

Broadway Theatre Center Usher Manual

Updated By: Cat Sadler

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A Letter to Our Ushers

Thank you so much for being a part of our dedicated usher corps. Your willingness to volunteer your time in this way makes it possible to provide the kind of service to our patrons that enhance the entire experience of coming to see our productions. While we are glad to provide you with an opportunity to see our productions, the usher role is very important and carries a great deal of responsibility to ensure our patrons' safety and enjoyment of each production.

This manual is meant to provide new and long-time ushers with all of the information you need to effectively perform the role. It is meant to clearly define and describe usher responsibilities and to address most potential situations that may arise. If you have any questions, please don't hesitate to share them with any of the following individuals:

Cat Sadler Lead House Manager

CatS@skylightmusictheatre.org

Meghan West Director of Marketing and Communications

MeghanW@skylightmusictheatre.org

Thank you again for the invaluable service you provide to the Broadway Theatre Center, Skylight Music Theatre, and Milwaukee Chamber Theatre.

Information for Ushers

Contact Information

- ❖ Broadway Theatre Center:

158 N. Broadway
Milwaukee, WI 53202

- ❖ Lead House Manager:

Cat Sadler CatS@skylightmusictheatre.org (219) 819-1075

Please do not call unless it is an emergency. All non-emergency questions or concerns will be answered via email.

- ❖ BTC Box Office: (414) 291-7800
- ❖ Skylight Music Administrative Offices: (414) 291-7811

Parking

- ❖ At the Broadway Theatre Center, there is available parking on the street at the meters (free after 7:00 PM Monday-Saturday, free all-day Sunday) or in the lots and structures nearby. Many visitors to the Broadway Theatre Center use the parking structure on the corner of Water and Chicago or the parking structure on the corner of Milwaukee and Chicago. Fees at the various lots and structures vary.
- ❖ Ushers and patrons are able to purchase \$6.00 (increasing to \$7 January 2025) parking vouchers for the Historic Third Ward Parking Garage at 212 N Milwaukee Street. These vouchers are valid for all evening performances starting at 5pm and weekend matinees from 12 –5 pm. They are not valid for weekday matinees. All parking vouchers must be purchased 30 minutes prior to house opening.
- ❖ Additional parking information can also be found on the websites for Skylight Music Theatre, the City of Milwaukee, or the Historic Third Ward.

Building Access

- ❖ All ushers should enter the building through the main entrance, under the marquee at 158 N Broadway.
- ❖ This entrance is always open during normal hours of operation. A House Manager will unlock the doors for you should your shift be before normal hours.

Usher Meetings

- ❖ The Broadway Theatre Center schedules an usher meeting 60 minutes before each performance to disseminate information to the ushers in preparation for the performance. This meeting begins promptly at the announced start time. Ushers are called to the theatre 70 minutes early to give time prior to the usher meeting for parking, running late, restroom visits, etc.
- ❖ Normally a sheet will be set out at the usher meeting for the ushers to sign for attendance purposes and to ensure an usher's badge # is recorded.
- ❖ Usher meetings for the Cabot theatre are held either in the theatre itself or in the Richardson Room. Your House Manager will tell you where it will be held.
- ❖ Usher meetings for the Studio theatre are held either in the theatre itself or in the Studio lobby. Your House Manager will tell you where it will be held.
- ❖ The House Manager will disseminate the following information at these meetings:
 - The expected attendance for the performance
 - The specific timings regarding the performance
 - The procedure for controlling and seating the patrons who arrive late to the performance
 - Instructions regarding inserting flyers into the programs
 - Information regarding the events which are scheduled in the other spaces in the building
 - Emergency procedures
 - Other special instructions

Protecting Your Valuables

- ❖ Upon request we will put purses in the House Manager's office, but the Broadway Theatre Center assumes no responsibility for any lost or stolen items.
- ❖ Whenever possible, the coat checkroom will be available for the volunteers.

Usher Requirements

Customer Service

- ❖ The Broadway Theatre Center is committed to providing quality customer service to the organizations who rent the facility and to the patrons who attend the performances presented here.
- ❖ Ushers play a key role in the customer service program of the Broadway Theatre Center. It is essential for all of our ushers to seize the opportunities they have to make a positive impression upon everyone they come into contact with.
- ❖ It is particularly important for our ushers to understand all of the Broadway Theatre Center usher responsibilities.
 - Special attention should be devoted to protecting the performance environment in the Cabot and Studio Theatres to prevent disruptions from occurring.
 - Special attention should also be given to familiarizing yourself with the Emergency Procedures. Ushers provide a critical role in patron safety.
- ❖ We recommend that our ushers review the contents of the Usher Manual often.
- ❖ Ushers are required to carry out all procedures in the manual in a courteous and professional manner.
- ❖ Ushers are required to stand and remain standing while patrons are present in their areas, before a performance begins, and during intermission.
- ❖ Ushers are not permitted to drink alcohol while ushering for the Broadway Theatre Center.
- ❖ Ushers who are unable or unwilling to perform according to the Broadway Theatre Center standards will be dismissed from the usher program.

