

Kreeger Theater

Jaja's African Hair Braiding.

Information for Ushers



Hello everyone! Welcome to the 24/25 season at Arena Stage. We are so thrilled to have you with us for another exciting and full season! Please review this document in its entirety as there are new positions and responsibilities for ushers this season. We know that this may seem like a lot of new usher responsibilities, but it will greatly help improve the patron experience for our patrons and we have no doubt that you all will fair brilliantly and continue to provide the world class customer service that Arena Stage is known for. Thank you for all that you do!

Yours,
Arena Stage House Management.

SPECIFIC INFORMATION FOR: *Jaja's African Hair Braiding.*

Show Length: The show is approximately 1 hour and 20 minutes with no intermission.

Content: This production will contain bright flashing lights.

Pre-show and Usher check-in: Usher check-in will begin 90 minutes prior to the start of the show.

- If you are an aisle usher, please go directly to your theater once you have checked in.
 - The usher speech will begin 1 hour prior to the start of the show. Please be sure you are in the theater for the usher speech as this will cover important information for the performance.
- If you get assigned as a ticket scanner, please proceed directly to the Visitors Services Desk for show-specific information.
 - Ticket scanners will act as Arena Stage ambassadors by welcoming all patrons to the building and answering any questions our patrons may have. 30 minutes prior to the start of the show, scanners will proceed to the entrance to the theater to start scanning tickets. Ticket scanners **MUST** stay for the entirety of the show and act as Arena Stage ambassadors post show by thanking all patrons for coming and answering any questions our patrons may have.

House open and patron load-in: The house will open approximately 30 minutes prior to the performance. Please be sure that you are in place and ready to go 35 minutes prior to the start of the performance. Do not open any doors or let any patrons into the theater until the House Manager has called that the house is open.

- While patrons are entering the theater, please welcome them with a kind and upbeat greeting! Remember you are permitted to walk patrons to their seats and/or direct them to their seat.
 - If you walk patrons to their seats, please hand them a program once they are settled.
 - If you direct a patron to their seats, hand them a program after you direct them and ask them to watch their step as they make their way to their seat.
- The House Manager will check in with you regularly throughout patrons loading into the theater.
 - When the House Manager checks in with you, please feel free to pass along any patron questions or concerns during this time! This is a great time to inquire about any patron re-seating requests.
- If the House Manager is not in your section and you require assistance, please do not abandon your position, instead, please pass the message along from usher to usher, and it will make its way to a House Manager.
- The House Manager will do a final check-in a few minutes before the show starts.
 - You may still ask about any patron re-seating questions at this time, but please do not hold them all for this time as this impacts the show's start time.
- If you are an Aisle usher, please walk the no cell phones sign up and down the aisles while giving patrons a gentle reminder to silence all electronic devices including phones and smart watches.
- If you are a ticket scanner, please hand all unscanned ticket stubs to the House Manager and let them know of any major scanner issues.
- Stand at the back of the theater and await the late seating break(s)

Late Seating Break: The "late seating break" is a time in each performance, designated by the director and senior artistic staff as to when latecomers may be seated within the theater. The time is carefully and meticulously selected so it will be the **least disturbing**, as well as **SAFEST** to/for the audience and the actors. **Please ONLY seat patrons during the late seating breaks and NOT when the House Managers hand them off to you.**

- The first is 2 minutes and 30 seconds into the show when they raise the gate for the shop.
 - **“Marie:** Like whhhhhhyyyy does it move so slow? There’s train traffic every day? Every minute? How? But whatever, I finally made it! Anyways... Hi! How was your morning?”
Miriam: Fine. *****The Gate opens, this lasts 30 seconds*****
- The 2nd late seating break is 16 minutes into the show.
 - Marie is handing out sandwiches to the women in the shop. The air conditioner will make a loud crashing noise. The women get startled and ask, “what’s going on?”, “What was that?”, etc. **BEA:** This thing is trying to kill us! **AMINATA:** It’s too hot for this.
MIRIAM: I think you need to come and fix the air con Marie. **MARIE:** Sorry y’all. I think it’s just going to be one of those days. *****Music plays and it’s the transition into the 2nd scene. This lasts 30 seconds.**
- Once the 2 seating breaks have passed, you all may take your seats. **Please do NOT take seats in the first 4 rows of the theater.**

During the show: Remember, you are on duty for the entirety of the show. You are our eyes and ears in the house.

- Please get up and alert a House Manager immediately if you hear any cell phone or watch alarms, alerts, notifications, or any other disruptive sounds or behavior. It is much less distracting to get up in the middle of the show and alert us to this than it is to let it go on and tell us after the show.

