



# HIGHLANDER AUDITORIUM

## Usher Guidebook

All ushers are required to adhere to the policies and procedures outlined in this guidebook at all times unless otherwise instructed by the house manager on duty. Information in this booklet should be read fully before the start of the season and referred to as needed during the year so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that both you and our patrons have the best possible experience.

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Keep in mind this Guidebook is a work in progress and will be updated throughout the year.

# "OUR" PHILOSOPHY

"Our" Client is...the most important person in our business.

"Our" Customer is...a human being with feelings like our own.

"Our" Patron...deserves our most courteous and attentive treatment.

"Our" Client...does not interrupt our work: he is the purpose of it.

"Our" Customer...brings us his needs; it is our job to fulfill them.

"Our" Patron...is part of our business; he is not an outsider.

"Our" Client...does not depend on us; we depend on him.

A Client "IS" our business.

# U.S.H.E.R.

**Understanding:** As an Usher it is vitally important to understand that you we are here to ensure that the patron/client has the most enjoyable experience possible; and as the first point of contact for our Guest's in house experience we have the ability to set the tone for the entire evening. This means anticipating any questions and needs the patron/client might have and having answers and solutions ready when needed. This also means having an understanding of the show/performance, its timeline for the evening and understanding how our actions and the actions of our team members and guests can affect the experience of the Guest. Lastly it means having an understanding of why our patrons visit us; weather it is to see friends and family perform, to compete in a competition, or as a client renting the facility for the purposes of doing business, we must understand the many different expectations those reasons bring.

**Safety:** Safety is our number one priority her at the Highlander Auditorium, and a cornerstone responsibility we take very seriously. All policies or rules that we enforce were created to ensure that the patron/client can enjoy the Highlander Auditorium safely. Safety is never compromised for any other facet of our U.S.H.E.R model and as such, each and every crewmember must become a safety advocate.

**Hospitality:** Hospitality is one of the most important parts of our venue's success. Guests must not only feel like welcome guests but as appreciated and wanted guests. Offering your assistance in any situation that may arise is a vital part of keeping the Highlander experience a hospitable one. Our guest is the reason we are here.

**Entertainment:** Our patrons/clients come to the Highlander Auditorium to be entertained, and since you are the first thing they see at the door, you are the first part of that experience. Make sure that meeting you is an enjoyable experience so that the patron/client is free to enjoy the rest of their time at the Highlander Auditorium. We must work to support the show so it may be presented as intended and free from distractions.

**Respect:** At the core of every successful usher is a focus on respect; that is a fundamental respect for our guest/client, our team/leadership, our building, and ourselves. This also includes a respect for the diversity in thought, work styles, life styles, and any other facet that makes us all unique. Whether we are greeting a patron/client, working with fellow team members, or delivering the Highlander Auditoriums policies, they must be respectful. Always be respectful to be sure that every individual you come in contact with will look forward to interacting with you again.

# About the Highlander Auditorium

The Highlander Auditorium is a 1100 seat proscenium arch theatre located just 30 minutes east of downtown Los Angeles in the foothill community of Upland CA. Each season the Highlander is host to a variety of art from Theatre, Dance, and Film Screenings, to Corporate, Cultural, and Religious events. The Highlander Auditorium on average has 340 days of use a year. 116 of those days are educational programs. 52 of those days are outside organizations renting the facility and the rest are build and rehearsal days.



## EDUCATIONAL EVENTS

Educational Events are put on by the schools from the Upland Unified School District. They include but are not limited to: Theater Dept. Plays, Comedy Sportz, Assemblies, Award Presentations, Variety Shows, and etc. Some educational shows are considered "Curtained Performances". Meaning the audience has a ticket.



## RENTAL EVENTS

Rental Events are events where an organization, not related to the school district, pays money to rent the auditorium for there event. Rental events can be many different type of shows. Most of our rental events are dance competitions and dance recitals.



