



Usher Manual

| | |
|-------------------------------------------------------|----|
| <i>A Letter to Our Ushers</i> _____ | 5 |
| <i>Information for Ushers</i> _____ | 7 |
| Contact Information _____ | 7 |
| Parking _____ | 7 |
| Building Access _____ | 7 |
| Usher Meetings _____ | 7 |
| Protecting Your Valuables _____ | 8 |
| <i>Usher Requirements</i> _____ | 9 |
| Customer Service _____ | 9 |
| Training _____ | 9 |
| Uniform _____ | 9 |
| Name Tags _____ | 10 |
| Flashlights _____ | 10 |
| Scheduling _____ | 10 |
| Attendance & Punctuality _____ | 10 |
| Policies Regarding Watching Performances _____ | 11 |
| <i>Usher Procedures</i> _____ | 12 |
| Ticket Taking Instructions _____ | 12 |
| Admission Policies _____ | 12 |
| Program Book Inserts _____ | 13 |
| Coat Checking _____ | 13 |
| Before the House Opens _____ | 14 |
| Opening the House _____ | 14 |
| Escorting Patrons to their Seats _____ | 14 |
| Responding to Seating Problems _____ | 15 |
| The Performance is About to Begin _____ | 15 |
| Responding to Late Patrons _____ | 16 |
| During the Performance _____ | 17 |
| At Intermission _____ | 17 |
| After the Performance _____ | 18 |
| Student Matinee Performances _____ | 18 |
| Weapons Policy _____ | 18 |

| | |
|----------------------------------------------------------|----|
| Emergency Procedures | 20 |
| Medical Emergencies | 20 |
| Fire and Evacuation Procedures | 20 |
| Tornado Warning Procedures | 21 |
| Information regarding the Broadway Theatre Center | 22 |
| Cabot Theatre | 22 |
| Studio Theatre | 22 |
| Skylight Bar and Bistro | 22 |
| Salon | 22 |
| Patron Amenities | 23 |
| Seating Charts | 23 |
| Box Office | 25 |
| Handicap Accessibility | 25 |
| Elevators | 25 |
| Water Fountains | 25 |
| Infrared Hearing Devices | 25 |

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 the theater. While we are also 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:

| | | |
|--------------------|--------------------|-------------------------------------------------------|
| Lee Caracci | House Manager | (414) 908-6645 leec@skylightmusictheatre.org |
| Jennifer Samuelson | Marketing Director | (414) 299-4961 jennifers@ skylightmusictheatre.org |
| Amy Jensen | Managing Director | (414) 299-4958 amyj@ 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

- ★ **House Manager's Office** (414) 908-6645 housemgr@skylightmusictheatre.org

- ★ **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 6:00 PM Monday-Saturday and free all day on Sundays) 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.
- ★ Additional parking information can also be found on the websites for Skylight Music, 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.

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.
- ★ Normally a sheet will be set out at the usher meeting for the ushers to sign for attendance purposes and to ensure that an usher's hours of service are recorded.
- ★ Usher meetings for the Cabot Theatre performances are held in the Richardson Room (the room just outside the orchestra level doors).
- ★ Usher meetings for the Studio Theatre performances will take place in the Studio Theatre House Manager's office.
- ★ The House Manager will disseminate the following information at these meetings:

- ☆ The expected attendance for the performance
- ☆ 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 check room 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.
 - ☆ Extra special attention must be devoted 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 must stand and remain standing while patrons are present in their area, before a performance begins and during intermission.
- ★ Ushers who are unable or unwilling to perform according to the Broadway Theatre Center's standards will be dismissed from the program.

Training

- ★ All ushers are required to be trained to serve as an usher for the Broadway Theatre Center before they are allowed to provide this service.
- ★ Ushers are required to read the Usher Manual in its entirety before signing up for any performances.

Uniform

- ★ All ushers are required to adhere to the dress code of the usher department when they serve the public.
- ★ The dress code for female ushers is as follows:
 - ☆ Black blazer or suit
 - ☆ Matching black pants or skirt
 - ☆ White dress shirt or blouse
 - ☆ Black dress shoes
 - ☆ If hosiery is worn it must be black
- ★ The dress code for male ushers is as follows:
 - ☆ Black blazer, sport coat or suit

- ☆ Matching black pants
- ☆ White dress shirt
- ☆ Dark tie
- ☆ Black socks
- ☆ Black dress shoes

Name Tags

- ★ Ushers are required to wear the corresponding performing group's usher badge when serving the public, unless otherwise instructed.

