

## **Cave Run Symphony Orchestra Usher Guide**

Thank you for volunteering to usher for the Cave Run Symphony Orchestra!

Our goal is to provide the best concert experience for patrons and ushers. Your courtesy, eagerness to assist and smiling face makes this possible.

1. Check-in time for all concerts is one hour before the concert starts; (ex, 6:00 p.m. for a 7:00 p.m. concert).
2. There will be a brief meeting at this time with the Head Usher to review staff duties.
3. You will be provided a CRSO Event Staff vest to wear while you usher at the concert.
4. Usher Duties:
  - a. Take tickets and pass out programs.
  - b. Direct patrons to restrooms and coat check as needed.
  - c. Seat latecomers – once the Concertmaster has given the tuning note to the orchestra, the doors to the performance venue are closed. Latecomers are seated after the first work is completed or after the first movement of a multi-movement work is completed. The same procedure is used for the first work performed after intermission.
  - d. Some ushers may be asked to assist with ticket sales at the box office table.
5. Please silence your cell phone and / or other electronic device (s) while on duty.
6. No drinks or food (bottled water is the exception) are allowed in the performance venue.
7. If a patron has an emergency, please contact the appropriate CRSO staff member as soon as possible.
8. When the concert is over, do not open the doors until the lights come up.
9. You may be asked to assist with picking up the performance venue after the concert.
10. When finished, return your vest to the Head Usher.

**Thank you again for your assistance!**