Training

- ❖ All ushers are required to read the Usher Manual in its entirety prior to reporting for their first performance. The Usher Manual will be included in both the confirmation email and reminder email sent from Volunteer Hub.
- ❖ All ushers are encouraged to attend virtual and in-person training sessions held throughout the year.

Uniform

- ❖ All ushers are required to adhere to the dress code of the usher department when they serve the public.
- ❖ The dress code for all gender expressions is as follows:
 - Black or white top
 - Black slacks, dress pants, or skirts
 - Skirts must come to just above the knee or have tights

- Black or white closed toe shoes. Shoes must be walkable for aisles or stairs.
- Black or white jacket and tie optional.

Badges & Flashlights

- ❖ Ushers are required to wear the corresponding performing group's usher badge when serving the public, unless otherwise instructed.
- ❖ The use of flashlights while ushering is optional. Small, working flashlights are preferred when serving as an usher. The Broadway Theatre Center has a supply in the House Manager's Office.

Scheduling

- ❖ Ushers are required to complete the online sign-up process in order to be scheduled to serve.
- ❖ The Broadway Theatre Center utilizes an online tool, Volunteer Hub, for all usher scheduling. To access the online tool go to: <https://skylightmusictheatre.volunteerhub.com>
- ❖ If you have never used the site, you must register.
 - If you have previously used the site, do not create a new account as this will create duplicate accounts in the system and may affect our ability to track your volunteer hours.
 - Follow the instructions on the screens to sign up and cancel performances.
- ❖ Slots are filled on a first-come, first-served basis.
- ❖ Ushers are restricted to serving only when they are scheduled to do so and are not permitted to add their names to the rosters that have already been filled.
- ❖ If an usher has a history of failing to sign up, they will be dismissed from the program.
- ❖ If you need to change your schedule less than one week before the performance, please email the Lead House Manager at their Skylight email. Otherwise, changes should be made through Volunteer Hub.

Attendance & Punctuality

- ❖ The Broadway Theatre Center relies upon our ushers to be present on the dates when they are scheduled to serve; we depend upon our ushers to arrive on time. A 10-minute buffer window has been built into your call to achieve this goal.
- ❖ House Management reserves the right to dismiss an usher from the program if they have a record of failing to report to serve without notice, or if they have a record of arriving late to serve.
- ❖ The Broadway Theatre Center does not expect or require ushers to serve when they are ill. Please email the Lead House Manager if you are unable to serve. Do not call the Box Office. They will not be able to assist you.

Policies Regarding Watching Performances

- ❖ Ushers must remain in their assigned positions, outside of the theatre, until the break for late-comer seating has occurred, or when the House Manager releases you.
- ❖ Ushers must adhere to the policies of the performing groups. If an usher leaves the theatre while a performance is in progress, they must check in with the House Manager before re-entering the theatre.
- ❖ Ushers must remain quiet and refrain from talking inside the theatre as they watch the performance. Ushers should also refrain from other actions that could make noise and/or light such as playing the flashlights, checking their cell phone, or unwrapping lozenges.
- ❖ Ushers are required to sit in the designated seats at the back of the theatre for the following reasons:
 - To be available for patron assistance.
 - To be accessible for emergencies such as theatre evacuation.
 - To monitor the audience and ensure that the Broadway Theatre Center patrons are having an optimum experience.
- ❖ Ushers with mobility issues may be allowed to sit in the back row of the theatre provided they are able to perform the duties listed above. This only includes the center back rows. Ushers may not sit in the boxes.
- ❖ Ushers may purchase a non-alcoholic drink from the bar. Ushers are not permitted to drink any alcohol before or during the performance.

Usher Procedures

Admission Policies

- ❖ Children are allowed to enter the theatre accompanied by an adult for shows at the Broadway Theatre Center. They must have a ticket regardless of age. Parents are not allowed to have their child sit on their lap without paying an admission for the child. A child is not allowed to attend a paid admission performance for free.
- ❖ Patrons are not allowed to bring cameras, video recorders, or audio recording equipment into the theatre for any performance. Ticket takers must enforce this policy and request that the patrons take their equipment back to their car. If they refuse to or are unable to do so, the House Manager or a Senior Staff person must be contacted. This equipment must be confiscated and secured in the House Manager's office until the performance is over. Cell phone recordings of any kind are not allowed.

Program Book Inserts

- ❖ One of the many important duties ushers perform is inserting flyers into the program books.
- ❖ The management of the performing organizations are very concerned that the flyers are inserted correctly and completely.
 - The ushers must carry out the directions they receive from the House Manager regarding inserting flyers into programs.
 - All flyers must be inserted right-side up and neatly, so the flyers are easy to read as soon as the program is opened.
 - The ushers must assist each other in completing this task.
 - The House Manager may request additional programs be stuffed with flyers for the next performance.
 - After all the flyers have been inserted, the ushers should stack their programs neatly in the same location they found them. Care must be taken not to leave the programs or excess flyers in a location where a patron might slip and fall on them.
 - The ushers are required to hand out programs to each patron who is seated in their section.

