

ARONOFF CENTER

650 Walnut Street
Cincinnati, OH 45202

Volunteer Message Line: 513-977-4117 ext. 4
Security/Lost and Found: 513-977-4128

Revised: July 2024

This manual, and subsequent policies, supersedes any previous Aronoff manual and policy to date.

Please see **CAA Front of House Manual for Volunteers** for all other policies and procedures.

Table of Contents

Aronoff Background	3-4
Aronoff Events	4-5
Typical Event Flow	6-8
Education Shows	8-9
Parking at the Aronoff	9
Contacting the Office	9-10
Front of House Position Descriptions	10-18
Accessibility	18-20
Emergency Situations	20-30
How to Read Aronoff Tickets	30-31

ARONOFF BACKGROUND

Opened in October 1995, the Aronoff Center is a special part of the Cincinnati community. State Senator Stanley Aronoff, for whom the building is named, assisted in securing state funding (\$40 million of the needed \$82 million) for construction. The State of Ohio owns the building itself and the Cincinnati Arts Association (CAA) is responsible for managing the Aronoff Center on behalf of the state, and also Music Hall which is owned by the City of Cincinnati. The mission of CAA is to bring first class entertainment onto its stages while promoting the arts. In addition to all of the organizations that rent these theaters, CAA is also a presenter. We work to bring the best of Broadway, ballet, children's programs, theater, concerts, and a host of locally and nationally produced events to Cincinnati.

3 independent performing arts spaces:

- **Procter & Gamble Hall:** a 2,719-seat venue, has a fully equipped stage, and state-of-the art sound and lighting equipment to handle the largest of stage productions. This modern facility is the home for the Fifth Third Bank Broadway in Cincinnati and Cincinnati Ballet productions, as well as many other one night concerts, comedy, and public performances. The main entrance is on Walnut Street.
- **Jarson-Kaplan Theater:** a 437-seat venue, combines full production capabilities with superb acoustics, excellent sight lines and comfortable seating. The Jarson-Kaplan Theater hosts a wide variety of gatherings, including seminars, conferences, and stage presentations. Among the local organizations which call this theater home are Contemporary Dance Theater, Exhale Dance and Cincinnati Music Theater. The main entrance is on Walnut Street.
- **Fifth Third Bank Theater:** seats up to 150 in a flexible configuration to fit different needs. With full lighting and sound capabilities, this space is ideal for experimental theater, business conferences or receptions. Cincinnati Playwrights Initiative presents in this space along with numerous other local arts groups. *The main entrance is on Main Street, at the corner of Seventh Street.*

Visual Arts: Alice F. and Harris K. Weston Art Gallery, a 3,500 square foot area spanning two floors, is on the corner of Walnut and Seventh Streets. This versatile space provides a downtown exhibition venue while supporting the development of professional and emerging artists of the region.

The Weston Gallery is Cincinnati's premier art space for the latest artist projects, collaborations, site-specific installations, and new commissions and is located within

the Aronoff Center for the Arts. The Weston Art Gallery is a staging ground for the most intriguing visual art of the region. Exhibitions feature painting, sculpture, prints, photography, textiles, independent video, performance, installations, and electronic media. Up to ten diverse exhibitions are programmed annually in the gallery's 3,500 square foot museum-quality space.

Additional spaces within the Aronoff Center include a full service box office, rehearsal hall, meeting and reception rooms and expansive lobbies. All spaces within the Aronoff Center are available for rent for corporate business and private social functions.

Resident companies for the Cincinnati Boy Choir and Broadway in Cincinnati have offices in the Aronoff Center.

ARONOFF EVENTS

All Aronoff Center events will be posted and available on www.MyVolunteerPage.com on the first Thursday of the month for the upcoming month. For example, *all October shifts will post the first Thursday of September*. Events will be listed under theater, and then by name and can be sorted chronologically on the website if desired.

* There will not be postings on the weekend, major holidays or during times that we have matinee performances at the same time of a posting. All changes to the posting schedule will be published in the weekly update sent out by the Volunteer Department.