# HISTORY OF THE HIGHLANDER AUDITORIUM

The Highlander Auditorium is a 1100 seat proscenium arch theatre located just 30 minutes east of downtown Los Angeles in the foothill community of Upland CA. Each season the Highlander is host to a variety of art from Theatre, Dance, and Film Screenings, to Corporate, Cultural, and Religious events. Even special events such as weddings and private parties have graced the stage of the Auditorium. The Highlander Auditorium on the campus of Upland High School was built in 1964; the Auditorium was designed by the architectural firm of Harnish - Morgan and Causey. Several other auditoriums in the local area were also designed and built by Harnish - Morgan and Causey; all of similar size and style. The auditorium is today a 1,073 seat proscenium arch venue. An adjacent music/performing arts wing was later added in 1968.

In the middle to late 1960's the Auditorium was home to Upland High School activities; as a facility under the control of the Chaffey Joint Union High School District. By the late 1980's the Auditorium fell into disrepair and the stage house was used primarily as a storage facility for the Chaffey School District, with the apron area in front of the proscenium arch and the seating area left available for school activities. In 1987 Upland Unified School District was newly formed under the direction of then Superintendent Dr. Loren E. Sanchez. At that time Dr. Sanchez an avid performing arts supporter saw great potential in the Auditorium. His own daughter, an Upland High School graduate, made a career in television production. Seeing how Upland is located in southern California and only thirty miles from the heart of the entertainment industry, he felt that the Auditorium could prove to be an excellent

training ground for performing arts and vocational education. To develop the Auditorium into an active performing arts facility would be a unique challenge. The School Board and Dr. Sanchez's vision would lead to the development of a facility that ranks today among the finest in the State of California for vocational training and apprentice professional development.

In the summer of 1988 Upland Unified placed an advertisement in the Los Angeles Times and began the search for a manager who would head the renovation of the facility and develop the vocational training program. What made this situation particularly unique, is that the Auditorium would be developed as a district wide Auditorium facility, even though it was sited at Upland High School. The Auditorium would be developed into a performing arts venue that all grade levels could access and use for a variety of events and activities. It would also be developed as a training ground for young technicians and artisans wanting to enter the entertainment industry and serve as a full functioning performing arts center available to the community at large.

In 1995 the Auditorium was given the name Highlander in honor of the Upland Highlanders and the high school campus in which the facility lives. For the past 19 years Bill Cox has led project after project to bring the auditorium up to industry par. Today, the Highlander Auditorium its staff of professionals and students support over 150 various types of theatrical and special events annually.

# HIGHLANDER STAFF AND CONTACT INFO

## Highlander Auditorium

850 N. San Antonio Ave.  
Upland, CA 91786  
Office Phone: (909) 985-9462  
Office Fax: (909) 982-2320  
[www.HighlanderAuditorium.com](http://www.HighlanderAuditorium.com)

**OFFICE PHONE: (909) 985-9462**

## OFFICE HOURS

Hours for the Production Office are normally Tuesday thru Friday 9:00am to 4:00pm but sometimes vary depending on shows that week.

## IMPORTANT STAFF YOU SHOULD KNOW

**Eric Mensen** (General Manager)  
(909) 985-9462 ext. 330  
[eric@highlanderauditorium.com](mailto:eric@highlanderauditorium.com)

**Cameron Swenson** (Production Manager)  
(909) 985-9462 ext. 471  
[cameron@highlanderauditorium.com](mailto:cameron@highlanderauditorium.com)

**Anthony Robinson** (Resident House Manager)  
[anthony.j.robinson@highlanderauditorium.com](mailto:anthony.j.robinson@highlanderauditorium.com)

**Kayla Bumpass** (Head Usher)  
[kayla@highlanderauditorium.com](mailto:kayla@highlanderauditorium.com)

**Travis Flores** (Head Usher)  
[travis@highlanderauditorium.com](mailto:travis@highlanderauditorium.com)

**Anabelle Monroe** (Head Usher)  
[anabelle@highlanderauditorium.com](mailto:anabelle@highlanderauditorium.com)

**Guillermo Cornejo** (Head Usher)  
[guillermo@highlanderauditorium.com](mailto:guillermo@highlanderauditorium.com)

**River Clark** (Head Usher)  
[river@highlanderauditorium.com](mailto:river@highlanderauditorium.com)

## WHO SHOULD I CALL FOR...

Your primary contact for scheduling, availability and show information is the Production Manager, Eric Mensen. Also, if you are running late or cannot make you shift.