Before the House Opens

- ❖ Ushers are responsible for staffing either the studio theatre entrance or the orchestra, dress circle, and gallery levels to prevent patrons from entering the theatre prior to house opening or without tickets.
- ❖ Ushers should familiarize themselves with the theatre layout and gather programs to distribute.
- ❖ Ushers are required to stay in the positions prior to house opening.

Opening the House

- ❖ Generally, patrons are allowed to have access to their seats approximately 30 minutes before the performance. The House Manager will notify all ushers when the house is officially opened following notice from the Stage Manager.
- ❖ When it is time to open the theatre for seating, the House Manager will walk to each level and notify ushers to open doors leading into the theatre at that time.
- ❖ Each non-ticket taking usher must pick up and carry a handful of programs to distribute to the patrons.

Ticket Taking Instructions

- ❖ Cordially greet all patrons who pass through the entrance to the theatre.
- ❖ Ask all patrons to present their tickets to ensure everyone entering is authorized to be here.
- ❖ Make sure the tickets are actual tickets and not the credit card receipt or address panel printed on the ticket stock or confirmation email received with a mobile ticket.
- ❖ Count the number of tickets the patrons have in their possession. Compare the number of tickets with the number of patrons in the group. Direct them to the Box Office if they neglected to purchase tickets for every member of their group. Prohibit anyone who does not have a ticket from attending the performance.
- ❖ Check the title of the performance. Also check the date to be certain the patrons are present on the correct date. This is especially important if there are performances in both the Cabot and Studio Theatre.
- ❖ In the Cabot Theatre, check to make sure the patron is on the correct level.
- ❖ Always check the section, row, and seat number listed on the tickets. It is extremely important for a ticket taker to give their patrons accurate directions to their seats. Each patron or group should receive directions to their seats unless they state they already know where they are located.
- ❖ All tickets must be scanned with the ticket scanning phone. Any patrons with tickets that are not able to be scanned should be sent to the box office. In the event a patron refuses to go to the box office, the usher must tear the ticket stub and return the correct portion to the patron. The ticket stubs must be given to the House Manager.
- ❖ Keep the flow of traffic moving quickly but safely.
- ❖ Ticket takers are required to inform patrons who arrive late that they will not be seated until after the late-comer hold is over and give specific instructions on what to do next.
- ❖ Do not play with the ticket scanning phone. Remain on the scanning page and do not touch the screen unless absolutely necessary. Should you reset the phone on accident, notify the House Manager to fix it.

Escorting Patrons to Their Seats

- ❖ All ushers are required to follow this standard operating procedure for escorting patrons to their seats:
 1. As the patron approaches to be seated, an usher should greet them politely as appropriate to time of day.
 2. Offer to escort the patron to their seats by asking “May I show you to your seats?” Some patrons will know where their seats are located and will not need usher assistance.
 3. Patrons are not allowed to bring food into the Cabot Theatre unless sealed and put away or special permission is given by the House Manager.
 4. Drinks are allowed into the theatre provided they come from the Skylight Music Theatre Bar, and they are in either plastic cups with lids or cans, and/ or have a straw.
 5. Ask the patron to present their tickets and check the section, row, and number to be certain that the patrons are in the proper area. Great care should be taken to ensure that patrons have come to the correct level of the theatre to be seated. All patrons must have a ticket to prove they have paid the price of admission.
 6. Before escorting patrons to their seats, it is extremely important to state “Please watch your step!”
 7. All patrons must be escorted directly to the row in which they belong.
 8. Make certain the patron knows which seat numbers correspond to their tickets.
 9. Conclude by saying, “Enjoy the performance!”
- ❖ When seating patrons who have mobility devices such as wheelchairs, walkers, scooters, etc. ensure the patron can smoothly transfer into their seat and is fully comfortable before removing the mobility aid from the audience. Take a ticket stub or write down the patron seat location before placing the device in the coat check (Cabot orchestra level), Dress Circle lobby (Cabot dress circle level), or house manager’s office (Studio theatre).
- ❖ Ensure that all aisles are clear and free of trip hazards as you seat patrons.

Responding to a Seating Problem

- ❖ It is possible for the same ticket to be printed twice. It is important for our ushers to know the proper procedures to follow when the same seats have been sold twice at Broadway Theatre Center performances.
- ❖ Remember to ask to see the tickets of all the patrons involved in a seating conflict.
 1. Before entering the row, check the identification of where the seating problem exists.
 2. Inspect the tickets of all the patrons who are involved in the situation. Inspect each group separately to ensure they are correct. Never have two sets of tickets in your hands at the same time!
 3. Check to make sure that all the patrons are holding tickets for the performance day and time accurate to the performance.

