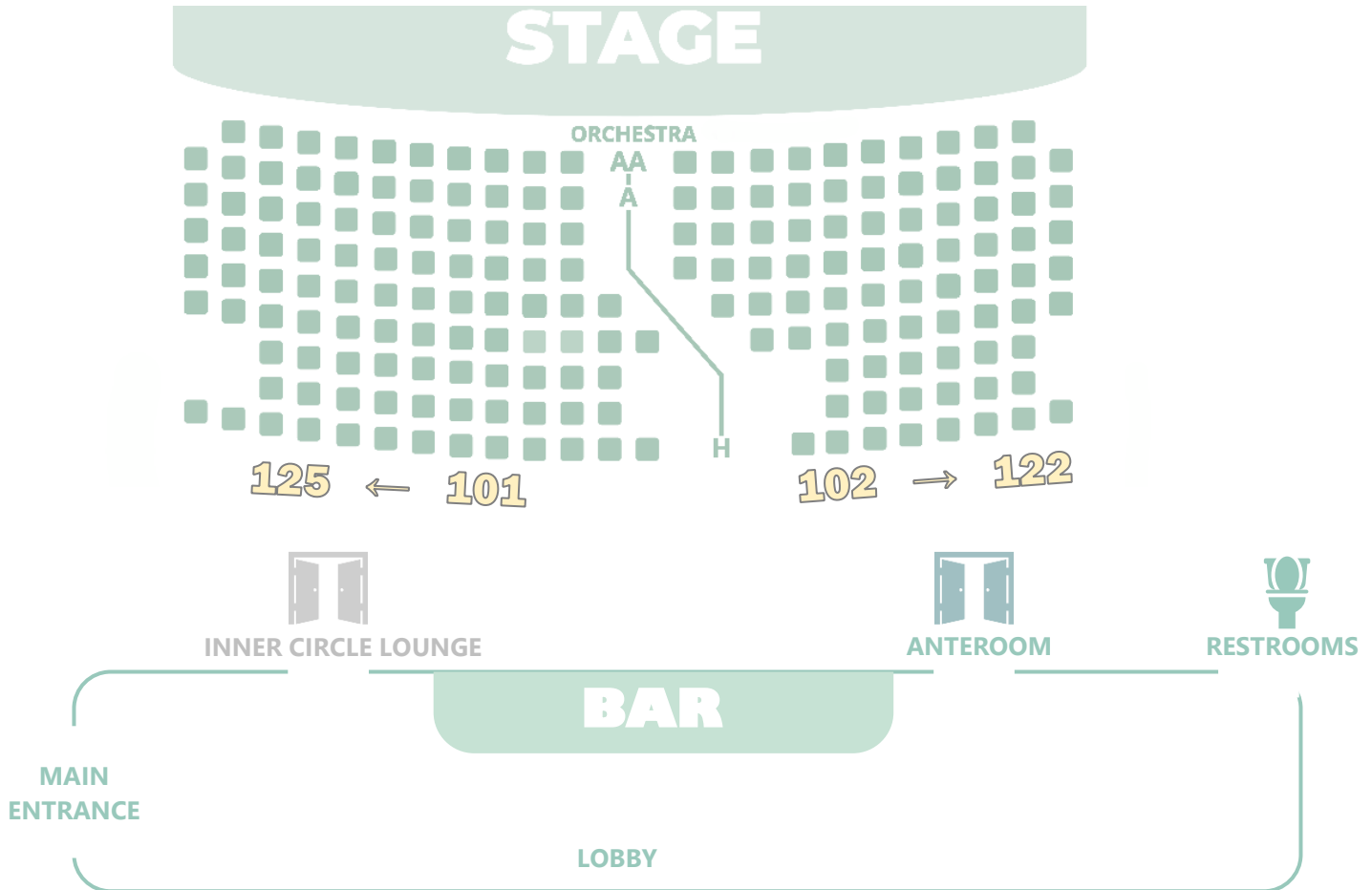
Find us at 450 Post Street, near Union Square. Being downtown, parking is limited to surrounding, paid garages. For public transit, exit at Powell station and walk up Powell Street. The theatre is on the Kensington Park Hotel's 2<sup>nd</sup> floor; floor M2 is the mezzanine/balcony. Check in with the Box Office, on floor 2, upon arrival and store any personal items there- it's locked when unattended. Feel free to wait in the hallway or lobby for the House Manager.

