DUKE UNIVERSITY BOX OFFICE
USHER GUIDELINES

Thank you for ushering! As an usher, your primary responsibility is to help patrons enjoy a safe and fun performance. You will also be representing your organization, the performance, and Duke University.

PLEASE READ THE FOLLOWING INFORMATION BEFORE YOUR SCHEDULED SHIFT.

YOUR USHER SHIFT

- **Arrive no later than 1 hour prior to the event start time**
- **Reynolds Theater**: Meet the House Manager at Reynolds Theater on Level 3 of the Bryan Center
- **Page Auditorium**: Meet the House Manager at the Page Auditorium Box Office (upper level)
- **Duke Chapel**: Meet the House Manager at Chapel (use side door under the left breezeway & come to the lobby)
- **Griffith Film Theater**: Meet the House Manager in the lobby outside Griffith on Level 2 of the Bryan Center
- **Sheafer Theater**: Meet the House Manager in the lobby outside Sheafer Theater on Level 2 of the Bryan Center
- **Please eat before you arrive. You will not be allowed to go get food or drinks after your shift begins.**
- **For detailed directions, go to “Directions on tickets.duke.edu**

WHERE TO PARK

- **PGIV (Bryan Center Parking Garage)** adjacent to the Bryan Center
- Give the parking attendant your name and tell them you are here to usher. The presenting organization should send us a list with all usher names that we deliver to parking.
- We work hard to arrange free parking for ushers, but occasionally parking situations arise that are out of our control. **Please be prepared to be re-directed to an overflow lot or to pay the $5 parking fee.**
- **For detailed directions, go to “Directions” on tickets.duke.edu**

DRESS CODE

- **Black bottoms, white top**
- Comfortable footwear (you will be standing for much of your shift)

PERSONAL ITEMS

- We provide a secure location for ushers to store belongings but ask that you to leave valuables at home. The University Box Office is not liable for loss or damage to any items brought with you to the performance.

BEFORE THE EVENT

- **The House Manager will give an usher training session at the beginning of your shift. It is extremely important that you attend this training session. The House Manager will not have time to repeat training for late ushers.**
- You will be given an usher apron to wear while on duty and will be asked for a photo ID in exchange. IDs will be kept in a locked location and returned to you after the completion of your shift and the return of supplies.
- The House Manager will assign you to a post.
- Please stay at your post until released by the House Manager.

DURING THE EVENT

- Expect to stand at your post for a minimum of 15 minutes after the performance begins and during intermission.
- In most cases, the House Manager will assign you a seat near the rear of the auditorium when you are released from your post. Please do not leave your post until that time.
- You are still “on duty” at all times during the event. Stay aware, and inform the House Manager if you see patrons using cameras, cell phones or camcorders, disturbing the peace, or having a medical emergency.

AFTER THE EVENT

- All ushers will assist the House Manager to tidy up the house & collect any items left behind in the theater.
- The House Manager will collect your usher apron and return your ID & belongings after the house is cleaned up.

*Have questions? Contact Duke University Box Office: 919.684.4444 / tickets@duke.edu*

*Need to cancel? Usher Hotline: 919.660.1722 to leave a message for the House Manager*