4. Check the date the tickets were received if possible. Sometimes tickets have been returned and the new tickets issued have not been picked up.
 5. Check the section, row, and seat numbers printed on the tickets. The patrons may be seated in the wrong section or on the wrong level. Check the seats which are occupied by the patrons and compare them to the seats on the tickets to be certain the patrons are occupying the correct seats.
 6. The usher must notify the House Manager or Box Office immediately if they are unable to resolve the seating problem.
- ❖ DO NOT reassign patrons without permission from the House Manager or Box Office.
 - ❖ Season subscribers will be given preferential treatment in duplicate ticket situations. The single ticket holders must be relocated. Box Office will take responsibility for notification & reassignment.

The Performance is About to Begin

- ❖ The lobby lights are flashed in sequence 10, 5, and 2 minutes prior to the show starting as a signal to patrons the show will soon begin.
- ❖ The following duties must be carried out when the lobby lights are flashed:
 - Quickly escort patrons to their seats before the performance begins.
 - If possible, the ticket-taking ushers should inform patrons in the lobby area the performance will soon begin.
 - Remove the excess programs from inside the theatre and stack them neatly in the lobby area where they do not pose a trip hazard.
- ❖ The House Manager will notify ushers that the performance is beginning. Close both sets of doors to the theatre and hand over the ticket scanning phones if you are a ticket taker.

Responding to Late Patrons

- ❖ The artists who perform in the Broadway Theatre Center Theatres wish to perform in a controlled environment, free of disruptions. Likewise, patrons do not wish to be distracted.
- ❖ Late-comer seating is at the direction of the performing organization. The Broadway Theatre Center is not responsible for establishing the times when it is permissible for late-comers to be seated.
- ❖ The ushering staff is responsible for enforcing the late-comer policy. Therefore, all of the ushers are required to remain standing in the assigned positions, outside of the theatre, until the break for late-comer seating occurs or until the House Manager has released you.
- ❖ Ushers seated closest to the door are designated as late-comer seaters.
- ❖ If a hold is in place
 - After the curtain speech has finished, no one may be seated. Ushers should explain to the late-arriving patrons as to when they will be allowed to be seated.

- Care must be taken to keep late-comers away from the doors leading into the theatre by standing in front of the appropriate entrance doors. Ushers are expected to prevent patrons from entering the theatre prior to the late-seating break. If a patron insists on entering and moves to do so, the ushers should NOT use physical restraint to prevent the patrons from entering the theatre.
- In situations where a late-comer patron's assigned seat is not easily accessible, ushers have permission to seat the late-comer patrons in open seats at the back of the orchestra section.
- The ushers are allowed to be seated after they have escorted the late-comers to their seats.
- ❖ Late-comers who purchased Gallery seats may be seated at any time for a Broadway Theatre Center performance.
- ❖ The late-comer policies of the Broadway Theatre Center also apply to the performing company's staff members and the ushers themselves.
- ❖ Should a late-comer patron not be able to be seated in their purchased seats prior to intermission, they should be moved to their ticketed seats at intermission.
- ❖ Occasionally, it may be necessary to wait until intermission to seat late-comers.

During the Performance

- ❖ Ushers are allowed to be seated inside the theatre after the break for late-comer seating (if applicable) or when the House Manager releases you.
- ❖ Make yourself available for patrons to report an emergency if necessary.
- ❖ When ushers are seated inside the theatre, and the performance is in progress, they are responsible for the following duties:
 - Monitor the behavior of the audience
 - If a patron is taking photos, text messaging, recording video or audio, or using an electronic device of any kind, attempt to locate the patron. Direct the patron to stop. Contact the House Manager whenever this occurs and ask for additional assistance if the patron refuses to stop.
 - Notify the House Manager immediately if a patron is causing a disturbance.
 - Notify the House Manager immediately if a patron develops a medical problem or falls inside the theatre. We need to collect their name and information for an incident report. Tell the House Manager what happened first before stating what is needed.
 - Ushers in the Dress Circle should monitor and make sure patrons do not place their cups on the balcony ledge. Please request patrons remove the drinks from the ledge when spotted. This is a safety hazard and can damage theatre equipment.
 - Monitor the performance:
 - Listen for any problems associated with the sound system.
 - Watch the action happening onstage.
 - Report any technical problems or any problems reported with the stage production to the House Manager.

- Please notify the House Manager immediately if you are able to hear noise from the lobby areas in the theatre. The lobby areas must remain quiet while a performance is in progress.
- Monitor the theatre:
 - Pay attention to the climate in the theatre. Inform the House Manager if it becomes too hot or cold inside.
 - Pay attention to the seats. Make sure none of them are damaged at the start of intermission.
 - Pay attention to trip hazards in aisles and request patrons move the hazard.
- ❖ Keep all of the theatre doors closed while the performance is in progress.

