

Denver Center Theatre Company

The logo for the Denver Center Theatre Company features a stylized, circular floral or geometric design to the right of the text. The design consists of four interlocking, swirling shapes that form a central void, resembling a flower or a snowflake.

Denver Center Theatre Company Ushers

The goal of our usher program is to provide the best possible experience for our patrons. This includes, but is not limited to, accessibility assistance, greeting patrons, showing a patron to their seat, and being flexible in jobs responsibilities.

All DCTC ushers are volunteers. They are trained and supervised by a House Manager. Familiarity with and access to a computer and email is required.

We are in the entertainment business. Your job at its most basic level is to seat people; however, in the larger sense, your job is to take care of our patrons by creating a fun and exciting place where people feel welcome, feel a sense of belonging and a desire to come back.

Our focus must be on providing good customer service to all patrons all the time.

By signing up to usher you are agreeing to follow these guidelines.

Skills and Experiences

Knowledge of each theatre's seating layout and of parking

Knowledge of DCTC's tickets and how to read them to correctly direct patrons to their seats

Maintain knowledge of show related content, run time, late seating procedures, etc.

Staff programs according to DCTC guidelines.

Maintain professional and pleasant attitude while interacting with patrons and staff

Arrive for each usher shift punctually and appropriately dressed (see dress code below)

Customer service orientation

Physically able to work under pressure in a fast-paced environment

Able to climb stairs

Spoken proficiency in English

Light restocking/janitorial work in theatre lobbies and seating areas

Usher Posts

Ticket Usher-

Greet patrons at the Theatre doors, scan/tear tickets and direct patrons towards their seats.

Answer any patron questions or direct them to the appropriate person.

Assist with late seating.

Seating Usher-

Greet patrons, check their tickets, distribute programs and direct patrons to appropriate aisle and seat.

Answer any patron questions or direct them to the appropriate person.

Assist with late seating.

Lobby Usher-

Greet patrons, direct patrons to the Box Office or correct Theatre, and assist with accessibility.

Answer any patron questions or direct them to the appropriate person.

Assist with late seating.

Exterior Promenade Usher-

Greet patrons, direct patrons to the Box Office or correct Theatre, and assist with accessibility.

Answer any patron questions or direct them to the appropriate person.

Assist with late seating.

Coat Check Usher (seasonal)-

Before the performance: greet patrons, exchange their coat/bag for coat check tag.

During Intermission: return to post to assist patrons.

Following performance: return patron's coat/bag in exchange for coat check tag.

Audience Watcher-

During performance: sit in the House and observe the audience.

If situation arises, immediately seek out House Management

Stage Guard-

Ensure that patrons do not cross the stage or fiddle with props/set pieces.

Dress Code

The purpose of this code is to create a look of professionalism, consistency and uniformity. Your adherence to this dress code enables the patron to identify the usher staff. Please keep in mind that this policy is not open to interpretation. Ushers dressed inappropriately will not be permitted to work. A simple rule: when in doubt, choose the most conservative option.

The dress code is solid black dress slacks or a solid black dress skirt, and a white, clean, pressed, long-sleeved, collared tuxedo shirt with a black bow tie and a full back black vest. Please keep accessories such as scarves and large jewelry to a minimum. All ushers are expected to wear plain black, clean dress shoes. No sneakers, flip-flops, open-toed, sandals or boots allowed! Wear shoes that you can stand in for four hours and do a lot of walking up and down the aisles. All clothing must be clean and ironed. Mini-skirts, t-shirts and jeans are not appropriate work attire, even if they are the right color.

A name badge will be provided. This is part of your uniform and must be worn at all times when patrons are present. Badges are worn on your right side.

Benefits

Complimentary space available seating when pre-show ushering responsibilities are complete (standing room or lobby viewing in the extreme case of a sold out performance).

Complimentary pair of employee tickets to each DCTC production, arranged through the Box Office.