Typical Events

Arrival/Check-in Procedures:

- **Shifts in the Procter & Gamble Hall:** enter through the South Plaza (next to the restaurant NADA, going into the Jarson Kaplan Theater). An Event Safety Staff will be stationed at the top of the stairs across from the Box Office (next to the ATM) to unlock the door, no earlier than 30 minutes before your scheduled start time. Once down the stairs, check in with the Usher Captain in front of the Volunteer Work Room. Volunteers may use the restroom in the Jarson Kaplan Theater Lobby before their shift.
- **Shifts in the Jarson Kaplan Theater:** enter through the South Plaza (next to the restaurant NADA, going into the Jarson Kaplan Theater). The Floor Supervisor or Manager on Duty (MOD) will be near the bar in the lobby to check in volunteers. Volunteers may use the restroom in the Jarson Kaplan Theater Lobby before their shift.

- **Shifts in the Fifth Third Bank Theater:** report directly to the Fifth Third Theater Lobby and meet the Floor Supervisor for check in. The lobby will be open no earlier than 15 minutes before the volunteer scheduled time.

Volunteer Workroom:

CAA supplies a limited number of lockers for volunteers to store their personal effects while volunteering. At the end of the evening, please leave the key in the locker for the next volunteer to use. We recommend that you leave your valuables at home. CAA is not responsible for any items missing from lockers or the Volunteer Room. *All lockers are subject to search.*

Manager on Duty (MOD) Meeting:

The MOD will conduct a brief meeting within 5-minutes of your call time to discuss information about the show. It is imperative that volunteers attend the MOD meeting, volunteers who arrive to their shift late and miss the MOD meeting can be sent home at the discretion of the MOD.

Volunteer Position Assignment:

When you arrive for your shift and check in with the Usher Captains you will select your position slip from the ones available. The MOD has pre-selected which position slips to be put out based on the nature of the event. If a volunteer is struggling to make a decision, the Usher Captain can select a position slip for the volunteer to keep the line moving. Volunteers should feel comfortable working all levels of the theater. Changes to positions can be made by the MOD to accommodate for any last minute changes during the shift. Floor Supervisors will mark the volunteer's position in their floor report by collecting the information during the Floor Supervisor meeting.

Program Stuffing:

Occasionally we have stuffers (slips of paper for updates to the program) to be added to programs for the guests. All Front of House volunteers help with program stuffing on each individual floor within the theater.

Safety Information:

Guest safety is of utmost importance to Cincinnati Arts Association. Regardless of position, keep your eyes open for emergencies inside and outside of the house and get your Floor Supervisor or MOD involved immediately.

Floor Supervisor Location:

Volunteers should immediately find the Floor Supervisor for any concerns, guest issues, or emergencies reported to them. Floor Supervisors are typically in their assigned floor lobby unless working with a guest. If not immediately available, find the Floor Supervisor on the next floor, a bartender or Usher Captain to radio the paid staff. In a time sensitive

serious situation (ill guest/security issue) *when no one with a radio or access to a phone is available*, volunteers are permitted to use their cell phones to call the Stage Door.

- Whenever a guest, volunteer or staff member is injured, or ill, no matter how slightly, it **MUST** be reported immediately to the MOD or floor supervisor. *Only the Security Desk staff will call 911* and coordinate emergency responders when necessary.

Typical Event Flow:

Perimeter Opens:

Typically, we open the perimeter one hour prior to curtain; the perimeter of the theater (lobbies, bars, and restrooms) is open to the public. *All volunteers assigned to outside positions (in the lobbies) must be in place at this time*, and greeting the guests.

Restroom breaks must be taken care of before the perimeter opens.

House Opens:

Staff backstage will let the MOD know when to open the theater doors. This is typically an hour to half hour prior to the curtain time, although it sometimes varies. The MOD will inform the Floor Supervisors to "open the house," and the Floor Supervisors inform the volunteers. *Volunteers should always wait for word from the Floor Supervisors or Manager on Duty before opening the door to guests.*

Occasionally we will let guests with mobility needs into the House early. This can only be decided by the Manager on Duty and volunteers must ask if this is a possibility before doing so.

Show time:

Around 8, 5, and 2 minutes before curtain, a signal (chimes and dimming of lights in the foyer) is given to the guests in the lobbies to alert them that the show is about to begin. The Floor Supervisor will alert you officially when it is time to close the doors of the theater.

Guest Late Arrivals:

Production companies sometimes require a seating hold. It is imperative that we get as many people inside the theater doors before this begins. Often we have to keep late comers in the lobby for periods in excess of 15 minutes.