Intermission

- ❖ Make certain all the theatre doors are opened when the house lights come up and all aisles are clear.
- ❖ If you seated a patron with a mobility aid, go to the patron and ask if they would like to use their device during intermission. Return the device if requested and remember to retrieve the device at the end of intermission.
- ❖ Ushers should remain in their assigned areas during intermission to answer patron questions, assist patrons, assist the House Manager, etc.
- ❖ Ushers should prevent patrons from bringing unsealed food or cups without lids into the theatre.
- ❖ Ushers in the orchestra should monitor that no bags or cups are placed on the stage.
- ❖ Ushers in the dress circle should monitor and make sure no cups are placed on the balcony ledge.
- ❖ The House Manager will notify ushers when the performance is resuming. Close both sets of theatre doors and remain available to help late patrons should they require assistance.

After the Performance

- ❖ If you seated a patron with a mobility aid, return the mobility device to the patron. Ensure they do not leave the theatre without their mobility device.
- ❖ Help the House Manager clear the house of patrons and close the theatre doors when it is empty.
- ❖ Pick up any leftover refuse on the floor or seats. Put any refuse in the trash cans and bags from the House Manager's office. Any Gently Used programs may be reused.
- ❖ Look for lost and found items. Note the level, section, row, and seats where the item was found if possible. Hand lost and found items over to the House Manager.
- ❖ Check out with the House Manager, return your badge and flashlight, and retrieve any personal belongings from the office or coat check.

Student Matinee Performances & Invited Dress Performances

- ❖ Student Matinee Performances:
 - Many patrons who attend the student matinee performances are high school or college students who arrive either in groups or by bus. They are typically seated as a group.
 - If the school groups are dropped off and picked up by bus, it will be on the streets that surround the Broadway Theatre Center.
 - Occasionally, some single ticket purchasers will attend these events.
 - The ushers are assigned to staff the entrances where the groups will enter. The responsibilities of the ushers include directing the groups to the appropriate seating area.
 - The ushers of the Broadway Theatre Center are responsible for seating the groups.
 - The school groups will be dismissed in an orderly manner after the performance is over.
- ❖ Invited Dress Performances
 - Occasionally, invited dress performances will be larger events and require ushers.
 - Usher duties follow the same procedures as a typical performance, although ticket taking may not be required depending on the event. Seating and monitoring is still essential.

Weapons Policy

- ❖ Skylight Music Theatre (SMT) strictly prohibits weapons of any type on the premises of the Broadway Theatre Center.
- ❖ This includes visible or concealed weapons, even if licensed to carry the weapon. This policy applies to all company employees, visitors, customers, and vendors. This includes all firearms, knives with blades over 4", explosive devices, or any other weapon that could be used to threaten, harass, intimidate, injure, or cause harm to another individual.
- ❖ Ushers who observe or have knowledge of any violation of this policy should immediately, clearly, and discreetly identify the alleged violator to the House Manager or any other member of Management. ***DO NOT CONFRONT anyone*** you suspect of carrying a weapon.
- ❖ The House Manager will discreetly approach the individual immediately and ask if they are carrying a concealed weapon.
- ❖ If the answer is yes, the House Manager will inform the individual that the Broadway Theatre Center prohibits weapons and firearms, instruct the individual to remove it from the premises, and recommend that they place it securely in their vehicle. If they refuse, the House Manager will advise them that failure to comply constitutes criminal trespass and that the police will have to be contacted if they do not cooperate.
- ❖ If the individual responds no, the House Manager will remind them of the policy but will not take any further action. At no time should the patron be touched in order to determine the presence of a weapon.

Emergency Procedures

- ❖ All ushers must understand the procedures to be followed if they become involved in an emergency situation.
- ❖ It is particularly important to remain calm when an emergency occurs.

Medical Emergencies

- ❖ Contact the House Manager immediately and advise them of the situation. Lead with what occurred and then ask for what is needed.
- ❖ If the House Manager cannot be found, go to the nearest performing company staff person. Notify the House Manager as soon as they are found.
- ❖ One usher should stay with the person having the medical emergency at all times while others go to find senior staff.

Fire and Evacuation Procedures

- ❖ The House Manager, performing company Senior Staff Member, or Stage Manager will instruct the ushers when it is necessary to evacuate the building.
- ❖ Patrons should be directed to exit via the regular and emergency exits. DO NOT allow patrons to exit onto the stage.
- ❖ The following announcement will be made from the public address system to inform the patrons that it is necessary to interrupt the performance.

Ladies and gentlemen, may I have your attention please: it is necessary to discontinue the performance and to dismiss the audience immediately. We request that you follow the directions of the ushers at the back of the house and leave in an orderly fashion. Do not exit onto the stage. There are two (2) routes of exit on each level. Once outside, please keep walking away from the building. Thank you and you may exit now.

- ❖ Ushers should be stationed at the following locations:
 - One on each level of seating to direct patrons out of the doors at the back of the house and down the fire stairs.
 - One at the doors to the Salon to ensure that patrons continue down the stairs and not through the bar.
 - One at the entry way on ground level to ensure that patrons continue out the doors.
- ❖ The House Manager will proceed outside to ensure that patrons move safely away from the building to the park across Menomonee Street.
- ❖ The House Manager will locate any handicapped patrons and evacuate them last through the Studio Lobby, or, if that is blocked, out the front out the fire exit onto Menomonee Street.