During shows and events your main contact will be the House Manger or Head Usher on duty that shift.

Payroll and related questions should be sent to the General Manager, Eric Mensen.

## WEBSITES

Main Highlander Auditorium Website:  
[www.HighlanderAuditorium.com](http://www.HighlanderAuditorium.com)

Highlander Staff Website:  
[www.HA-Web.com](http://www.HA-Web.com)

Lost and Found Websites:  
[HighlanderAuditorium.com/lost](http://HighlanderAuditorium.com/lost)  
[HighlanderAuditorium.com/found](http://HighlanderAuditorium.com/found)

## OTHER IMPORTANT NUMBERS

Upland High School: (909) 949-7880  
Upland Unified School District: (909) 985-1864  
Upland Police Department: (909) 946-7624  
Upland Fire Department: (909) 931-4180  
San Antonio Community Hospital: (909) 985-2811

## IN CASE OF EMERGENCY DIAL 9-1-1

# USHERING BASICS

Ushers are responsible for the care and safety of all patrons. As an usher, you are expected to treat patrons as you would want to be treated. Ushers are also the public face for the Highlander Auditorium. Ushers are primarily responsible for assisting patrons during performances and during emergencies. It is essential that ushers are outgoing, friendly, have excellent customer service skills, and are able to handle responsibility with little supervision.

## DRESS CODE

The goal of these appearance guidelines is to create a unified and professional look that our guests and clients will appreciate. If we look official, patrons will respect us and be more compliant if we ask them to do something they don't want to.

### *Curtained Performances and Educational Events*

Please wear a white long sleeve button up with a black undershirt. Also wear black pants with a plain classic black belt and black shoes. No tennis shoes or sandal style footwear. Girls can wear a black knee length skirt if they choose.

### *Festival Style Events (Competition)*

Please wear a Highlander Auditorium black t-shirt or a plain black t-shirt, just a plain t-shirt please. Jeans are also to be worn for this style event, make sure your jeans have no holes or embellishments on them (just plain and classic style). A black belt may be worn. Also wear shoes that are black or white or a combination of the both. No sandal style footwear. A non-pull over jacket may be worn if desired so long as it is white, black or grey with no logos on it.

## ATTENDANCE AND PUNCTUALTY

It is vital that ushers arrive on time and ready to work. The house manager will lead a pre-show meeting to relay information regarding the performance. You will not be able to meet the expectations of your job if you do not know this information. If you are tardy, you may not be permitted to work. If the house manager does not permit you to work due to tardiness, then it will count as a no-show. After two no-shows, you will be asked not to return and you will be removed from the ushering list.

## CALL TIME

Call times for ushers start normally one hour before the house opens and end thirty minutes after the show. Before every show you will receive a call sheet via

email with your specific call time for the show. Call sheets will also be posted on the Call Board outside of the Production Office. Call times often change closer to the event. If there is a change you will receive a new "Updated" call sheet by email. For an educational show call times are typically 3-4 hours long. During dance competition call times typically are 6-8 hours long. Dance Recitals call times typically run 4-6 hours.

## WHAT TO DO

Always have a smile. Be extremely nice, but state what you want them to do with authority. Always try to give someone an option. (Example: *"Sir I'm sorry no food or beverage is allowed in the auditorium. You are more than welcome to finish it outside on the patio or place it on the table right outside the door"* OR *"Excuse me ma'am we don't allow strollers in the aisles but we are more than happy to set you up on one of our platforms with some chairs, or we can hold the stroller for you."*) Always say "THANK YOU" or "I really appreciate it", even if the guest is reluctant to do what you ask. Be loud enough that the guest can hear you clearly. Make eye contact. Show the guest what you want them to do by motioning. If the problem escalates call for your head usher or house manager. Have a great time working with guests and fellow students.