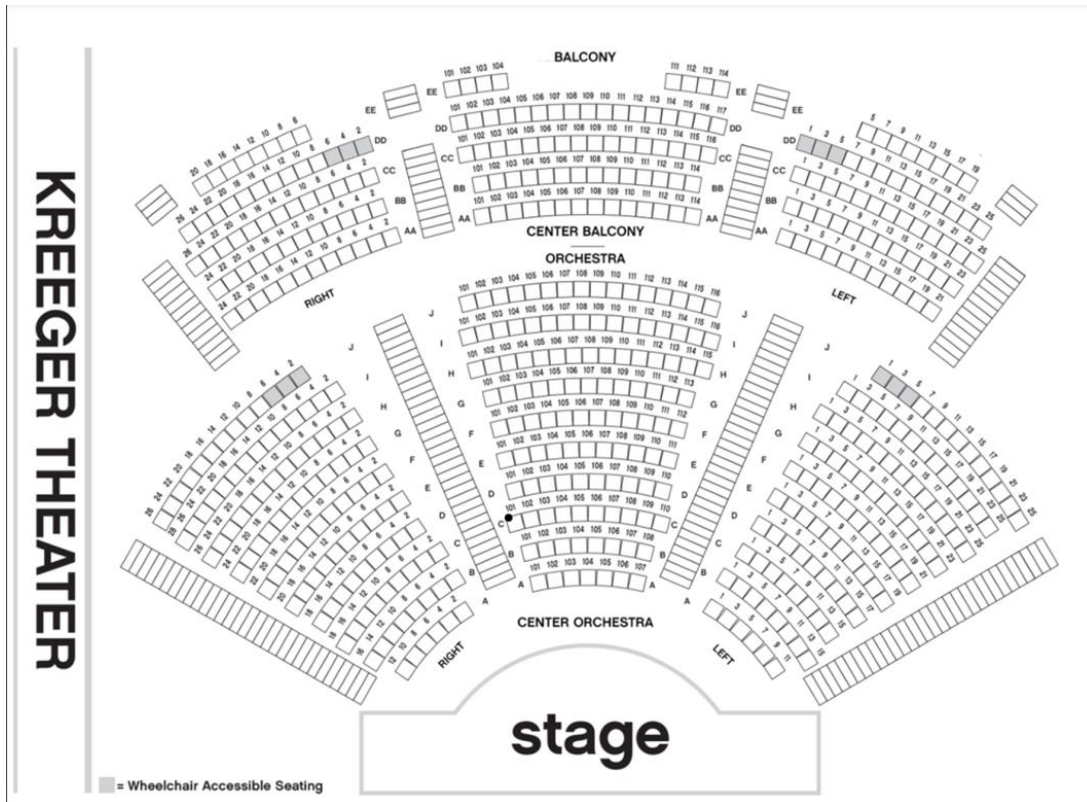
After the show: Once the show has concluded, return to your assignments!

- Aisle ushers should go back to the tops of their aisles.
 - Remind patrons to look out for any steps and help patrons find the restrooms and elevators.
 - Aisle ushers **MUST** stay inside the theater until it is clear so that no patrons get stuck inside or without the elevator.
- Ticket scanners **MUST** return to the lobby.
 - Once in the lobby, ticket scanners should thank patrons for coming, ask how their visit was, and answer any questions our patrons may have including directions to the lobby, elevators, garage, restrooms, and/or metro station.

Usher Check-out: Once the lobby and theater spaces have cleared of most patrons, ushers may check-out. Lanyards should be returned to a staff member at the Visitors Services Desk.

GENERAL INFORMATION FOR THE Kreeger:

- The orchestra has row's A-J and the mezzanine has rows AA-EE
- Accessible seats are J1,3,5; and J 2,4,6 in the orchestra and DD 1,3,5; and DD 2,4,6 in the mezzanine
- If you face the stage, the even numbered seats are on your right-hand side, the odd numbered seats are on your left-hand side and the three-digit seats are in the middle section.



House Rules:

- Please remind patrons that all food should be finished in the lobby before they enter the theater.
- Cups with a lid are permitted inside the theater. Rworld cups should be placed in the yellow bins at the end of their use.
- Children under age 5 are not permitted in the theater for this production. Please alert the House Manager if you see a child that appears to be under age 5.
- All phones, alarms, alters, and smart watches should be silenced before the start of the performance.
- Masks are no longer required except for Mask Required Performances on Saturday, September 14th 8:00 p.m. and Tuesday, October 8th at 7:30 p.m.
 - Ushers who wish to opt in or opt out of mask required performances should contact House Management at usher@arenastage.org to switch their usher date.

Patrons with Walkers/Canes/Wheelchairs: If you take a patron's walker, or any other mobility device, at the beginning of the show to stow it for them, then you are then responsible for returning it to the patron at intermission and after the performance has concluded. You will be that patron's personal concierge for the evening.