Have programs on hand for the late arrivals stranded in the lobby. As more late guests arrive, they should be greeted and given an approximate time when they can be seated. Floor Supervisors will advise when the doors may be opened for late seating. All volunteers should be standing through the seating hold, both inside and outside of the House.

Volunteer Seating:

Volunteers are trained volunteers and have the expertise in aiding guests in a safe exit. Due to the number of doors and guests, we always position a volunteer next to assigned doors, so they can get to the door first and lead patrons out. Every volunteer who works a P&G performance is required to sit near their assigned exit door once late seating has concluded.

These four (4) conditions must be met for ushers to sit:

- A. Empty seats available within 3 rows of your assigned doors,
- B. Seat is on or within 3 seats from the aisles,
- C. No guests are crossed or asked to move their belongings. It is critical that guests are not disturbed in this process.
- D. Only when all latecomers have been seated and after the seating hold may volunteers take an empty seat in the house.

**If you cannot stand for long periods of time, or quickly evacuate the theater for medical reasons, ushering may not be for you. Please contact The Volunteer Office for other possible options within the program.*

Intermission:

Is a break for guests and performers only; you are still on duty. All volunteers must be on their feet, return to their assigned positions immediately to assist guests and to open the house doors.

Final Curtain:

The show is over only when the house lights go up. Doors do not open until this point; however, some guests will begin leaving the theater before the house lights come up. Please do not prop open the doors for those who exit prior to house lights going up.

Reminder: have flashlights ready to assist guests choosing to leave early. Avoid allowing light to enter the theater from the lobby.

Anytime house lights come up, volunteers stand at their positions for visibility. Guests will turn in any found items to you, and report any concerns/comments they experienced. Pass along items and concerns/comments to Floor Supervisors quickly.

This is your last opportunity to make a lasting impression on the guests. SMILE! Be friendly. Thank them for coming and invite them back.

Empty House:

All volunteers walk the rows near their assigned doors to retrieve lost articles and then assist with other areas of their assigned floor as needed. Lost articles should be turned in to the Floor Supervisor. Volunteers may not leave their floors until dismissed by the Floor Supervisor.

Post Show Activities:

When necessary, a few ushers may be asked to remain for a post-show event, to ensure the safety of guests or help controlling access backstage. The Volunteer Department tries to communicate these needs before the volunteers arrive for their shifts and ask for people that can stay.

Check Out:

All volunteers must be dismissed by the Floor Supervisor from their floor. Then they are checked out by the Usher Captain or Floor Supervisor by the door across from the Box Office. Check out is mandatory for all volunteers.

EDUCATION SHOWS

Local and regional schools attend school time performances during the weekday and the shows typically last an hour. Since the events are shorter than usual, and the students arrive en masse, procedures are a little different than a "typical event." Most Education events will be logged as double hours. The process is generally as follows:

Arrival:

- For shows in the Procter & Gamble Hall, arrival is 2 hours before the show starts. Performances in the Jarson Kaplan Theater have an arrival time that is typically 1 ½ hours before the show starts.
- Check in remains the same as typical events.
- The external doors will not open until a half hour before your scheduled shift time.
- Volunteers receive house map with schools blocked out in pre-assigned seating areas

Go In procedures:

- ALL buses unload students on 7th St, and ushers unload all buses; there are no assignments for particular schools at this time – ushers help any school.
- Students are walked in the North Plaza doors, up the marble staircase and into the assigned seating area as directed by map.
- We typically only use the Art Gallery elevator when there are guests with mobility needs.

Go out procedures:

- Event Manager will dismiss from the stage, stating where the bus is to be found.
- When your school is called, lead your assigned school to their bus.

General Information for Education Performances:

- SMILE! Welcome students and teachers as soon as you see them.
- The typical seating policy does not apply to Education shows, but volunteers should always be on an aisle to assist. At curtain, ushers should be standing near their dismissal group and prepared to direct them to the closest exit.

- In case of emergency evacuation, ushers are responsible for the nearest group to your door.
- If students are loud or unruly, immediately ask the teacher to quiet students and alert the Floor Supervisor to the situation. If students remain loud or unruly, students may be removed by the Floor Supervisor or CAA Education Department.
- If a student is ill or needs the restroom, a teacher must stay with them. If you find yourself in an emergency and you are alone with a student, get another usher to be with you. It is best to avoid being alone with students, and also to refrain from physically assisting them (i.e. hand on back, touching a head to guide, etc...).