## WHAT NOT TO DO

NEVER be rude or say something offensive to a guest! It reflects badly on you personally and also the Highlander Auditorium. Try not to be passive with a guest; People respond better if you sound like you know what you are talking about. If you sound like you are unsure the guest will not trust the integrity of what you are saying. Never demand something of a guest. Always ask! If the situation is to the point that you think that a demand is necessary call for your head usher or house manager to take care of the situation.

## TIMECLOCK

The Highlander Auditorium uses a computerized time clock system for tracking usher and staff time. Before you begin your shift "clock in" with your assigned number in the production office. When you finish your shift "clock out" with the same number. If you wish to see a print out of your hours contact the production manager.

# SPECIFIC USHER DUTIES

## **Greeter/Ticket Taker**

The greeter is the first auditorium staff member that the guest will come in contact with. The greeter must always welcome the guest with a warm greeting (thus the name greeter) and a smile. If tickets are to be taken at the event the greeter may also act as a ticket taker. Another main duty is to prevent any food or drink from entering the theatre.

## **House Assistant**

This usher is here to be an assistant to the house manager or head usher. You will watch for anything such as wheelchairs or strollers and rules that must be enforced. You will be the rule enforcer when the house manager is not present. If someone needs assistance to a platform you are the one to do it and if extra chairs are needed you also must provide the patron with the chairs requested. Along with the wheel chair and stroller duties you must enforce rules such as no balloons, skateboards, scooters, nothing blocking the aisles etc. As always watch for food and beverage. This position must be knowledgeable about the auditorium and the policies that must be enforced. If the greeter/ticket taker gets overwhelmed with tickets you may have to assist with ticket taking. Your duty, in short, is to do everything that someone stationed at the door taking tickets may not be able to do and to assist with anything the House Manager may ask you to do.

*\*The greeter and the House assistant may be the same person if the show does not require ticket takers*

## **Center Door Usher**

If the show requires that no one is to enter or exit through the centre doors of the house than an usher may be positioned outside of the centre doors of the lobby to ask patrons to please use any of the side doors. This position may be an usher who was a greeter or ticket taker and when the show began became a lobby door usher.

## **In-House Usher**

The House Usher is an usher positioned inside the house while the show is going on. This usher may ask patrons to wait until the end of a number to exit the centre doors, if the show requires it. Another duty of the House Usher is to watch for flash photography and ask a patron to please refrain from using flash photography in the house while the show is going on. If there is a complaint or an unruly patron this usher is to notify the house manager or head usher. And as always watch for

food and beverage, breaking of rules and answer any questions some one may have.

## **Backstage Usher**

The backstage usher is normally posted either outside by the entrances going to the choir room and green room or the stage door going out to the senior parking lot. The backstage usher is responsible for only allowing authorized people backstage. They also stop guests from "sneaking in" and performers from educational show from sneaking out.

## **Head Usher**

The head usher is the name given to the second in command, so to speak. They act as the house manager when the resident House Manager is not present. You must listen and respect this person as though they are your boss, because technically they are. If the Resident head Usher or the temp Head Usher (appointed head usher for a specific show) has any problems they are to report them to the resident House Manager. This includes problems with the usher staff and general problems.

## **House Manager**

The House Manager is the ultimate authority as far as an usher is concerned. The house manager knows all the rules and policies of the Highlander Auditorium. The House Manager is ultimately responsible for anything that happens within the house limits of the theatre. The house manager is the one who gives commands on when to open and close house, the length of intermission etc. The show (competitions excluded) will not begin until the house manager gives the clear the house is closed and ready for the show to begin. If there is any problem with a patron or something that may constitute as an emergency the house manager is the first one that you should notify. They are ultimately RESPONSIBLE for what happens within the house so you must respect them and help them enforce the rules and policies of the Highlander Auditorium. The head usher may often act as the house manager.



# USHER POSITION SPECIFICATIONS

Here at the Highlander Auditorium, we are granting our ushers a means of progression, and several symbols to represent their progression in the Usher Program. All Ushers will now be broken up into 4 levels, which will represent their experience. The first level is, "Usher in Training". Every volunteer will start their journey as a Highlander Auditorium Usher here. The next level is, "Usher I". After 15 hours of on the job training, ushers will be promoted to Usher I. After 75 hours of work (including the hours earned as UIT), an Usher I will be eligible to interview for a promotion to the next level, "Usher II". After 200 hours of work, an Usher II will then be eligible to interview for a promotion to the final level, "Usher III". Every time a usher graduates to the next level, it symbolizes a mastery for their previous responsibilities, and a readiness to take on new challenges. Here are some of the responsibilities expected of each position.