- ❖ All ushers should check their assigned section to be certain that all patrons have vacated their section. After doing a final check of their area, ushers should report to the House Manager in the Cabot lobby and vacate the building.

Tornado Warning Procedures

❖ Cabot Theatre Instructions:

- If a Tornado Warning is issued during a performance in the Cabot Theatre, the audience is to remain in the Cabot Theatre. The House Manager will make the following announcement:

Ladies and gentlemen, may I have your attention please. The National Weather Service has issued a Tornado Warning for our area. Due to this warning, it is necessary to discontinue the performance. Please remain in your seats inside the Cabot Theatre until the Warning has been lifted. Thank you.

- All ushers should remain in the Cabot Theatre and prevent patrons from leaving. The Cabot is the safest place to be during a tornado as it has no windows, and it is structurally sound.

❖ Studio Theatre Instructions:

- If a Tornado Warning is issued during a performance in the Studio Theatre, the House Manager and usher teams are to move the entire audience to the designated tornado evacuation areas in the basement (marked by signs). The House Manager will make the following announcement:

Ladies and gentlemen, may I have your attention please. The National Weather Service has issued a Tornado Warning for our area. Due to this warning, it is necessary to discontinue the performance and evacuate the Studio Theatre. Please follow the ushers to the designated tornado evacuation areas in the basement until the Warning has been lifted. Thank you.

- All ushers should assist patrons in moving to the evacuation areas by following the signs. Do not use the elevator.

Emergency Kits and AEDs

❖ Emergency First Aid Kits can be found:

- 1st Floor:
 - Scene shop, mounted on the west wall in the north corner near the sink.
 - Cabot House Management Office, mounted on the north wall over the desk.
 - Studio House Management Office, on the desk adjacent to the door.
 - Studio Stage Manager Booth, Zee First Aid Kit located in the stairwell.
- 2nd Floor:

- Bar Kitchen, mounted on the north wall adjacent to the hallway access door.
 - Paint shop, mounted on the south wall adjacent to the light switches.
- ❖ The AED Box can be located in the Studio Lobby mounted on the wall above the water fountains.

Broadway Theatre Center Information

- ❖ The Broadway Theatre Center, owned and operated by the Skylight Music Theatre, was completed in 1993. The complex includes the Cabot Theatre, the Studio Theatre, the Salon, three rehearsal halls, and administrative offices for several arts groups.
- ❖ There are two companies that regularly perform at the Broadway Theatre Center. They are:
 - Skylight Music Theatre
 - Milwaukee Chamber Theatre
- ❖ In addition to these companies, the complex is often rented out by other theatre companies. These have included:
 - The Constructivists
 - Renaissance Theatreworks
 - Milwaukee Opera Theatre
 - Bombshell Theatre Co.

Cabot Theatre

- ❖ The Cabot Theatre, which houses Skylight Music Theatre, is a 20th-century interpretation of the 18th-century Italian baroque opera house tradition. Patrons will enjoy a grand entrance to an intimate setting, which includes the modern luxury of wide seats, comfortable spaces between rows, and upholstered free-standing chairs in the boxes.
- ❖ The Cabot Theatre seats 358 total, with 219 of these seats on the orchestra floor. There are 12 rows in the orchestra section. There are 89 seats in the dress circle, and 50 seats in the gallery. Some shows have more or less seats available due to technical needs.

Studio Theatre

- ❖ The Studio Theatre is a black-box style theatre which houses Skylight Music Theatre, Milwaukee Chamber Theatre, and various additional theatre company productions. It features loose chair seating of 99 removable chairs in an informal atmosphere that allows the audience to feel a personal connection to the performers.

Skylight Bar and Bistro

- ❖ A festive cabaret style space with tables and chairs which seats up to 100, standing room for 200.
- ❖ Skylight Music Theatre owns the bar with our own liquor license. All alcohol from Skylight must come from and stay in our building.

- ❖ The bar and bistro are open for every Skylight show before the show, during Act 1, and during intermission. Food may be preordered for patrons until noon the day prior to their performance. Drinks can be preordered any time before intermission to be ready at intermission.
- ❖ Events are often hosted pre- and post-show in this space including Pride Night and various cast cabarets.

