

Cohen Auditorium Usher Training

Thank you for ushering in Cohen Auditorium. As promised, your services shall be traded for complimentary admission to this event. While you will be able to see most of the show, please understand that your assistance may be needed as much as 60 minutes prior to curtain time, during intermissions and up to 30 minutes upon conclusion of the event. You may be required to miss the first 15 minutes of the event and will need to be attentive to the audience at all times. Each usher has a reserved seat, but please be aware that these seats are chosen for safety reasons and you will not be able to sit next to other ushers or in any other open seat.

Pre-Event Duties

- Attend Usher training and receive important directions and duties from House Manager
- Clean Cohen Auditorium, Green Room, stage and backstage areas, lobby and downstairs dressing rooms as needed
- Provide directions to telephones, rest rooms, water fountain, box office, etc.
- Provide assistance for patrons attending non-Cohen events in the Aidekman Arts Center
- Hold audience in Cohen lobby until the House has been *officially* opened for seating by the House Manager
- Tear / take tickets, checking for accuracy
- Hand out programs
- Escort patrons to designated seats

During Event

- Help with late arrivals at the House Manager's discretion
- Control audience, requesting assistance from House Manager with unruly patrons or those seeking medical attention
- Guard against any eating, drinking, smoking, photography and audio/video recording in Cohen
- Direct audience out of the Auditorium in the event of fire or other emergency

Post-Event Duties

- Help usher guests out of Auditorium
- Check for lost & found items - return to the House Manager
- Clean the House, Green Room, stage and backstage areas, etc. to the satisfaction of the House Manager
- Report any damages to the House Manager

Once again, thank you for providing such a valuable service - we truly appreciate your efforts. If you ever have any questions or comments, please feel free to contact the Cohen Auditorium Manager at Mark_L.Sullivan@tufts.edu.