Flashlights

- ★ All ushers are requested to carry a small, working flashlight when serving as an usher. The BTC has a supply in the House Manager's Office.

Scheduling

- ★ Ushers are required to complete the online sign up process or turn in a sign up sheet on time in order to be scheduled to serve.
- ★ The Broadway Theatre Center utilizes an online tool for all usher scheduling.
- ★ Slots are filled on a first-come-first-serve basis.
- ★ Ushers are restricted to serving only when they are scheduled to do so and are not permitted to add their names to rosters that have already been filled.
- ★ If you submit your requests manually they will be entered as soon as the House Manger has time to enter them for you.
- ★ To access the online tool go to **<http://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 for and cancel performances.
- ★ 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 48 hours before the performance, please call the House Manager's office. 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.

- ★ 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 our ushers to report to serve when they are ill.
- ★ Please call the House Manager's Office if you are unable to serve. Do not leave messages on the Skylight's general line. The Skylight receptionist 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 a performance. Ushers should also refrain from other actions that could make noise such as playing with the flashlights 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.

Usher Procedures

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 that are also printed on ticket stock.
- ★ 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 a ticket 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 concurrent 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 printed on the tickets. It is extremely important for a ticket taker to give 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 torn. Tear the correct portion of the ticket. Remove and collect the ticket stub. It is extremely important that the ticket taker tear the ticket correctly and return the correct portion to the patron. Count the ticket stubs after all of the patrons who arrive late have been seated. Please let the House Manager know the number of ticket stubs you counted.
- ★ Keep the flows of patron traffic moving quickly but safely.
- ★ Give directions to patrons attending other events in the building.
- ★ Ticket takers are required to inform the patrons who arrive late that they will not be able to be seated until there is a suitable break in the performance. They must explain when the break for the seating will occur and give the patrons specific instructions on what they should do next.

Admission Policies

- ★ Children must be six years of age or older, and accompanied by an adult to attend BTC performances. Ticket takers must be attentive to this policy. Ticket takers are required to ask the adults to inform them of the age of the children. If the children are under the age of six, the patrons are required to wait in the lobby until the House Manager or Senior Staff person can address the matter.
- ★ 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 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.

Program Book Inserts

- ★ One of the many important duties of the ushers perform is inserting flyers into the programs books.
- ★ The management of the performing organizations are very concerned that the flyers are inserted into the programs correctly and completely.
- ★ The instructions for inserting flyers into the programs are as follows:
 - ☆ The ushers must carry out the directions they receive from the House Manager regarding inserting flyers into the programs.
 - ☆ All fliers must be inserted into the front cover of the programs unless otherwise instructed.
 - ☆ All flyers must be inserted right-side up and neatly so that the flyers are easy to read as soon as the patrons open their program.
 - ☆ 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 of 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 may slip and fall on them.
 - ☆ The ushers are required to hand a program to each patron who is seated in their section.

Coat Checking

- ★ The ushers provide coat checking services in the Richardson Room.
- ★ The ushers are responsible for keeping the claim tags organized and in order.
- ★ There should be two tags with matching numbers for each hanger.
- ★ There is no charge for Coat Check but we do accept tips which are considered donations to the Broadway Theatre Center.
- ★ The procedure for checking a coat are as follows:
 - ☆ Greet the patron warmly.
 - ☆ Remove the top numbered tag from the hanger and hand it to the patron. A patron must present their claim tag in order to retrieve their coat.
 - ☆ Hang the coat on the hanger marked with the same identification number that you just handed the patron. Special care must be taken to be certain this work is done correctly or the wrong coat may be given to a patron by mistake.

- ☆ Inform the patron they must retrieve their coat immediately after the performance is over.
- ☆ The ushers should continue to provide coat checking services until the House Manager directs them to close the coat check.
- ☆ Please give any coat check tip money to the House Manager before leaving the Coat room

Before the House Opens

- ★ Ushers are responsible for staffing the theatre entrance and the orchestra, dress circle and gallery levels to prevent patrons from entering the theatre without tickets.
- ★ Please prevent patrons from entering any of the seating areas of the theatre until the house is opened.
- ★ Ushers should familiarize themselves with the theatre layout and gather programs to distribute.

Opening the House

- ★ Generally, patrons are allowed to have access to their seats approximately 30 minutes before a performance
- ★ When it is time to open the theatre for seating, the House Manager will walk to each level and direct ushers to move into their assigned positions. The ushers must open all the doors leading in and out of the theatre at this time.
- ★ Each usher must pick up and carry a handful of programs to distribute to the patrons.