PARKING AT THE ARONOFF

With numerous parking spaces within a two block radius of the Aronoff Center, volunteers have many options for parking. Please avoid arriving late by allowing plenty of time for traffic, Reds or Bengals games, street festivals (i.e. Oktoberfest Zinzinnati) and to find parking before your call time. Please note that downtown events often increase the cost of parking in lots.

Cincinnati Arts Association has made arrangements with the LAZ Garage (on 7th Street) to honor a reduced rate for volunteers working performances. The volunteers can obtain a \$2 parking sticker from the Usher Captain or Floor Supervisor before the MOD meeting.

Important information about the LAZ Garage:

- Location: 36 East 7th Street Cincinnati, Ohio 45202
- When you arrive at the garage, always get a ticket printed, do not put your credit card in the machine before parking.
- You must bring your parking ticket with you into the Aronoff to get the parking sticker. The discount sticker will be placed on the back of your parking ticket.
- You will use the parking ticket to scan at the garage to get back in. This is a garage that is locked and monitored 24-7.
- As you exit, you will scan the original code on the front of the parking ticket and then the \$2 sticker on the back to receive the parking discounted rate.
- The garage is credit card only

CONTACTING THE ARONOFF CENTER

All volunteers are encouraged to route their calls to the Volunteer Message Center, 513-977-4117. This number gives the following options:

- Press 2: current volunteers specifically directed to call this line (i.e.: party RSVPs)
- Press 4: if you are a current volunteer and need to make changes to your schedule
 - This option is used the most often and is checked throughout the day.

- Extension 4 is the only line that Usher Captains and Floor Supervisors can access and where they will look to see if there are changes to the volunteers schedules.
 - Emailing the Volunteer Department for schedule changes will not be accepted. Usher Captains and Floor Supervisors do not have access to the Volunteer Department emails and will not see the changes. Volunteers who email the Volunteer Department their schedule changes will be directed to call the schedule change line.

When leaving a message, please talk slowly, clearly and spell last names. If we cannot understand you, we will not receive the information you tried to share.

Security Stage Door/Lost and Found: 513-977-4128

FRONT OF THE HOUSE (FOH) VOLUNTEER POSITION DESCRIPTIONS

Ticket Taker

(Jarson-Kaplan and 5/3 Theater Only)

General Responsibilities: Take or scan all guest tickets, direct guests into the facility, and return all ticket stubs to the Floor Supervisor or Union Ticket Taker.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Read tickets effectively. NOTE: Event name and date
- Redirect guests to other spaces within the facility when needed
- Direct all guests to proper entrance door
- Tear or scan tickets
- Encourage the flow of guests to keep moving
- Remain at your post until released by supervisor
- Remain near assigned door during performance
- Participate in standing rotation at assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission Duties:

- Remain at assigned door to assist guests

Post-show Duties:

- Assist in the gathering of unwanted programs and lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts

- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain & Manager on Duty

Greeter

General Responsibilities: Welcome all guests to the Aronoff Center, provide assistance to arriving guests with disabilities, direct all guests inside the facility to elevators and restrooms.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Offer guest assistance in getting to the correct area of theater
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number
- Direct guests with disabilities and their guests inside the facility, indicating elevator and restroom locations
- Remain at your post until instructed by Floor Supervisor
- Remain near assigned door during performance
- Participate in standing rotation at assigned door during performance (in P&G only)
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- May be asked to assist in maintaining perimeter
- Offer guest assistance in getting to the correct area of theater
- May be asked to assist in keeping alcoholic beverages within the Aronoff Center

Post-show duties:

- Assist in the gathering of unwanted programs and lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings
- Greeter Video & Quiz on Better Impact

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Guest Services Attendant

(trained position, P&G only)

General Responsibilities: assist guests attending events with distribution of Assistive Listening Devices (ALD) units and Children's Booster Cushions; to share information with guests on CAA, downtown and the Resident performing companies; and to monitor the safety of the Aronoff Center and its guests. Collect any borrowed items from guests at the end of performance and complete all documentation, report any guest issues and turn in to Floor Supervisor.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Report to Information Desk after checking in with Usher Captain
- Answer questions from and give general directions to guests
- Hand out brochures/information
- Provide an ALD unit to any guest in exchange for a valid driver's license or other ID.
- Record the proper unit number and other relevant information on Event Log
- Stay alert to emergency situations (If an emergency occurs, call Security at 4128 or get Event Guard
- Log comments from guests
- Provide explicit theater directions for accessible needs