Please note: Ushers should arrive having already eaten. Please give yourself ample time to have a bite to eat before your shift begins.

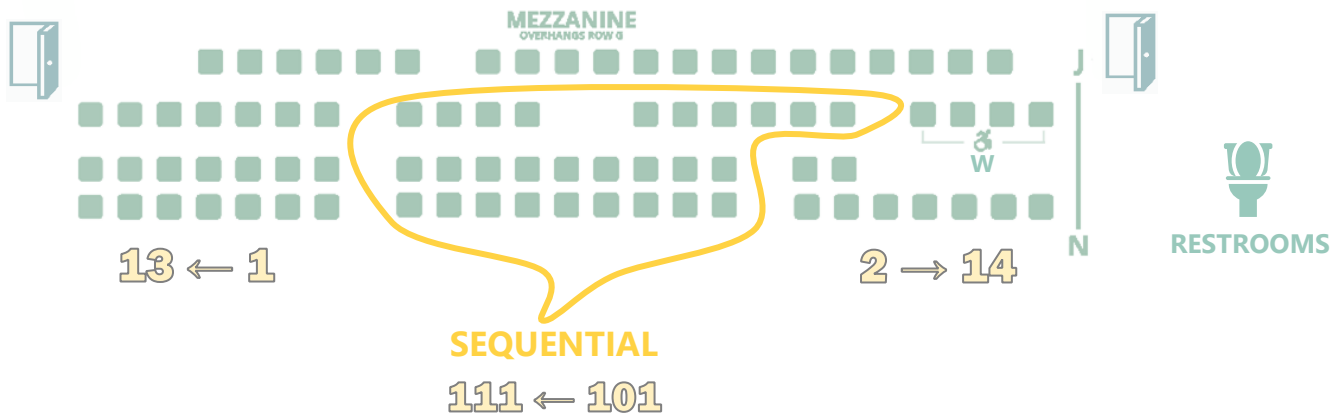


# FLOORPLAN

## FLOOR 2



## FLOOR M2



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## USHER RESPONSIBILITIES

- 1) Respectfully follow the House Manager's directions throughout your shift. This may include wearing a mask and glasses if required. Stay at your assigned post unless directed otherwise by the House Manager.
- 2) Wear neat, all-black attire; exceptions for special events.
- 3) Have a meal before shift.
- 4) Arrive in the lobby 75 minutes before showtime to meet with the House Manager. You'll be briefed on expected audience size, show needs, and any special groups.
- 5) House Management will assign you to a specific role:
  - Lobby Greeter: Welcome guests, scan tickets, and assist with directions.
  - Orchestra: Guide patrons to the correct aisles and seats.
  - Mezzanine: Help guests find their seats on level M2 and manage auditorium doors.
  - Elevator Attendant: For safety, ensure elevator occupancy is limited to eight individuals at any given time.
- 6) Pick up in the auditorium after the show.
- 7) Your shift concludes after you've completed your tasks and returned your usher badge.

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## POLICIES

### GENERAL

We have a well-trained and friendly Front of House staff who are working their hardest to ensure that ushers, patrons, and our fellow staff members are treated as family. You will always be treated with the utmost respect. As such, we require that anyone working for us in a volunteer capacity treat staff and patrons with the utmost respect as well. We will not be tolerant of rudeness, dismissiveness, argumentativeness or any other form of disrespect in any capacity whatsoever, period. We reserve the right to end our Volunteer relationship at any time when confronted with rudeness. Play nice at the Playhouse!

San Francisco Playhouse values adherence to our guidelines. Please note that consistent policy breaches or tardiness may lead to a reconsideration of your ushering privileges by management.

### SEATING

Usher seating assignments are determined by House Management and are subject to availability. If an accommodation is needed, please refer to our accommodation policy. You may be seated by the House Manager in the orchestra or mezzanine sections. Please note that the performance will start on schedule, so we advise addressing personal needs beforehand. Enjoy the show!

We do offer late seating to patrons, at the discretion of the House Management team.

## CONDUCT

Photography and videography in the theatre are prohibited, especially with actors. If you see someone filming or taking photos, please alert House Management. Do not intervene yourself.

Ushers are prohibited from drinking alcohol or otherwise being intoxicated at any time during the shift.

