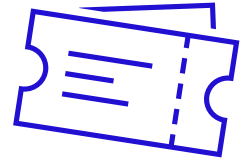




AECT Volunteer Positions Usher Crew Head



The usher crew head coordinates youth ushers for each performance, ensuring that there are enough people to take tickets and distribute programs at each door of the auditorium. In order for a youth participant to earn a crew point, they must usher for at least two performances. Following is some information to help you tackle the job of usher crew head. Thank you for volunteering!

Usher Crew Head Duties

Before Run

1. Obtain the list of usher names and parent/guardian contact information from Liz.
2. Decide how you want to contact ushers to have them sign up for specific times. Sample emails and a sample sign-up are included on the following pages – you are welcome to use these as guides, or handle the tasks in your own way.
 - a. The free website Sign Up Genius has proven to be an effective method for managing sign-ups, as it allows adults to see all open time slots in real time, and automatically sends reminders. You can email the sign-up link directly from within Sign Up Genius, or include a link to the sign-up in an email sent from your own account.
 - b. You could also create your own chart and call or email each family individually.
3. Depending on how many ushers you have, you can work with 2-4 youth for each performance, one or two for each door. If you have two people, one takes tickets and one hands out programs. One usher can handle both duties if needed, and you can step in to lend a hand if a younger usher can't quite juggle the ticket basket and programs.

During Run

1. Arrive to each performance 40 minutes prior to the show start time so you are there when youth ushers arrive (about 35 minutes before the show).
2. Explain duties to ushers and answer any questions they have. A sample script is provided, but feel free to cover the information in whatever way makes sense to you.
 - a. Greet patrons.

- b. Take tickets at the door (use wicker baskets provided; they will be on the cart in the lobby). No one is admitted without a ticket. Liz can provide tickets so ushers can see what they look like.
 - c. Hand out programs as patrons enter the auditorium. Programs will be in a box on the cart in the lobby.
 3. Open auditorium doors 30 minutes before the show begins (wait for Liz to give you a go-ahead, in case there are any delays in the theater). Use the door stops provided to hold the doors open. Supervise ushers as patrons are seated, resupplying stacks of programs as needed.
 - a. Give ushers time check every few minutes, because at the beginning when it's slow, the time seems to drag. "Twenty minutes left – it will pick up soon!" "Ten minutes to go – do you have enough programs in case we get a rush of people?"
 4. Collect extra programs and ticket baskets, returning programs to box on cart and tickets to Liz so she can count them.

After Run

1. After all performances are over, provide a list of ushers to Liz, noting anyone who was on the original list and did not usher, or who ushered for only one performance. This enables Liz to keep an accurate account of crew points.

Supplemental Information

On the following pages you will find information from past usher crew heads that you may find helpful as you prepare for this position. These materials include:

- Sample email to use for initial contact with usher families
- Sample Sign Up Genius to use as template if desired
- Sample "script" to use before each show to explain duties to youth ushers

Sample Emails for Initial Family Contact

Example with minimal details, most information in sign-up link

Subject:Treasure Island Usher Crew

Fellow AECT grown-ups,

Thank you for signing up your child to usher for the upcoming All-of-Us Express Children's Theatre production of *Treasure Island*. We are excited for this second show in AECT's 33rd Season! Please [click here to view the online sign up sheet](#) and select the two performances for which your child will serve as an usher. (Full details and contact information are in the sign-up description.)

Questions? Reply to this email or shoot me a text at 517-123-4567. I look forward to meeting your kiddo at the show!

Patty Parent
Usher Crew Head
AECT Mom (one on usher crew, one on props for this show)

Example with more details in email body, information repeated in sign-up link

Subject:Willy Wonka Usher Crew

Dear Parents:

Thank you for signing up your child to usher for *Willy Wonka*! If you have already signed up for slots, this email simply gives you the direct email addresses of Xyz and Abc, the usher crew heads.

If you have not already signed up your child for specific slots, you may have missed our earlier email (it was sent from the Sign Up Genius system on June 28 and may have gone to your spam folder). Please visit <https://www.signupgenius.com/go/xyzabcdefgh> to choose slots for your child.

We need at least two ushers for each time slot, and **each youth participant must usher for a minimum of two performances in order to receive a crew point.**

One of the usher crew heads (Xyz Smith or Abc Montego) or an AECT representative will be present at each performance in order to instruct and oversee the crew members. Ushers are responsible for collecting tickets and passing out programs as patrons enter the auditorium, **Ushers should arrive 30 minutes before curtain time.** The times on the sign-up below reflect usher arrival time (half an hour before the show). Note that no ushers are needed for the daytime school show on Friday, August 3.