Escorting Patrons to their Seats

- ★ All ushers are required to follow this standard operating procedure for escorting patrons to their seats:
 - ☆ As the patrons approach to be seated, an usher should greet them politely by saying, "Good Evening!" or "Good Afternoon!" depending on the time of day.
 - ☆ Offer to escort all patrons to their seats by asking, "May I show you to your seats?" (Some patrons will know where their seats are located and they do not need usher assistance.)
 - ☆ Patrons are not allowed to bring food or beverage into the Cabot Theatre unless special permission has been given by the House Manager.
 - ☆ Beverages in plastic cups are allowed in the Studio Theatre.
 - ☆ Ask the patrons to present their tickets and check the section, row and seat number to be certain that the patrons are in the proper area. Great care must be taken to ensure that patrons have come to the correct section of the theatre to be seated. All patrons must have a ticket to prove that they paid the price of the admission.
 - ☆ Before escorting patrons to their seats, it is extremely important to state "Please watch your step!" Please do what ever you can to prevent patrons

- ☆ All patrons must be escorted directly to the row in which they belong.
- ☆ Make certain that the patrons know the seat numbers which identify their seats.
- ☆ Conclude by saying, "Enjoy the performance!"

Responding to Seating Problems

- ★ It is possible for the same tickets to be printed twice. It is important for our ushers to know the proper procedures to follow when the same seats are sold twice at BTC performances.
- ★ Remember to ask to see the tickets of all the patrons involved in a seating conflict.
 - ☆ Before entering the row, check the identification where the seating problem exists.
 - ☆ Inspect the tickets of all the patrons who are involved in the situation. Inspect each group separately to make sure they are correct. Never have two sets of ticket in your hand at the same time!
 - (1) Check to make sure that all the patrons are holding tickets for the performance which is currently taking place.
 - (2) Check the date printed on the tickets to be certain that all of the patrons are present on the correct date.
 - (3) Check the section, row and seat numbers printed on the tickets; the patrons may be seated in the wrong section or in the wrong row. Check the seats which are occupied by the patrons and compare that with the seat numbers printed on the tickets to be certain that the patrons are occupying the correct seats.
 - ☆ The usher must notify the House Manager or the Box Office immediately if they are unable to resolve the seating problem.
 - ☆ Do not reassign patrons without permission from the Box Office or House Manager.
 - ☆ 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 a few minutes prior to the start of the performance as a signal to the audience that the performance is about to 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 ushers should inform the patrons in the lobby areas that the performance is about to begin.

- ☆ Remove the excess programs from inside the theatre and stack them neatly in the lobby area where they will not pose a trip hazard.
- ☆ The theatre and lobby lights will be dimmed, signifying the start of the performance. All doors leading in and out of the theatre must be closed uniformly at this time.

Responding to Late Patrons

- ★ The artists who perform in the BTC Theatres wish to perform in a controlled environment, free of disruptions. Likewise, patrons do not want to be distracted.
- ★ Late-comer seating is at the direction of the performing organization. The BTC 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 their 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 doors are designated as late-comer seaters.
- ★ As soon as the lobby lights dim at the start of the performance, no one may be seated.
- ★ Ushers should offer an explanation 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 at times other than late-seating breaks. 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.
- ★ Late-comers, who purchased Gallery Level tickets, may be seated at any time for BTC performances.
- ★ The late-comer policies of the BTC also apply to the performing company's staff members and the ushers themselves.
- ★ In situations when a late-comer misses the break to be seated, the ushers have permission to seat late-comers first in the house seats, and then in the rear of the Orchestra section.
- ★ If a patron leaves the theatre during a performance, they may not return to their seat until a suitable break occurs in the performance. The House Manager may be contacted in these instances.
- ★ The ushers must use their flashlights to light the aisles and steps for the patrons as they escort them to their seats.
- ★ The ushers are allowed to be seated after they have escorted the late-comers to their seats.
- ★ 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 has occurred or when the House Manager releases you.
- ★ Monitor the doors while the performance is in progress to prevent patrons from entering the theatre at inappropriate times.
- ★ 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 performance:
 - Listen for any problems associated with the sound system.
 - Watch the action happening on stage.
 - Report any technical problems or any problems associated with the stage production to the House Manager.
 - Please notify the House Manager immediately if you are able to hear noise inside the theatre emanating from the lobby areas. The lobby areas must remain quiet while a performance is in progress.
 - ☆ Monitor the behavior of the audience:
 - If a patron is taking photos, text messaging or using an electronic device of any type, pursue the problem and attempt to locate the patron. Direct the patron to stop. Contact the House Manager whenever this problem occurs and ask for additional assistance, if necessary.
 - Notify the House Manger immediately if a patron creates a disturbance.
 - Notify the House Manager immediately if a patron develops a medical problem or falls inside the theatre. We will need to collect their name and the circumstances of the event for an incident report.
 - ☆ Keep all of the theatre doors closed while the performance is in progress.
 - ☆ At intermission, make certain that all of the theatre doors are opened and aisles are clear.
 - ☆ Monitor the climate conditions inside the theatre and inform the House Manager if it becomes too hot or cold inside the theatre.

