

Newburyport Choral Society

House Manager & Volunteer Usher Guide

NCS House Manager Responsibilities

Orientation to be conducted by the Concert Manager

1. General attire – suit
2. Oversee venue and patron needs/safety
3. Oversee special instructions pertaining to the concert, reserved seating, etc.
4. Oversee ticket sales at the door
5. Manage/delegate the “Call Wait List & E-Ticket List” & distribute tickets
6. Open/clear back doors, main entrance doors & handicap access
7. Assist patrons as needed with seating, address issues etc.
8. Oversee the volunteer staff/ushers
9. Conduct a headcount/ticket count each concert
10. Count & sort tickets (separate attendees, comp, unsold, returned & unclaimed tickets)
11. Address building issues as needed such as heat, lights
 - a. Turn down heat/blower at start of performance
 - b. Manage venue lighting
12. Clean the house after the performance
13. Assist with emergencies & have knowledge of emergency equipment
 - a. Flash lights insert batteries & place at podium & chorus exits (large lights); balconies, & exits
 - b. Fire extinguishers
 - c. Exits all unlocked/open
 - d. Emergency lighting
14. Assist with NCS duties as assigned related to setup/breakdown
15. Collect and total money from ticket sales & return to Treasurer
16. Report to BOD any patron & environmental issues
17. NCS Name Badge is to be worn at all times so patrons can identify House Manager & staff/ushers
18. Arrive 2 hour before the performance
- 19.** Maintain Cell Phone for emergencies (ringer off).

Newburyport Choral Society House Manager & Volunteer Usher Guide

NCS & Volunteer Ushers Responsibilities Orientation to be conducted by the Concert Manager

1. General attire – black, white, red
2. NCS Name Badge is to be worn at all times so patrons can identify staff (please turn in badges at the end of the concert. NCS members remove prior to concert)
3. Arrive 1.5 hour before the performance
4. Collect tickets at the door from all patrons before entry & refer e-ticket holder to Call Wait desk.
5. Distribute programs & restock or stuff as needed
6. Assist individuals as needed with handicap ramp, seating, rest rooms etc.
7. Assist with emergencies & have knowledge of emergency equipment
 - a. Flash light placement
 - b. Fire extinguishers
 - c. Exits
 - d. Emergency lighting
8. Prior to the concert provide ticketed patrons with a ticket when leaving the concert venue for re-entry
9. Perform House Count when concert begins as directed by the House Manager
10. Sort & collate tickets as directed by the House Manager
11. During intermission be available at the door to assist patrons as needed
12. Direct patrons to the reception and public facilities
13. Conclusion of concert open doors and ask patrons to wait until the chorus has left the church before filing out.
14. Encourage patrons to take programs
15. Clean up pews and collect trash
16. Direct all issues to the House Manager or NCS BOD Concert Manager
17. NOTE: Children under four not allowed

Venue Specific Guidelines

Bellville Church 540 seating capacity

1. Capacity - 5 seats per pews/7 seats per pew in balcony
2. Choir loft in the rear of the church is unavailable for seating
3. Parish Hall – Reception and public facilities