

Description of Service

As the “front line” representatives of Lebanon Opera House (LOH), ushers ensure that the audience has a comfortable and enjoyable experience at the Opera House.

Ushers perform a variety of tasks, while remaining polite, cheerful and helpful at all times. The house manager will assign specific duties on the night of the show. You may be asked to do one or more of the following:

- ◆ Stuff and hand out playbills
- ◆ Set up and remove lobby tables
- ◆ Distribute pre-paid tickets
- ◆ Take tickets at the door
- ◆ Assist patrons to their seats
- ◆ Answer patron questions
- ◆ Watch for food, drink, smoking, cameras and recording devices in the theater
- ◆ Monitor emergency exits and restrooms
- ◆ Seat latecomers
- ◆ Manage the refreshment table
- ◆ Sell merchandise for the performer
- ◆ Ready the theater for the next performance
- ◆ Assist in the event of an emergency

Sign Up

Follow these steps to become a Lebanon Opera House usher:

Visit the “Support” page on www.lebanonoperahouse.org and click on “Become a Volunteer”. Complete the Volunteer Information Sheet.

Once your information is received, you will be emailed a password which will allow you to view upcoming volunteer opportunities. Complete the form to submit your performance requests.

Shortly after your completed request form is received, you will be sent an usher confirmation.

Please note: You are asked to include the number of ushers you wish to provide for the performance. Please do not bring a guest to usher with you unless you have indicated you are going to do so on your request form.



Attire

LOH ushers wear:

- Black pants or skirt (no jeans)**
- White shirt with sleeves (no t-shirts)**
- Stockings or black socks and black shoes**

If you are not properly attired, you will not be allowed to usher for the performance.

Attendance Polices

LOH ushers are expected to honor their commitments, arrive on time and remain for the entire performance. Cancellations, tardiness and leaving early causes extra work for the other ushers.

We do realize that sometimes emergencies do arise. If you find yourself unavoidably unable to usher, please call the office at least 48 hours before the show.

Lebanon Opera House reserves the right to remove an usher from the volunteer list if they habitually miss performances, come late or leave early.

Show Night

You are required to be at the theater **one hour before curtain** to allow time for pre-performance tasks. Upon arrival, store your belongings under the stairs in the theater and check in with the house manager, who will assign tasks as ushers arrive.

Emergency Procedures

In the case of emergency, your first priority is to assist patrons out of the theater in a calm manner. Report to your pre-performance station and help patrons leave the building in an orderly fashion.

If a patron has a medical emergency, immediately inform the house manager on duty.

Hearing Assistance

Hearing assistance devices are available for LOH performances. Please direct interested patrons to the box office for a receiver. The service is free, however they will be asked to leave a driver's license or credit card as collateral. At the end of the show, patrons can deliver the device to the house manager who will return their card.

Nondiscrimination Policy

Lebanon Opera House prohibits discrimination on the basis of race, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status.

Contact Information

If you have any questions about volunteering at Lebanon Opera House, call Heather Clow at 603-448-0400 or e-mail hclow@lebanonoperahouse.org.



Lebanon Opera House

Lebanon Opera House (LOH) is owned by the City of Lebanon and leased to the Lebanon Opera House Improvement Corporation (LOHIC), a nonprofit organization. Thirteen volunteers comprise the Board of Directors and oversee LOH. The Board employs 2 full time and 3 part time staff members to assist in daily operations.

Our Mission

Lebanon Opera House Improvement Corporation prides itself on offering a wide variety of affordable and high quality musical entertainment, dance, drama, and family programs, while also making the facility available for touring groups, local community organizations and the city's seven schools. By maintaining the Lebanon Opera House facility, LOHIC ensures upkeep and active use of this historic building and attracts audiences from far and wide to downtown Lebanon's business community.

LOH is home to several different types of events throughout the year including the Lebanon Opera House mainstage series; the Youth Education Series; performances by local arts organizations; Lebanon School District plays, concerts and assemblies; civic events and public meetings.

The Jack O'Connell Theater

Lebanon Opera House seats 803, including two permanent spaces for wheelchairs and 8 handicapped accessible seats. The orchestra level seats 582, while the balcony holds 221. An elevator located in the lobby can take patrons to the orchestra level, but there is no elevator access to the balcony.



Other Volunteer Opportunities

Beyond ushering, there is a wide variety of other volunteer opportunities at Lebanon Opera House:

Poster Distribution: Posters are one of our most important methods of advertising, but we've learned they don't do much good sitting in the box office. We need people to reliably hang posters around the Upper Valley and beyond. We provide the posters, a list of bulletin boards and mileage reimbursement; you provide the automobile and thumb.

House Managers: The house manager provides front-of-house management and coordinates with the box office, ushers and technical director as needed. House managing is a great way to work with every level of LOH: volunteers, staff, artists and audience. Essential skills include the ability to resolve problems rapidly and resourcefully, attention to detail, the ability to work with minimum supervision and excellent interpersonal communication skills. All house managers receive training and a procedure manual.

Artist Liaison: Often artists request a person be available to them on the day of the performance to run errands, provide chauffeur service and carry out other small tasks that make their lives easier. A driver's license and daytime availability are essential; we will reimburse any mileage you incur. Rub shoulders with the stars - become an artist liaison!

Artist Hospitality: Almost every artist that comes through the LOH doors has a list of food and drink we need to provide. We will pay a small stipend to a person who regularly takes on the task of shopping, delivering and arranging for catering service, if necessary. If you want the inside scoop on the munchies your favorite artists' prefer, this is the position for you.

Board or Committee Member: Bring fresh ideas and opinions to the Board of Directors; or channel your specific interests into a Lebanon Opera House committee. The time commitment depends on the activity of the committee, but at any level it's a great way to work behind the scenes and help LOH run smoothly.

Special Events: Whether it's hosting a dinner or an outdoor cocktail party, or sponsoring a booth at the Upper Valley Home Life show, we can always use the help of volunteers. If your life is too hectic for a regular commitment, consider helping once or twice a year at a special occasion.

If one or some of these opportunities interests you, please call the Opera House office at 603-448-0400.

Ushering at Lebanon Opera House



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