Ushers are encouraged to dress up a bit, so as to give a good first impression to theatre patrons.

Each crew member is allowed to watch the performance that they are working for free. However, ushers are *not required* to stay and may leave after the show begins if they choose.

Questions? Contact Xyz Smith at 517-123-4567 or xyz@gmail.com, or Abc Montego at 517-987-6543 or abc@gmail.com. Thank you!

Xyz & Abc

Sample Sign Up Genius Format



All-of-Us Express Children's Theatre

"Made Up Show" Usher Crew

Thank you for signing up to usher for *Made Up AECT Show!* We aim to have at least two ushers for each time slot, and **each youth participant must usher for a minimum of TWO performances in order to receive a crew point.**

The usher crew head (Xyz Smith) or an AECT representative will be present at each performance in order to instruct and oversee the crew members. Ushers are responsible for collecting tickets and passing out programs as patrons enter the auditorium. **Ushers should arrive 30 minutes before curtain time.** The times on the sign-up below reflect usher arrival time (half an hour before the show).

Each crew member is allowed to watch the performance that they are working for free. However, ushers are *not required* to stay and may leave after the show begins if they choose.

Ushers are encouraged to dress up a bit, so as to give a good first impression to theatre patrons.

Questions? Contact Xyz Smith at 517-456-7890 or xyz@gmail.com.

Date (mm/dd/yyyy EDT)	Available Slot	Calendar View
02/03/2023 (Fri. 6:30pm - 7:00pm)	Usher Crew (4) check in with Xyz in theater lobby	2 of 4 slots filled <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center; gap: 5px;"> AF Atticus Finch Scout Finch </div> <div style="display: flex; align-items: center; gap: 5px;"> CA Captain Ahab Pippi Longstocking </div> </div> <div style="text-align: right; margin-top: 10px;"> Sign Up </div>
02/04/2023 (Sat. 2:30pm - 3:00pm)	Usher Crew (4) check in with Xyz in theater lobby	<div style="text-align: right; margin-top: 10px;"> Sign Up </div>
02/05/2023 (Sun. 2:30pm - 3:00pm)	Usher Crew (4) check in with Xyz in theater lobby	1 of 4 slots filled <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center; gap: 5px;"> CA Captain Ahab Pippi Longstocking </div> </div> <div style="text-align: right; margin-top: 10px;"> Sign Up </div>
02/10/2023 (Fri. 6:30pm - 7:00pm)	Usher Crew (4) check in with Xyz in theater lobby	2 of 4 slots filled <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center; gap: 5px;"> AF Atticus Finch Scout Finch </div> <div style="display: flex; align-items: center; gap: 5px;"> AS Anakin Skywalker Luke Skywalker </div> </div> <div style="text-align: right; margin-top: 10px;"> Sign Up </div>
02/11/2023 (Sat. 2:30pm - 3:00pm)	Usher Crew (4) check in with Xyz in theater lobby	1 of 4 slots filled <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center; gap: 5px;"> AS Anakin Skywalker Luke Skywalker </div> </div> <div style="text-align: right; margin-top: 10px;"> Sign Up </div>
02/12/2023 (Sun. 2:30pm - 3:00pm)	Usher Crew (4) check in with Xyz in theater lobby	<div style="text-align: right; margin-top: 10px;"> Sign Up </div>

Submit and Sign Up

USHER CREW INFORMATION



- Thank you for helping as an usher today!
- Ushers have one of the most important jobs in the show – do you know why? Because you are the very first people that patrons see when they arrive!
- Professional quality Usher Crew members maintain a cheerful, friendly, outgoing attitude while on the job and pay attention as the patrons are coming into the theatre to enjoy the performance.
- You will greet the patrons as they enter the theatre, take their tickets and give them programs.
 - Tickets might look like this (*show samples of youth, adult, season tickets, which you can get from Kathleen*). Some patrons might also have a printout of online tickets, or they may show you tickets on their phone. These are all fine! You can have people drop their tickets right into your basket. Everyone must have a ticket (or show you on their phone) to enter.
 - Ask if they would like a program.
 - You can say things like, “Enjoy the show!” or “Thank you for coming!” as they go by.
 - The usher crew head or theatre staff might come by to empty your basket if it is getting too full of tickets. They will also refill your stack of programs if you run low. (Our glossy programs are a bit slippery – don’t try to hold too many at once!)
- The usher crew head or theatre staff will close the doors when the show is about to start.
- You can stay to watch the show or wait in the lobby to be picked up. What plan did you make with your grown-ups?