

CAL SHAKES

Ushering shifts for the Cal Shakes season are now listed on <https://www.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 www.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 also on through the website.

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 courteous, and helpful.
- Be responsible – report for shifts you have signed up for and stay for your entire shift.

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

Eligibility

- You must be age 18 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.

Attire

- 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 **1 hour** 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 volunteer office.
- The Grounds at the Bruns open 2 hours before every show time.
- 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 volunteer 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, 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 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 assigned to a position. Please do the job asked of you until 5 minutes before curtain time.
- The three positions are: handing out programs, seating and lending blankets.
- While ushering, please do not eat, drink or chew gum.
- Drinking alcohol is strictly prohibited.
- If a patron comes up to you with a problem, please find a house staff person to handle the situation.
- Volunteers are not guaranteed seats, but we are almost always 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 part of ushering.

General Policies

- All shifts must be scheduled in advance. Please do not show up unannounced.
- Volunteers who do not adhere to expectations may not be allowed to return; Cal Shakes reserves the right to turn away any volunteer.