Intermission duties:

- Exchange faulty ALD units
- Answer questions from and give directions to guests
- Distribute/receive Children's Booster cushions
- Log comments from guests

Post Show duties:

- Receive ALD units in exchange for guest specific identification
- Accept all Lost & Found items & give to Floor Supervisor
- Remain at position until released by Floor Supervisor
- Receive & put away Children's Booster Cushions

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to effectively evacuate self in the case of an emergency

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings
- Assisted Listening Device (ALD) Video & Quiz on Better Impact

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Outside Door Usher

General Responsibilities: Welcome all guests, assist guests to seats when able but always keep flow of guests moving, direct to Orchestra Aisle Usher as appropriate (P&G only), maintain the perimeter when needed, assist with program distribution and inform Floor Supervisor of any guest issues.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
 - Keep all guests from entering the theater prior to "House Opening"
 - Assist in opening House Doors and closing House Doors as directed by Floor Supervisor or house lights up prior to curtain
 - Pass out programs to all guests entering the House

- Personally escort guests to proper seat within the theater and keep flow of guests moving
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number
- Assist the Floor Supervisor with “Late Seat Holds” and assist seating guests afterwards
- Remain near assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Open house doors for intermission and close at the conclusion
- Remain at assigned door during intermission
- Provide guest assistance when needed

Post-show duties:

- Assist in the gathering of lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Usher

General Responsibilities: Assist guests in your area by reading tickets and seating, keep flow of guests moving by directing to Orchestra Aisle Usher (P&G only) as appropriate, assist with program distribution, and inform Floor Supervisor of any guest issues.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Assist with maintaining perimeter
- Assist with stuffing programs
- Pass out programs to all guests entering the House
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number
- Personally escort guests to proper seat within the theater
- Keep flow of guests moving
- Provide additional assistance and support to guests with disabilities as needed
- Remain near assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Open house doors for intermission and close at the conclusion
- Remain at assigned door during intermission
- Provide guest assistance when needed

Post-show duties:

- Assist in the gathering of lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Triple Door Usher

(P&G Only)

General Responsibilities: Maintain corridors of theater prior to House doors opening, assist directing guests to correct boxes & floors, assist guests with disabilities using lifts (Orch only), when needed, and inform Floor Supervisor of any guest issues.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Keep public out of side corridors prior to House opening
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number
- Direct guests in wheelchairs to other ushers for use of chair lifts (Orch)
- Remain near assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Assist guests with use of the accessible chair lift (Orch) during intermission
- Remain at assigned door during intermission
- Provide guest assistance when needed

Post-show duties:

- Assist guests with disabilities with the lift (Orch) while exiting
- Assist in the gathering of unwanted programs and lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Coat Room Attendant

General Responsibilities: Receive guest items (coats, hats, umbrellas, packages, cameras, and/or food – either as individual item or as group) at a charge of \$2 per item, and provide guests with the proper voucher for items. Return checked items to guests at the end of performance. Give all documentation and money box, report any guest issues and turn in to the Floor Supervisor.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Report to assigned coatroom when directed by Floor Supervisor
- Pre-hang numbered tags/voucher on hangers
- Receive all guest items at a charge of \$2 per item
- Hang all guest coats on provided racks and guest hats and/or umbrella's in spaces provided
- Provide each guest with proper item claim voucher
- Provide any necessary information to guests as needed
- Stay alert to emergency situations (If an emergency occurs, call Security at 4128)
- Remain near assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Maintain coat room for guests who wish to leave early

Post Show duties:

- Return all checked items to guests
- Accept all Lost & Found items and give to Floor Supervisor
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs
- Ability to hang items on a hanger and hang the hanger on the bar located on the wall

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Orchestra Aisle Usher

(P&G only)

General Responsibilities: Assist guests directed to you from doors 1, 8, 4, 5 by seating guests in rows AA-O, keep flow of guests moving by remaining in lower aisle, assist with program distribution, and inform Floor Supervisor of any guest issues.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number