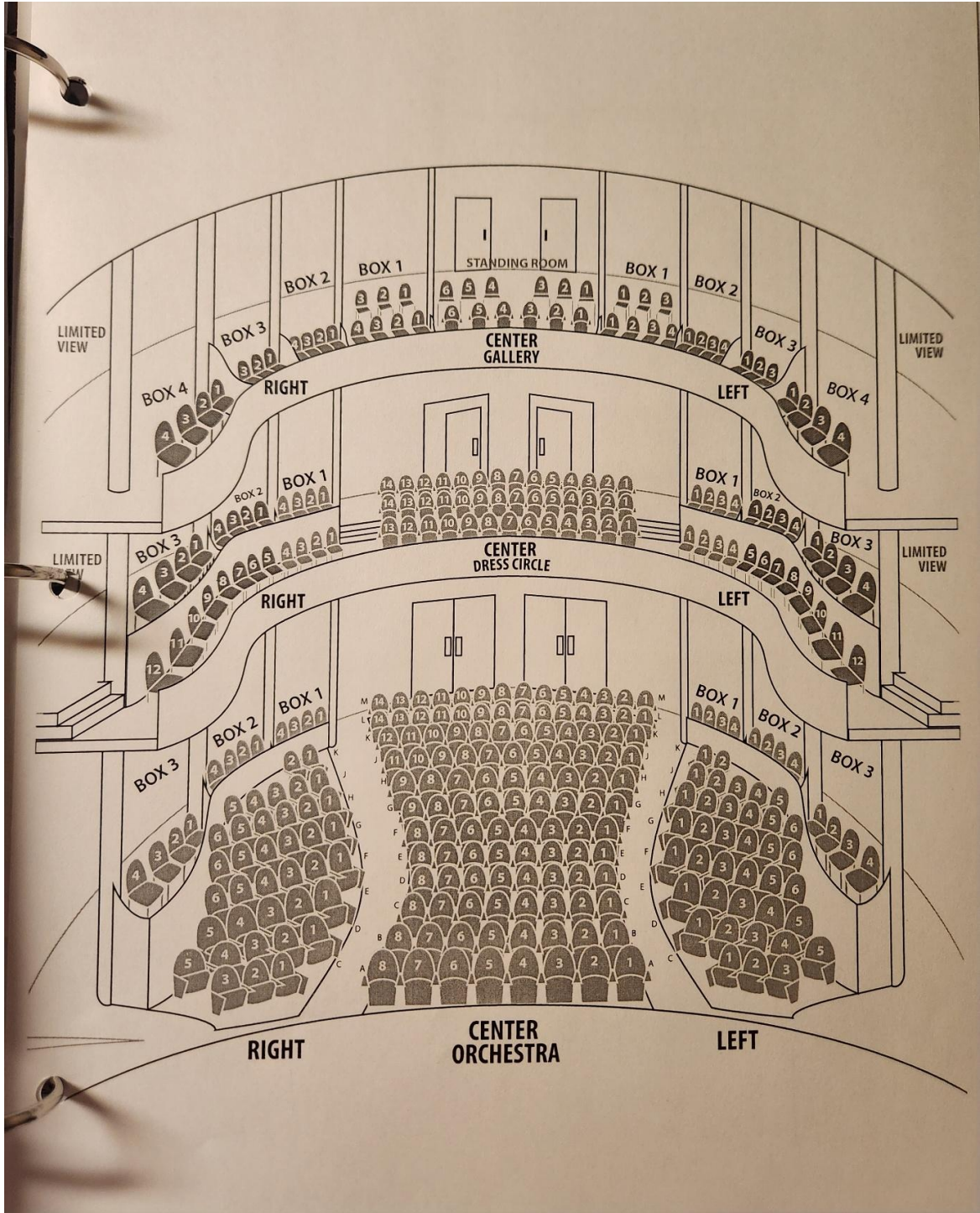
Salon

- ❖ The European style Salon is located on the second floor and overlooks Catalano Square. It is a large, flexible, open space which can accommodate up to 50 people seated at tables, 90 people seated assembly style and up to 100 people standing.
- ❖ Insights, our presentation series about the innerworkings of the show, is held in this space prior to Wednesday and Sunday matinee performances.