At Intermission

- ★ All of the theatre doors must be uniformly opened when the lobby lights are brought up to full intensity at the intermission.
- ★ Ushers should remain near their assigned areas during intermission to answer patron questions.
- ★ Enforce the smoking policy and prevent patrons from bringing food and beverages into the theatre.

- ★ All of the theatre doors must be closed uniformly when the theatre and lobby lights are dimmed at the end of intermission.
- ★ Some patrons may be late in returning to their seats. When these circumstances occur, prevent the patrons from entering the theatre and contact the House Manager to receive guidance on how to handle the situation.

After the Performance

- ★ Help clear the house of patrons and close theatre doors when empty as soon as performance is over.
- ★ Pick-up any left over refuse on the floor or seats. Put any refuse in the recycling box in House Manager's office. Any "Gently used" programs may be reused.
- ★ Check out with House Manager and return usher badges and flashlights.

Student Matinee Performances

- ★ The majority of the patrons who attend the student matinee performances are school children who arrive by bus and they are seated as a group.
- ★ The school groups are dropped off and picked up on the streets that are surrounding the BTC.
- ★ Occasionally, some single ticket purchasers will attend these performances.
- ★ 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 BTC are responsible for seating the groups.
- ★ The school groups will be dismissed in an orderly fashion after the performance is over.

Weapons Policy

- ★ Skylight Music Theatre (SOT) 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 weapons 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 discretely 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 discretely approach the individual immediately and ask if they are carrying a concealed weapon.

- If the answer is yes, the HM 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, 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 by saying no, remind them of the policy, but do not take any further action. At no time should the patron be touched in order to determine the presence of a weapon.

Emergency Procedures

- ★ The 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.
- ★ If the House Manager cannot be found, go to the nearest performing company staff person.

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 at each level of seating to direct patrons out 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 persons and evacuate them last through the Studio Lobby or, if that is blocked, out the front doors. It is also possible to evacuate them down the right center aisle and out the fire exit on to Menomonee Street.
 - ☆ All ushers should check their assigned area 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.

- ☆ 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 is structurally sound.

★ Studio Theatre Instructions

- ☆ If a Tornado Warning is issued during a performance in the Studio Theatre, the house management 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.

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

Information regarding the Broadway Theatre Center

- ★ 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 Skylight Bar, the Salon, three rehearsal halls and administrative offices for several arts groups.
- ★ There are three companies that regularly perform at the BTC. They are:
 - Skylight Music Theatre
 - Milwaukee Chamber Theatre
 - Renaissance Theaterworks

Cabot Theatre

- ★ The Cabot Theatre, which houses both Skylight Music Theatre and Milwaukee Chamber Theatre productions, 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, with 219 of these seats on the orchestra floor, consisting of 12 rows with perfect viewing. There are 89 seats in the dress circle, (first balcony) and 50 seats in the gallery (second balcony).

Studio Theatre

- ★ The Studio Theatre is a black box style theatre which houses Skylight Music, Milwaukee Chamber and Renaissance Theaterworks productions. It features loose chair seating for 99 in an informal atmosphere which allows the audience to feel a personal interaction with the performers.

Skylight Bar and Bistro

- ★ A festive, cabaret-style space with tables and chairs which seats up to 100, with standing room for 200.