- Personally escort guests to proper seat within the theater in rows AA-0
- If working doors 1 or 8, hover around & always return to aisle area near row GG, unless seating a guest (pre-show only)
- If working doors 4 or 5, hover around & always return to aisle break at row P, unless seating a guest (pre-show only)
- Keep flow of guests moving
- Assist with stuffing programs
- Provide additional assistance and support to guests with disabilities as needed
- Remain near assigned door during performance
- Participate in standing rotation at assigned door during performance
- Assist guests in evacuation of theaters during emergency

Intermission Duties:

- Remain near assigned door during intermission
- Provide guest assistance when needed
- Walk aisle, remaining alert for any guest concerns

Post Show Duties:

- Assist in the lost & found items
- Assist guests while exiting
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Soundboard Guard

(P&G Door 5 only)

General Responsibilities: Prevent guests from crowding, touching or crossing in front of the show Soundboard, direct guests to Orchestra Aisle Usher, and inform Floor Supervisor of any guest issues.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at the Aronoff Center
- Assist with maintaining perimeter
- Assist with stuffing programs
- Remain in position; do not leave post to seat guests
- Prevent guests from getting too close to, touching or walking in front of soundboard
- Read tickets effectively. NOTE: Date, Floor, Row, and Seat Number
- Direct guests for further assistance to Orchestra Aisle Usher
- Remain at assigned door during performance
- Participate in standing rotation at assigned door during performance

- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Return to position during intermission & resume duties
- Prevent guests from getting too close to, touching or walking in front of soundboard
- Provide guest assistance when needed

Post-show duties:

- Return to position post-show & resume duties until all guests have exited
- Assist in the gathering of unwanted programs and lost & found items once ALL guests are out
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings

Reports to: Floor Supervisor, Usher Captain, Manager on Duty

Usher Captain

(invited & trained position; P&G only)

General Responsibilities: Supervise FOH volunteer administration during events; to provide excellent guest service to all guests and volunteers; to model and assist ushers in understanding policies and expectations; and to monitor the safety of the Aronoff Center and its guests

Pre-Show & During Show Duties:

- Retrieve keys and radio from administration; attend MOD meeting
- Retrieve voicemail and return calls; manage nametag/raffle prize distribution
- Supervise FOH usher check in and monitor compliance with dress code
- Answer questions from and provide explicit theater directions to guests
- Personally escort guests with disabilities to seats
- Stay alert to emergency situations; if an emergency occurs, radio MOD
- Assist guests in evacuation of theaters during emergency

Intermission duties:

- Assist any guests to/from restroom, concessions, other areas
- Answer questions from and give directions to guests
- Stay alert to any concerns and communicate any needs with staff
- Assist staff as needed

Post Show duties:

- Check out FOH ushers across from Box Office
- Retrieve borrowed items from ushers
- Accept all Lost & Found items & give to Floor Supervisor

- Secure volunteer workroom and return keys and radio to administration
- Turn in written report to Director of Volunteer Engagement & Guest Experience

Physical Demands:

- Ability to read paper and digital tickets in full and dim light
- Ability to stand for upwards of 4-5 hours
- Ability to effectively and quickly navigate stairs

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Trainings
- Usher Captain Training
- Assisted Listening Device (ALD) training video and quiz

Reports to: Floor Supervisor and Manager on Duty

ACCESSIBILITY

A set of accessible doors is located off the Sixth Street plaza, which enters into the lobby near the Jarson-Kaplan Theater. Guests attending events in the Procter & Gamble Hall may then cross the box office to the Otto M. Budig lobby.

The upper art gallery also has a set of accessible doors, which are located off the Seventh Street plaza.

Each theater has its own elevator for accessibility, and all of our restrooms are accessible for guests in wheelchairs. Additionally, there is a single, private accessible restroom on the Loge level of the Procter & Gamble Hall near the Green Room on the Loge level.

Assisted Listening Devices (ALD's) are available for guests at the Guest Services Desk in the Procter & Gamble Hall. The ALD's provide amplified sound or audio description, depending on the event. Guests may use our single-use earbuds, check out over-the-head headphones or may connect to their Hearing Aids using T-Coil and our Neck Loops.

Audio described or sign language interpreted performances are available at no charge. Guests must request the services from Box Office at least one week prior to opening night for arrangements to be made and the service to be possible.

The Aronoff Center owns wheelchairs that may be borrowed by guests in the building. The Procter & Gamble Hall has 24 spaces for guests using wheelchairs which are available on all three seating levels. The Jarson-Kaplan Theater has spaces for guests in wheelchairs on both sides of the theater and on all three levels.

