

CAL SHAKES

CALIFORNIA SHAKESPEARE THEATER

Ushering shifts for the Cal Shakes season are now listed on shiftboard.com/calshakes. Please log in to sign up and take a shift!

You can find a lot of information about each production in our current season at calshakes.org. More detailed information is available a few weeks before each play opens. If you want the most up-to-date Cal Shakes news delivered to your inbox, sign up for our newsletters and play eblasts on the front page of calshakes.org, using the sign-up box is on the lower right-hand side, under the heading “STAY CONNECTED.”

SOME BASIC INFORMATION ABOUT USHERING

Expectations

During your volunteer shift, we consider you part of the Cal Shakes staff; therefore, we ask that you act professionally. We ask that you treat your volunteer shift as a job and a responsibility to be taken seriously.

- Be on time.
- Be positive, helpful, and friendly.
- Be responsible—report for the shifts you sign up for and stay to clean up afterward.

In return, you get to see the full performance of the Cal Shakes show for which you are ushering.

Eligibility

- You must be age 17 or older to usher alone.
- If you are between the ages of 13 and 17 you must come with a parent or guardian, and they must usher with you.
- You must be able to walk up and down stairs.
- You must be comfortable standing for long periods of time.

Dress Code

- All volunteers are asked to wear comfortable, sturdy clothing and shoes (walking or athletic style please). Please wear appropriate clothing for an outdoor environment. Clothes should be casual and comfortable, but tidy.
- The weather at the Bruns Amphitheater can be highly variable; please come prepared with layers. Evening performances are typically chilly and breezy. For matinees, bring sunscreen, a hat, and a water bottle! We recommend you check the weather for ZIP code 94563 to be completely prepared.

Call Time

- Please arrive at the Theater one hour and 30 minutes before curtain time, ready to work. When you arrive at the Bruns, please let the house staff person at the gate know you are an usher and they will direct you up the hill to the house office.

- Cal Shakes depends your being on time to your ushering shift. If you are more than 10 minutes late, you will not be permitted to usher and it will count as a no-show. *After two no-shows, you will not be allowed to return as an usher.*
- Once in the house office, please sign in on the usher sheet for the night and take a badge. To better assist patrons, please make sure to familiarize yourself with the layout of the Bruns Amphitheater, including seating in the theater, restrooms, drinking fountains, ashtrays, Theater Store, chair rental station, blanket distribution, shuttle stop, and the café.
- You will be trained in your duties for the night by the house manager or their designated substitute. Please consult with any Cal Shakes house staffer (they will be wearing blue and white name badges reading “house staff”) if you have any questions or encounter a situation you cannot handle.
- You may put any personal items that you brought with you in the house office’s volunteer cabinet. It does not lock and we cannot guarantee the security of your items, *so please leave any valuables at home.*

Before, During and After the Performance

- After checking in, you will go through a brief orientation with the house manager and then be assigned to a position. Please do the job asked of you until five minutes before curtain time.
- Some of the positions are: handing out programs, selling raffle tickets, helping seat patrons in the house, renting chairs, and renting blankets.
- While ushering, please do not eat, drink, or chew gum.
- If a patron comes to you with a problem, please get a house staff person to handle the situation.
- Volunteers are not guaranteed seats, but we are usually able to accommodate everyone. Please do not seat yourself; the house manager will help you and your fellow ushers to seats right before curtain time.
- Please remember your duties do not end when the show begins. Late seating, helping during intermission, and cleanup after the show are all parts of ushering.

General Policies

- All shifts must be scheduled in advance. Please do not show up unannounced.
- A volunteer usher who drinks alcohol or leaves without cleaning up at the end of the performance will not be allowed to return.
- Cal Shakes reserves the right to turn away any volunteer usher.