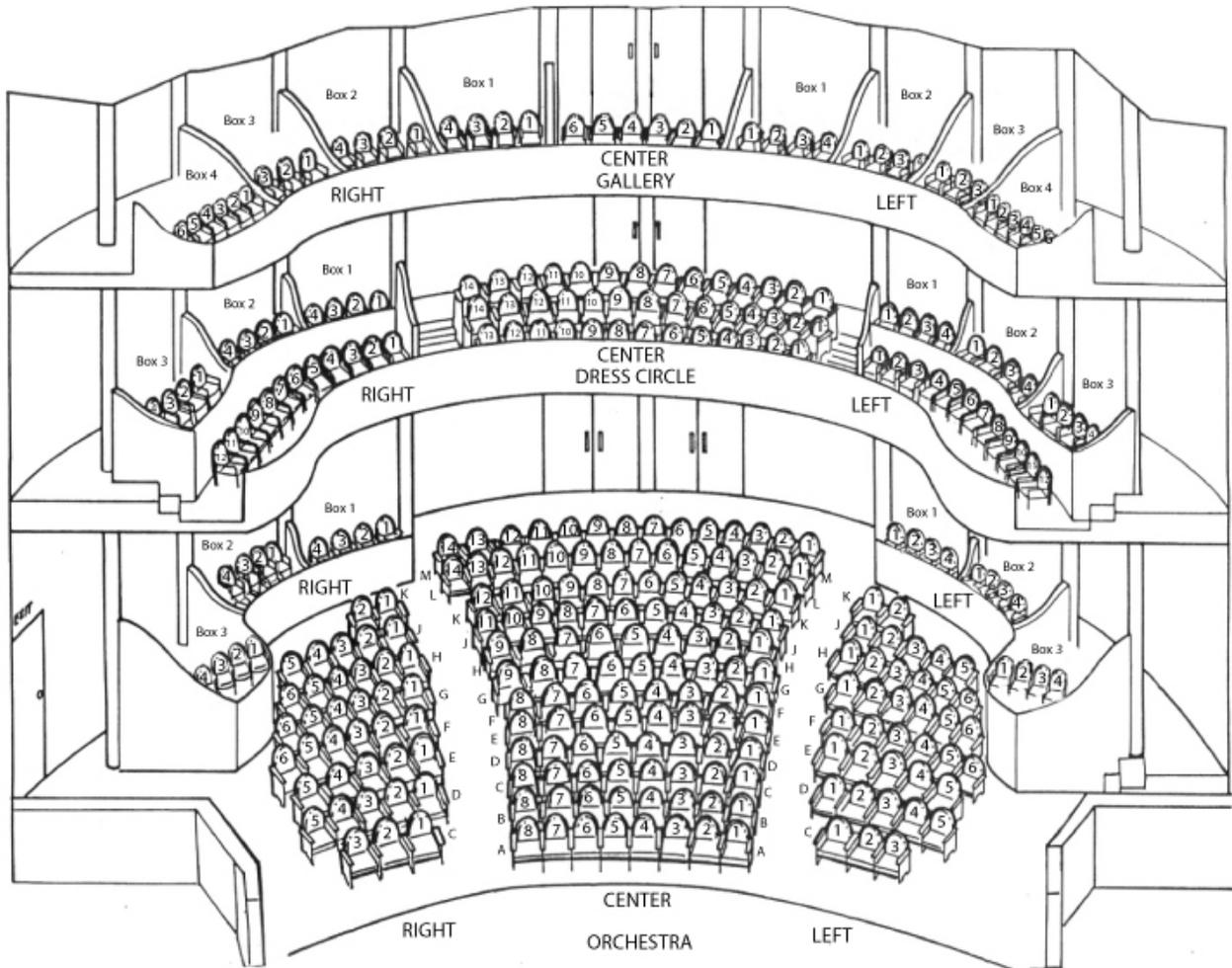
Salon

- ★ 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.