Assistive animals are permitted anywhere in the building. They should not be distracted or disturbed in any way. Please speak directly to the guest and not the assisting animal.

Many signs in the Aronoff Center, including the signs and buttons in the elevators, are in Braille.

Attitude is the last barrier to overcome, and the language we use directly reflects our attitude. Please remember to refer to guests using wheelchairs as a person in a wheelchair and a guest who has a visual impairment as just that – a guest who is blind or visually impaired. This focuses on the person and not the disability.

Volunteer Access Ambassador Position Description

Position goal: To provide excellent guest service and accessibility assistance to our guests who may have disabilities, while being an ambassador for CAA and promoting its resident companies.

Position responsibilities in performance/event capacity:

- to thoroughly understand emergency procedures and to assist in case of an emergency
- to thoroughly understand the house layout, seating charts and to correctly direct guests
- to be available to guests before, during and after performances and events
- to report any and all problems to the Floor Supervisor

Position requirements:

- Able to work any level (balcony, loge, orchestra) of any theater equally well
- Able to be flexible in nightly position assignments
- Able to stand for long amounts of time (up to 5 hours) to ensure guest safety
- Able to address guest issues in the theater quickly and effectively
- Able to show enthusiasm for guests, resident companies and for CAA consistently
- Able to offer smiling, welcoming, and accurate service to guests
- Able to work with a broad range of people and show respect for all cultures
- Able to work independently or as a team member
- Able to communicate clearly and instruct guests through theaters correctly
- Able to remain calm under pressure and seek help as needed
- Able to arrive at call time consistently
- Ability to accept constructive criticism
- Interest in performing service to the arts community
- Access computer regularly to schedule shifts

- Must be at least 18 years old

Physical demands:

- Ability to negotiate stairs easily and be comfortable with heights, often in dim lighting
- Ability to stand/be on feet for lengthy amounts of time (up to 5 hours or more)
- Ability to quickly lead guests downstairs and out of building during evacuations
- Ability to see and read tickets to direct guests accurately, often in dim lighting

Required Training:

- New Volunteer Orientation
- Volunteer in Training Shifts
- Emergency Procedures Training
- Access Ambassador Training
- Assisted Listening Device (ALD) video and quiz

Supervised nightly by:

- Manager on Duty and Floor Supervisors

EMERGENCY SITUATIONS

In all emergency situations we ask that you do your best. We are giving you a plan that is ideal and during a performance. Patrons will not always listen, so please do your best to get as many people safely out as quickly as possible.

Guidelines for FOH Volunteers in the Procter & Gamble Hall

Fire Evacuation

GENERAL OVERVIEW

- There are 18 doors in this theater; 8 open into the front lobby, 10 open into the side corridors. The guests do not know the way out and our trained ushers must lead them.
- If you exit the theater through doors that open into the lobby, you will leave the building through the main entrance on Walnut Street. (away from the stage).
- If you exit the theater through doors that open into the side corridors, you will leave the building via the Turnaround or Seventh Street by walking in the corridors toward the stage to the fire exit doors.

Evacuation Leaders: If you are at the door when the fire alarm goes off, you are automatically “leader”.

- At the first chance, wave arms and say: “Please follow me. Everyone please follow me.” (Remember, state Please follow me 2x, as people will not listen the first time)
- Leaders then walk the correct evacuation route and do not stop to hold doors open for people.

Crowd Monitors: When the fire alarm goes off, you are on your feet & part of the crowd. You, as trained staff, walk along with the audience until you FIND A JOB.

- If you get to a door and an usher is holding it open, you keep walking with the crowd until you find something else to do
- Hold open doors for guests to exit quickly
- Discourage restroom use and Prohibit use of elevators
- Encourage guests to remain calm and continue moving, following the leader

EVACUATION ROUTE THROUGH MAIN LOBBY:

- Orchestra Doors 3, 4, 5, 6 - exit away from stage to lobby, down the marble stairs & out to Walnut St.
- Loge Doors 2, 3, 4, 5 – exit away from stage to lobby, down stairs to Walnut St.

“Crowd” Jobs for Front Lobby Evacuation:

Loge:

1. Stand in the lobby between guests and side corridors.
2. Discourage restroom use & use of elevators.
3. Encourage guests to remain calm.

