Theatre Participation Management I THE 2925L
Theatre Participation Management II  THE 4093L

Instructor:
Donna Rahman – Box Office manager

Office – SPA T-209
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Hours – By Appointment
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Course description – You will learn proper and practical procedures for a front of house ushering and box office operation. You will be responsible for knowing and following all duties outlined in this syllabus as well as training given from the Front of House Manager or Box Office Manager. You will develop skill levels in interacting with the public and dealing with the Stage Manager during the course of a production.

IF YOU WORK SHOW NIGHTS YOU ARE REQUIRED TO WORK 2 PRODUCTIONS.

Attire:
For ushers: proper attire includes black pants and comfortable black shoes. A Theatre UCF polo will be provided for you. You are responsible for the shirt during the production including laundering. It WILL be returned on the last performance of the production.

House Manager: Business attire, no short skirts or dresses, flip flops or low-waisted pants.

Box office night staff – Casual business, no shorts, short dresses, low-waisted pants and no flip flops

Day Box Office – No T-shirts with offensive language or anything distasteful please. Otherwise, what you wear to class is fine.

Absentees or tardies – This is not tolerated. 5 points lost for the first 2 tardies and 10 points after.

If you are assigned a production – you will work every performance of that production. Work is not an excuse for not being able to perform your duties. If you have any conflicts or other issues with your assignment, YOU MUST TALK TO THE BOX OFFICE MANAGER ASAP OR NO EXCUSES WILL BE ACCEPTED.

Grades:
The attached rubric will explain how you are graded. Not only are you graded on the number of hours worked or that you were at every performance of the production you were assigned to, but also your Attitude, quickness to learn your assignment and readiness to do what is needed to do without being told to do it. In this assignment – dependability, attitude and preparedness are of great importance.

Please check billboards near Studio One or at the box office as well as the listserv for information pertinent to this assignment. Assignments will be posted by the end of the first week of school.

You will have until the end of the second week of school to come to me with any conflicts. After that there will be no changes.
Please note, you must eat before arriving to your assignment. There will be no eating once you report to duty.

**NOTES:**

This class is hands on. Everything about it and its syllabus is subject to change at the discretion of the instructor with little or no notice.

Any student in this course who has a disability that may prevent him or her from demonstrating his or her abilities should contact the instructor personally so we can discuss accommodations necessary to ensure full participation and facilitate the student’s educational opportunity.

It is the policy of the University to reasonably accommodate absences due to observed religious holidays, however, the student will be held responsible for any material covered during the absence and you must inform the instructor two weeks prior in writing.

All notices you need to make with the instructor needs to be done in writing or through email.

Attached is a description of some of the responsibilities for ushers, house managers and box office staff:

**Box office staff responsibilities – daytime and performance nights:**

Learn the Ovations ticketing system; this training will take place your first week assigned during the day or the night before the opening night of your assigned production.

Your responsibilities will include selling tickets to those who walk up to the window, answering the phone and selling tickets to persons on the phone, exchanging tickets for subscribers who wish to do so, exchanging tickets for others for the fee, giving directions to patrons so that they may more easily find us when they come to a performance and work the will call box. Also familiarize yourself with the show schedule so that you can answer questions people may have. Other assignments will be given on an as needed basis.

**Ushers:**

**Cleaning duties:**

Vacuum the upper and lower lobbies

Empty trash cans if full and replacing liners as needed

Walk the house before and after the performance, picking up debris and items left behind and delivering those items to the box office so patrons can easily retrieve them.

Outside the doors: Pick up all debris and cigarette butts even though this is a no smoking campus.

Check bathrooms to make sure paper products don’t need refilling, and cleaning the floors as best as possible.

Ushers will man the doors before and after doors are open and will rip tickets or hand out programs depending on your assignment as given by the house manager.
2 ushers will be assigned to watch every performance in the main stage and 1 for black box performances. You are NOT to sit in the seats in the theatre. You may take a chair or stool right inside the doors of the main stage and sit off to the side of the door so that you can assist anyone coming into or exiting the theatre during the performance. You are also responsible for making sure no one is recording the performance or taking photos. Also make sure no one is bothering others by being on the phone.

**Cart drivers:**

Park your car in garage D and pick up the cart, and have it in front of the theatre by 7 pm on performance nights and 1 pm on Sundays. Make sure there is no debris on the seats and the seats and floors are clean. The carts should be charged at all times. Cart drivers are NOT to drive fellow students or friends anywhere. The cart is used to drive patrons from either parking lot C-1 or the Health Center parking lot only. Once the last patron has been delivered to their parking lot the driver immediately returns the cart to the garage. Please return it to its proper space, either slot #12 or 13. You must always have your license on you and obey all traffic laws. Please drive no faster than 25 MPH.

**House Managers:**

House managers will receive a house management packet for your performance with a checklist of all duties. It is your responsibility to get the phone number of each of your ushers prior to your opening night and contact them to make sure they are aware of their assignment and know what time to report to work. You may get the contact information from the Box Office Manager. You must take attendance each night of your show, designating anyone who is late or leaves early. You are not to make the decision to excuse anyone from an assignment without clearing it first with the Box Office Manager.

You are responsible for assigning nightly duties to your ushers and making sure that the assignments are completed. House Managers are not to sit in the box office during the time prior to the start of the performance.

**Grading:**

90-100  A
80-90   B
70-80   C
60-70   D
Below 60  F

Your grade number will be determined by following the attached rubric.