## Usher In Training (UIT)

- The ability to wear a uniform and show up to work on time.
- Desire to learn.
- Basic manners and a smile.

## Usher I (15 hours)

- An Usher I must know basic policies
- Know where commonly used locations are i.e. Box Office, A2 Hallway, Production office, Storage room
- Must be able to walk house effectively.
- Must know how to properly fold up Linens
- Must be able to get a head count.
- Must be able to pass on ushering knowledge to UIT's

## Usher II (75 hours + Interview with House Manager)

- An Usher II must know how to do "the backwards check".
- Know the proper placement of all signage,
- Must be able to politely explain ADA policy to a disable person, or person with a stroller and politely escort them their seat.
- Will be able to assist in dressing room checks.
- Must be able to check items.
- Must be able to "push house"
- Must know all items listed in "Usher I" and "UIT"
- Must be able to pass on ushering knowledge to Usher I's and UIT's

## Usher III (200 hours + Interview with Production Manager & House Manager)

- Must be able to effectively fill the position of Head Usher when necessary.
- Must be able to actively see safety hazards, and correct them.
- Must be able to cover the House Manager for lunch.
- Must be able to teach and train less experienced ushers Highlander policies and procedures.
- After graduating, an Usher III will be eligible to interview for a paid Head Usher position.

# POLICIES

## I. Audience Attendance

1. The User agrees that they will not over sell, print or admit more than the Estimated Audience Attendance.
2. The District will provide safe conditions with restrooms for the Estimated Audience Attendance.
3. The User understands that at no time may a guest stand or sit or in any other way block an entrance, exit, stairway, or aisle way. If a guest is found to be blocking and said areas, the house manager will escort the guest to a seat or appropriate location.
4. Every guest must have a seat, regardless of age. NO EXCEPTIONS
5. It is the responsibility of the User to ensure that all special guests, participants, performers, etc. that will be sitting in the house during the event are included in the overall ticket count. These people must have their own ticket.
6. Unless the event is assigned seating, all events are first come first serve basis. There will be no reserved seating by the guests or user permitted. If seating needs to be reserved, the contract signer must arrange this with the house manager, no less than 20 minutes before the house opens.
7. For purposes of crowd control, tickets are required for all curtained events held at the Highlander Auditorium. The User must use Highlander Auditorium to print their tickets. Only Highlander Auditorium tickets will be accepted for admission to the event.
8. Ticket sales will only be sold utilizing the provided box office. At no time will tickets to the event be sold on the patio areas.
9. Signs, banners, or displays are not permitted to be nailed, screwed, tacked, or taped to any walls, doors, surfaces, or windows within the facility. These items will be removed, and appropriate charges necessary to refurbish the damage will be assessed to the User. An authorized Highlander Auditorium staff person must approve placement of these items.
10. All performers and client representatives shall adhere to standard theater etiquette.

Therefore, loud, unruly behavior and/or obscenities will not be tolerated. Any person engaged in such behavior will be ejected from the facility.

11. The Highlander Auditorium House Manager is completely responsible for the operations of the lobby. The House Manager will be the only person to decide when to open the house and will be responsible for enforcing all current policies. The House Manager may make decisions at their discretion.

## II. Security

1. No smoking is allowed within the auditorium house, foyer, or backstage areas.
2. The Highlander Auditorium is not responsible for the loss or damage to any property brought into the facility or left in vehicles. It is the User's responsibility to secure all property belonging to or rented by the User. Security staff may be required at the expense of User when deemed necessary by the production manager.
3. No company or performance personnel may be in the seating area of the auditorium in rehearsal clothing, costume, or make-up when the house is open, except as an integral part of the performance or presentation at the actual time it is presented.
4. Absolutely no breaking curtain. Meaning, before and after the performance we do not allow any member of the house to cross onto stage via the apron stairs to enter backstage. Also, we do not allow any member of the performing company to enter the house via the apron stairs. We will not be able to open the curtain after the performance has finished, until the house is entirely empty of our guests.
5. No visitors are permitted backstage. Only performers and the staff of the performing company are allowed. Staff of the performing company including volunteers must be identified with either a wristband or lanyard.