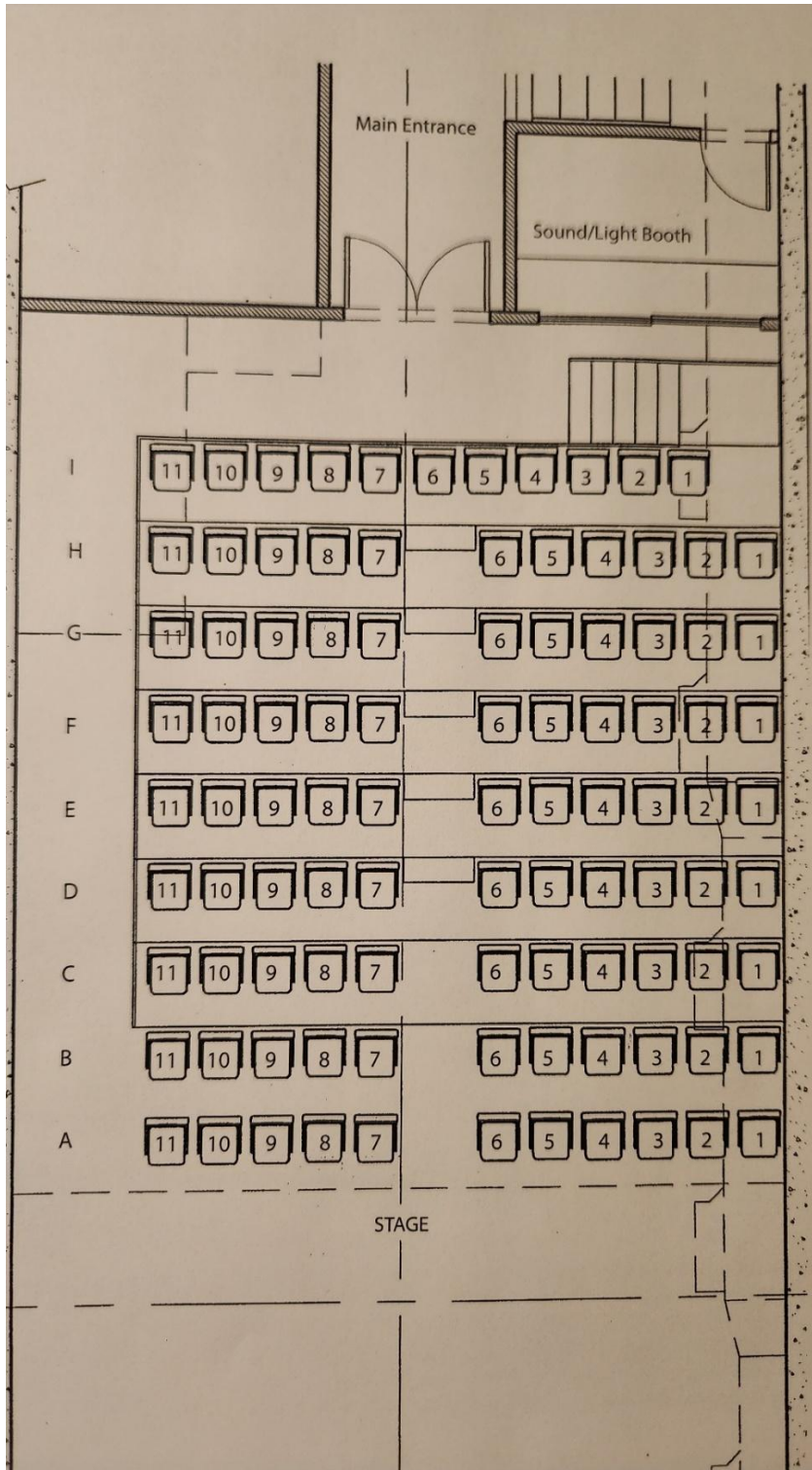
Patron Amenities

Seating Charts

- ❖ Cabot Theatre Seating Chart



- ❖ Studio Theatre Seating Chart



Box Office

- ❖ The Broadway Theatre Center Box Office hours are as follows:
 - Monday – Saturday Noon - 6:00
 - 2 hours before the beginning of any performance.
 - Online tickets can be purchased 24 hours a day.

Handicap Accessibility

- ❖ The Broadway Theatre Center is handicap accessible in most areas. Some areas of the theatre do require the use of steps. The Gallery of the Cabot Theatre is not handicap accessible.
- ❖ Accessibility needs will often be called in ahead of time and can be prepped for. Occasionally, some will need to be handled on the fly.

Elevators

- ❖ There is one (1) elevator in the Broadway Theatre Center. It is located in the Studio Theatre Lobby. You can access the Dress Circle but not the Gallery seats using this elevator.
- ❖ There is a smaller wheelchair elevator located on the Dress Circle landing for patrons to access the Dress Circle from the main elevator, which drops them in the bar.

Water Fountains

- ❖ Water fountains can be found in the following locations:
 - Studio Theatre Lobby next to the mailboxes and wheel door backstage
 - Elevator Lobby adjacent to the bar on the second floor.
 - Free water cups are always available when the bar is open.

Infrared Hearing Devices

- ❖ There is an infrared hearing system inside the Cabot Theatre for our hearing-impaired patrons to use. (The Studio Theatre does not have a system.) We offer this service at no charge to our patrons.
- ❖ Headsets are available from the House Manager. They consist of a pair of over the ear headphones and a device which goes around the patron's neck.
- ❖ The device lanyard is placed around the patron's neck, with the white side facing the stage. The headphones plug into the opening on the top. The device is turned on by rotating the switch and controls the volume as well.

Sensory Kits

- ❖ Sensory Kits are available for all Skylight Music Theatre shows in the Coat Check. They are located in the plastic tub with a sign out sheet on top. There are twelve kits in total.
- ❖ All kits come in a drawstring Skylight bag and contain headphones and a couple “fidget objects” for people to handle as they watch the show.

Coat Check

- ❖ There is a self-serve coat check in the Richardson Room available to patrons for Skylight Music Theatre performances. This space has plenty of hangers and doubles as a storage closet.
- ❖ There is a tip box located in the space. Tips are optional and are considered donations to the Broadway Theatre Center.
- ❖ There is a movable clothing rod in the Studio Lobby. This is available for any Studio Shows and is easy to move as needed.