

USHERS

Welcome and thank you for volunteering to usher at the 14th Street Playhouse. The Playhouse is proud of the dedicated and invaluable team of ushers who help create a welcoming environment for our patrons.

For scheduling please contact:

Brittany Loffert
Lead House Manager
14th Street Playhouse at the Woodruff
T: 404.733.4537
F: 404.733.5356
E: Brittany.Loffert@woodruffcenter.org
Website: www.14thstplayhouse.org

When to arrive: Call time is one hour prior to show time. When you arrive, the House Manager will be in the lobby to greet you, orient you to our house, our basic policies and procedures as well as assign nightly duties.

What to wear: White tops and black bottoms. No sport shoes please.

Where to park: Discounted parking is available at the Bellsouth parking garage located adjacent to the Playhouse on Juniper Street.
Note: Garage opens 1- hour prior to show time.

Nightly Duties: Our Ushers work in a variety of positions: greeting patrons, taking tickets, directing audience members to their seats, stuffing inserts into programs, distributing programs and providing wheelchair assistance.

Flashlights and Badges: Badges will be provided on a nightly basis and collected by the House Manager at the end of the shift.

Ushers are not required to bring flashlights, but if one is given to you please remember to return it to the House manager at the end of the night.

Ushers seating is not guaranteed: Usher seating is not guaranteed. Volunteers are asked to sit behind patrons in available seats. If no seats are available, ushers are to sit single file on the steps in the center aisle.

House Policies: All persons entering the Playhouse must have a ticket or the permission of the House Manager.

NO food or beverage is permitted into the theaters. Exceptions to this rule are determined on a show-by-show basis and will be explained by the House Managers during pre-show instructions.



Late Seating: Late seating policies vary on a show-by-show basis. Latecomers will be seated at the discretion of the House Manager at an appropriate interval during a performance.

Silence, Please: Please be sure to silence all digital watches, pagers and cellular telephones as they disrupt the performance.

Cameras/Recording Devices: The use of any kind of recording device, both audio and visual, is strictly prohibited.

Patrons with Disabilities: The staff of the 14th Street Playhouse is pleased to offer service to all patrons. An accessible entrance to the theater is located at the corner of 14th Street and Juniper South. An accessible restroom is located in the Stage 2 lobby of the theater.

The Playhouse also offers assisted hearing devices for the hearing impaired. Please direct any patrons who are in need of this equipment to the box office for assistance.

General Information: Restrooms are located downstairs on the lower level in the Stage 2 lobby.

Water fountains are located in the Mainstage and Stage 2 lobbies.

When tearing tickets please be sure to check the ticket for the appropriate show title, date and time.

Refer any patrons who have issues regarding temperature, seating and/or any other concerns pertaining to the theater to the House Manager on duty.

For emergency cancellations: For same-day cancellation called in after 5pm or same day cancellation for any weekend performances, please phone the House Manager on duty at 404.733.4762.