# POLICIES

6. Flash photography is STRICTLY forbidden.
7. All animals are not permitted within the house, dressing rooms, or backstage areas. Guests or clients with animals will be asked to remove their animal. Service animals are permitted as required by the American Disabilities Act.
8. The side doors in the house are emergency exits only, and will not be used as an entrance or exit at any time.
9. Vehicles are not permitted on campus. If loading or unloading is necessary, arrangements to get an on campus vehicle permit must be made with the production manager.
10. Helium Balloons are not permitted in the facility at any time. Decorative balloons must be approved in advance.

## III. Concessions

1. Food and Drink are not permitted anywhere within the facility at any time. Bottled water can be allowed.
2. If food or beverage service is required, The Highlander Auditorium holds first right refusal and arrangements must be made 30 days in advance.
3. Alcohol is not permitted.
4. All items to be sold must be approved by the production manager and listed below.
5. Food and Drink (except water) is not allowed inside the dressing rooms, on the stage, in the auditorium, or to be sold. Food and Drink are allowed outside only, or in the conference room with prior arrangement. Non-compliance will result in a \$100.00 charge per day, per room where evidence of food or drink is found. This applies to guests, but performers, judges, special guests, and employees and volunteers of the performing company as well.
6. Smoking of any substance or item is not allowed inside any area of the facility. Smoking is prohibited anywhere on campus. Non-compliance will result in a charge of \$100.00 per offense, per day. Evidence of

smoking is determined no only by physical manifestation, but odor detection as well.

## IV. Marketing

1. All advertising materials must state that your event is being held at *The Highlander Auditorium*. This includes but not limited to, flyers, t-shirts, programs, radio announcements, and television commercials.
2. The User permits Upland Unified School District to utilize photos of produced event for the purpose of archives, website, and portfolio.

# EMERGENCY PROCEDURES

## IN GENERAL

Our gathering place after evacuating is the quad area outside of the front of the auditorium. Should you hear an announcement asking you to evacuate the Theatre, do so—but assist any patrons with mobility impairments if possible. Should you hear an announcement indicating that we will be having an unexpected intermission or that we will be temporarily holding the performance, return to your posts. Should any patron need medical assistance or first aid, find the house manager immediately. Should any patron disturb the performance in a manner that requires attention, find the house manager immediately. In all instances, ushers should remain calm and follow the announcements and house manager's instructions, placing your own safety first. If you feel you are in a life-threatening situation, please remove yourself from that situation.

- To reach 911 from Highlander phones, you must dial 9-911.
- Landlines are located in the Box Office, FOH Booth, Production Office and Stage Manager Console. It is preferable to call 911 from a landline, as calling from your cell phone automatically dispatches you to California Highway Patrol.
- Ushers are expected to assist patrons, especially patrons with mobility issues, in exiting the Theatre. Please make sure to return walkers and wheelchairs to patrons.
- Do not leave the Theatre without signing out with the house manager.
- When in doubt, return to your posts for instructions.
- First-aid kits are available in the Production Office and Box Office.

## EVACUATION PROCEDURE

The Event or House Manager on duty will give the command over radio. *"Attention ushers and staff, begin evacuation procedures. Repeat, begin evacuation procedures."* At that time all guests and performers should exit the auditorium thru the nearest exit. Ushers should also exit the building, but also assist patrons with mobility impairments if possible. The greeter and house assistant should completely open the black curtain in the lobby. Once outside please direct guests to exit to the middle of the quad east of the auditorium which is our designated evacuation area. Check in with the House Manager for future instructions.