Avoid cell phone use during the shift to remain attentive to patrons. Silence them for the performance.

Be prepared to potentially wear a mask for the duration of your shift. As a representative of the Playhouse, we ask that you abide by all house policies.

Ushers must never go behind the Concessions Bar for any reason, at any time.

Usher participation in auditorium clean-up post-performance is required.

## SCHEDULING

Please honor your scheduled commitments. If cancellation is necessary, notify us at minimum 24 hours in advance and cancel your shift in VolunteerLocal. For day-of cancellations or delays, contact the Box Office at 415-677-9596.

Failure to attend a scheduled shift without prior notice, or habitual lateness, may result in discontinuation of your volunteer role.

Punctuality is crucial. Late arrivals without prior communication may be sent home.

## ACCOMMODATION

Physical activity such as standing, lifting, and bending is involved in ushering at the Playhouse. If you foresee any trouble lifting a stack of programs, climbing stairs, or standing for an hour, please send advance notice via email.

We offer Assisted Listening Devices (ALDs) with the deposit of a credit card or ID. These can be obtained at the Box Office.

Seating accommodations for auditory or vantage needs require at least 24 hours advance notice.

For any accommodation needs, please email [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) with [jhicks@sfplayhouse.org](mailto:jhicks@sfplayhouse.org) and [info@sfplayhouse.org](mailto:info@sfplayhouse.org) copied. A minimum of 24-hours notice is appreciated.

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## IN CASE OF EMERGENCY

In emergencies like power outages or earthquakes, your assistance with evacuation is valuable but not mandatory. Your safety is paramount; only help if you feel secure. Familiarize yourself with fire exits; the House Manager can guide you.

If a patron requires aid, notify House Management immediately. For medical emergencies, unless you're trained, defer to the House Manager.

During evacuations, if safe, guide patrons to the stairs, avoiding elevators. If House Left is inaccessible, then use the House Right stairs. Prioritize your safety and evacuate if you feel at risk. Your well-being is our utmost concern, and we trust your judgment in these situations.

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## AS A THANK YOU

- **Ticket Discount:** Use code VOLUNTEER25 for a 25% discount on tickets for additional guests or to enjoy the show off-the-clock.
- **Post-Clean-Up Perk:** After clean-up approval and badge return, enjoy a complimentary beverage or snack in the lobby.
- **Raffle Opportunity:** Starting with *The Play That Goes Wrong*, ushers who follow all the usher guidelines successfully, usher once for each play, and usher twice for *Waitress*, will be entered into a raffle for two complimentary tickets for the Opening Night of our season closer, *My Fair Lady*! Please keep in mind that ushers are responsible for tracking their own attendance and emailing their records to [usher@sfplayhouse.org](mailto:usher@sfplayhouse.org) by June 24, 2025 for entry, which will then be verified by the usher coordinators. Tickets will be seated at the Box Office's discretion.

We appreciate your participation and are here to answer any questions!



## Season 22 Usher Agreement Letter

I, the undersigned, do hereby acknowledge that I have received, read, agree to, and abide by the policies, guidelines, and procedures outlined in my volunteer usher guidebook. I understand that I have made a commitment to the San Francisco Playhouse and its standards illustrated within the handbook.

I agree to follow the policies and guidelines detailed in this handbook when working at the San Francisco Playhouse and willingly accept the consequences of failure to do so, which may include refusal of my services as a volunteer and dismissal from the usher program.

I further acknowledge that I understand how to contact the volunteer usher coordinators during the season.

I willingly disclose my email address, phone number, and name to the House Management team at San Francisco Playhouse for the explicit purposes of facilitating my role as a volunteer usher. I understand that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement with San Francisco Playhouse.

FIRST AND LAST NAME:	
PHONE NUMBER:	
EMAIL ADDRESS:	
EMERGENCY CONTACT'S NAME & RELATIONSHIP TO YOU:	
EMERGENCY CONTACT'S PHONE:	

Please check a box in response to the following questions:

May we text your phone number?  **Yes**  **No**

Would you like to be contacted for urgent usher coverage?  **Yes**  **No**

Should we consider your agreement valid through future seasons?  
(‘No’ indicates that you agree only to this 2024-2025 season.)  **Yes**  **No**

**Date of Agreement** \_\_\_\_\_

**Signature of Volunteer Usher** \_\_\_\_\_