Patron Amenities

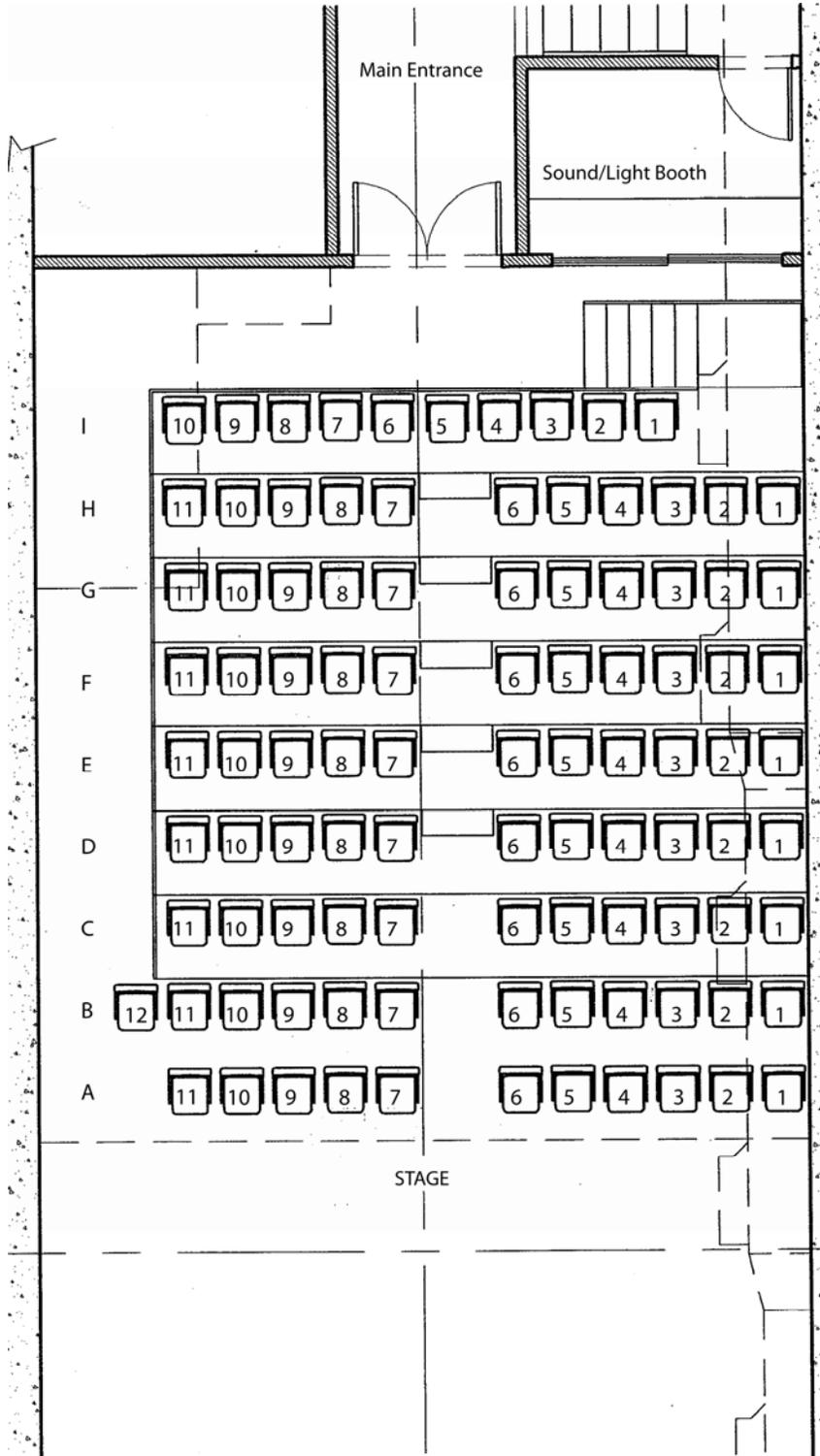
Seating Charts

★ Cabot Theatre Seating Chart



★ Studio Theatre Seating Chart

☆ This is the most common layout. The space can be configured many different ways.



Box Office

- ★ The Broadway Theatre Center Box Office hours are as follows:
 - ☆ Monday – Saturday Noon-6:00p.m.
 - ☆ 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 theatres do require the use of steps. The Gallery of the Cabot Theatre is not handicap accessible.

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.

Water Fountains

- ★ Water Fountains can be found in the following locations:
 - ☆ Studio Theatre Lobby
 - ☆ Elevator Lobby adjacent to the bar on the second floor

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. A patron must offer a form of photo identification in return for a headset. The identification will be returned to the patron when the headset is turned back in following the performance.
- ★ A charged battery must be inserted into the headset in order for it to work. There is a slide switch on the headset which turns the unit on and controls the volume. The headset is worn under the chin. The red sensor must be facing away from the patron in order for the headset to work.

Acknowledgement Form

I acknowledge that I have received, read and fully understand the policies and procedures included in the Broadway Theatre Center Usher Manual.

I acknowledge that I am physically capable of fulfilling all the duties and responsibilities presented in the Broadway Theatre Center Usher Manual.

I acknowledge that I may be dismissed from the Usher Program for not completely fulfilling all the duties and responsibilities presented in the Broadway Theatre Center Usher Manual.

Name (Please Print) _____

Signed _____

Date _____