## HOW TO HANDLE SPECIFIC EMERGENCIES

### MINOR ACCIDENTS AND FALLS

Ushers should stay with the injured person and send another usher—or patron, if necessary—to get the house manager. If the patron insists that he or she does not need assistance but appears injured, simply note the patron's appearance and where the patron is sitting, and report the incident to the house manager immediately. There is an accident report that the house manager must have the patron fill out. Should a patron request, a bandage, ice pack, etc. those items are available in the Box Office. Any requests for these items should be directed to the house manager or, if the house manager is unavailable, the Head Usher or Event Manager.

### MEDICAL EMERGENCY

In case of heart attack, stroke, seizure, or medical emergency, notify the house manager immediately. If it is during the performance, the stage manager will make the following announcement: *"Ladies and Gentlemen, we are experiencing a medical emergency. Would individuals with medical training please identify themselves to the house manager in the lobby."* If possible the house manager will move the person either to the lobby, or, if the situation warrants, into the Green Room or Box Office. If there is a trained medical professional in the audience, do exactly as instructed. Return to posts and await instruction from the house manager.

### EARTHQUAKE

In the event of an earthquake, the following announcement will be made: *"Ladies and gentlemen, we are experiencing an earthquake. For your protection, bend forward and cover your head with your arms until the earthquake passes. Remain in your seats. For your own safety, do not leave the building."*

**In the event of a severe earthquake,** Once the quake subsides, instructions will be given to evacuate the building to the designate evacuation area outside in the quad.

**In the event of a minor earthquake,** Once the quake subsides, this announcement will be made: *"Ladies and gentlemen, our backstage crew is making a thorough*

# EMERGENCY PROCEDURES

*check of the scenery to be certain there is no risk to patrons or staff. We thank you for your patience.”* At that point, ushers should return to their posts, await instructions from the house manager, and calm patrons as needed. If the show will not continue, the following announcement will be made: *“Ladies and gentlemen, due to possible hazards backstage to the cast and crew, the Highlander Auditorium will not continue this performance.*

## **FIRE**

A loud high pitch alarm will sound along with strobe lights throughout the building. An announcement will be made by the Event Manager or House Manager: *“Ladies and gentlemen, we have a problem backstage. For your safety, please calmly stand, exit the Theatre by the (side / rear / all exits), and help those who may need assistance. We will resume the performance if possible. Announcements will be made outside shortly.”* Ushers should assist patrons in exiting the Theatre. Follow patrons out of the auditorium and report to the house manager. Beware of arriving fire trucks. The house manager will use a megaphone to make any announcements as needed, such as making patrons aware the show may resume if the incident is minor. Do not attempt to re-enter the building unless the House Manager or Event Manager gives the “all clear.”

## **POWER OUTAGE**

In the event of a power outage, the following announcement will be made: *“Ladies and gentlemen, we are experiencing a power outage. We will resume the performance when power is restored. Please remain in your seats and see an usher if you need assistance.”* Ushers should turn on flashlights (available in the Box Office, though we encourage you to bring your own), take their posts, and assist patrons as needed. If the emergency backup generator does not turn on automatically, the Event or House manager will manually start the generator. If the power outage lasts 30 minutes or more, we will likely cancel the performance. Should management cancel the performance, the stage manager will make the following announcement: *“Ladies and gentlemen, due to the continued power outage this performance is cancelled.”* The Event Manager will then give specific instructions to the audience depending on the event. Ushers should then be ready to assist patrons in exiting the Theatre. After the patrons have left the building, see the house manager to sign out. Note: the

emergency power back-up systems will provide power to the house lights for 45 minutes.

## **BOMB THREAT**

In the event of a bomb threat, the house lights will be brought up and the following announcement will be made by the stage manager: *“Ladies and gentlemen, we have a problem backstage. For your safety, at this time, could everyone please stand up and exit the Theatre? Please help those who may need assistance as you exit. Thank you.”* Ushers should prop open doors and follow patrons out of the building. Assemble at the designated evacuation area outside in the quad and report to the house manager. The house manager will use the mega-phone to make any announcements, such as making patrons aware the show may resume if the incident is minor. If the show resumes, the ushers will return to posts and begin seating patrons when directed by the house manager.

