

## **Thank you for volunteering to usher at the Purple Rose Theatre Company!**

Before we begin the usher training, please read the following information:

We ask that you arrive one hour before the performance begins so the House Manager can give you a tour of the theatre and explain your ushering duties. Because every production is unique and special considerations may vary from show to show we require that every usher attend the training, even if you have ushered for a previous production.

We do ask that ushers remain for the entirety of the show, as well as briefly post-show, unless otherwise arranged with the House Manager. The House Manager relies on the help of our ushers before, during and after the show and we greatly appreciate your assistance.

Additionally, the House Manager will do their best to ensure seating for all ushers, as well as try to honor all special requests or needs ushers may have in regards to their seating. On rare occasions, however, we may have to ask you to sit on the upstage steps of the theatre aisles. If this accommodation isn't acceptable for you, we will arrange for you to have complimentary tickets reserved for a later performance of the production.

Lastly, we would like to remind you that during the time you are ushering, you are a representative of the Purple Rose Theatre Company. We ask all of our volunteer ushers to be as pleasant and professional as possible, and utilize the House Manager to solve any patron issues that may arise. Additionally The Purple Rose Theatre Company reserves the right to refuse service from ushers who have been repeatedly tardy/absent, impolite, or unprofessional.

Once again, thank you so much for volunteering your time for the Purple Rose Theatre Company. Without the help of volunteers such as you, the curtain would not go up!

Sincerely,

The Purple Rose Theatre Company Front of House Staff