## **CIVIL DISORDER/RIOTS**

Should the city of Upland experience some form of civil unrest, the following announcement will be made: *“Your attention please: the City of Upland police department has announced a possible civil disturbance. To protect the premises and reduce danger to patrons, staff, and property, all entry doors are locked. For your own protection please remain inside. We will keep you updated as events transpire. Once again, the exterior doors are locked, and we ask that you remain inside.”* Ushers should return to their posts to assist the house manager. Follow directions and assist as needed. Be ready to call 911 in the event of trouble.

# SCHEDULING

The primary method that ushers are scheduled for shows is by email. The Production Manager is responsible for scheduling ushers and staff for events at the auditorium.

## AVAILABILITY EMAIL

Every month you will receive an "availability email" from the production manager. Follow the link and fill out the online form with your availability for that month. Check all of the boxes for the shows you are available to work. Fill out the rest of the information and then click submit. If your availability changes after you submitted the form, please contact the production manager ASAP.

Here is an example of the form below:

Please check all boxes for the events you are available to work.  
If you are chosen for the event, you will then be notified a week before the event with your call times.  
If your availability changes after submitting this form please email: [eric@highlanderauditorium.com](mailto:eric@highlanderauditorium.com)

**\* Required**

**Your Name (First & Last): \***

**Your Email: \***

**District Choral Concert**  
 3/10 - Evening

**Starpower Dance Competition**  
 3/11 - Load In  
 3/12 - AM Shift  
 3/12 - PM Shift  
 3/13 - AM Shift  
 3/13 - PM Shift  
 3/14 - AM Shift  
 3/14 - PM Shift

**PTSA Talent Show**  
 3/19 - Evening

**County Reflections Program**  
 3/20 - Morning

**Varsity Football Awards**  
 3/21 - Afternoon

## CALL SHEET

If you are chosen to usher a show you will receive, by email, a call sheet 1-2 weeks before the event. Your call sheet will have your specific call time for the event. Call sheets will also be posted on the Call Board outside of the Production Office. Call times often change closer to the event. If there is a change you will receive a new "Updated" call sheet by email.

Here is an example of a Call Sheet:



## Highlander Auditorium Call Sheet

MOVE PRODUCTIONS

Sat, May 01, 2010

Competition

### Crew Call Times & Assignments

Name	Assignment	In	Out	In	Out
Justin Wardell	Facility Manager	6:00AM	3:00PM		
Jamie Brown	PSM	6:00AM	3:00PM		
Adam Carvajal	ASM	6:00AM	3:00PM		
Jose Castillo	LD	6:00AM	3:00PM		
Sam Euper	House Manager	6:00AM	3:00PM		
Audrey Hamm	Usher	6:00AM	3:00PM		
Camille Alba	Usher	6:00AM	3:00PM		
Kat Briones	Usher	6:00AM	3:00PM		
Nundo Chanda	Usher	6:00AM	3:00PM		
Eric Mensen	Facility Manager			3:00PM	12:00AM
Steven Cope	PSM			3:00PM	12:00AM
Daniel Forrest	ASM			3:00PM	12:00AM
Thalia Pacheco	LD			3:00PM	12:00AM
Katie Donahue	House Manager			3:00PM	12:00AM
Baill Graham	Usher			3:00PM	11:00PM
Sahara Ammons	Usher			3:00PM	11:30PM
Yavin Deamos	Usher			3:00PM	11:30PM

**Usher Dress Code:**  
\*EDUCATIONAL / FESTIVAL / COMPETITION\* Please wear a Highlander Auditorium black t-shirt or a plain black t-shirt, try to stay away from other style tops girls, just a plain t-shirt please. Jeans are also to be worn for this style event, make sure your jeans have no holes or embellishments on them (just plain and simple) with a black belt. Also wear shoes that are black or white or a combination of the both. If its cold and you want to wear a jacket it must be a zip up that is white, black or gray with no logos on it.

As of: 4/28/2010 at 4:36:26 PM

Any questions regarding your call times should be directed the production manager at (909) 985-9462

Call Sheets will also be posted online at:  
[www.HA-Web.com](http://www.HA-Web.com)