Orchestra:

1. Stand in the lobby between guests and side corridors.
2. Discourage restroom use & use of elevators.

EVACUATION ROUTE THROUGH SIDE CORRIDORS:

- Orchestra Doors 1, 2, 7, 8 – exit toward stage in the side corridors and out emergency doors to street
- Loge Doors 1, 6 – exit toward stage to side corridors & into emergency stairwell & out
- Balcony – all doors – exit toward stage to side corridors & into emergency stairwells to street
- People exiting through emergency exits will leave the building via the Turnaround (house right) or Seventh Street (house left).
- Remember to look for EXIT signs and doors marked with Emergency Exit. There are many Box doors which may confuse guests and we need to be very confident in our actions.

- Lead people to exit through the Emergency Exit stairwells and not go out toward the lobby.

Jobs for Side Corridor Evacuation:

Balcony:

1. One usher should be between Balcony doors 1 and/or 4 and the corridor to the front lobby area. This is a VERY strategic spot to discourage guests from going to the front lobby.
2. One usher (not the leader) should hold the door open to the fire stairwell and encourage people to keep moving.
3. One usher should stop on the landing in the fire stairwell on the Loge level, if Loge usher is not present already, to insure guests don't go back into the side corridors via Loge doors marked NOT AN EXIT. Be aware of guests trying to exit from this door sporadically.

Loge:

1. One usher should be between Loge doors 1 and/or 6 and the corridor to the front lobby area. This is a VERY strategic spot to discourage guests from going to the front lobby.
2. One usher should hold the door open to the fire stairwell and encourage people to keep moving.

Orchestra:

1. An usher should be positioned between doors 2 and/or 7 and the main lobby to direct people towards the fire exits, directly exiting to the Turnaround or the administrative hallway leading to Seventh Street.
2. Ushers at doors 2 and 7 should be aware of guests in wheelchairs by doors 1 and 8, and assist Wheelchair Buddies and guests with lift, when necessary.
3. An usher should hold the door to the fire exit open for guests.

OUTSIDE THE BUILDING:

- Once people are on the street, move them away from the building quickly. Do not let guests stop on the sidewalk. Position yourselves comfortably between the building and the guests.
- There is not enough room on the sidewalk for all guests, so you may have to lead guests out across the street. Please be safe & aware of traffic. The fire and police departments will manage crowd control on the street. This is not your responsibility.

ALL CLEAR:

- Do Not Allow A Guest To Enter the Building for Any Reason Until An All Clear Is Given.

- Only when an Aronoff Center Manager, or identified staff person states an ALL CLEAR, can ushers re-enter the building through the main entrances.
- It is important that volunteers are the first back into the building to assist in leading guests back to their seats.

GUESTS IN WHEELCHAIRS

- An available usher (i.e. not the leader) will assist guests in wheelchairs or others with mobility challenges to the area of rescue assistance in the event of an emergency.
 1. When the alarm sounds, the usher should go to the guest and introduce themselves stating that they will be led to safety. Wait with the guest(s) out of the way, until the crowd thins.
 2. When you have a clear path to the door, assist the guest to the House Left Ladies restroom and close the door. This is the rescue area.
 3. Once in the rescue area, explain that elevators cannot be used and that the usher will wait with them until the supervisor arrives with a radio.
 4. When the Floor Supervisor arrives, and dismisses the usher, the usher may leave and assist others in exiting the theater on their way out of the building.
 5. The Floor Supervisor then radios the MOD who contacts the fire department. The Floor Supervisor stays with the guest until the fire department arrives to assist the guest out of the building.
- Ushers by Orchestra doors 1 and 8 should wait with your guest out of the way, until the crowd thins. Then you, with the help of the guests' partner, assist the guest in the wheelchair up the lift and to the House Left Ladies Restroom. This is always your first choice of egress.

Ushers should scan the crowd, on their way to the House Left Ladies Restroom, for anyone else who may have trouble negotiating stairs (particularly on the balcony and loge levels).

If you see a person who might have trouble with stairs or is moving slowly, ask if they would like to wait at the rescue area with you until the fire department arrives to assist them out of the building.

INCLEMENT WEATHER:

In the event of inclement weather, and there is a change in show status it will more than likely be announced on the news, especially if it's a Broadway show. Not only would we have to contact you, but every ticketed guest. In general it is RARE for a show to cancel, so expect the show to go on unless you hear otherwise.

As soon as there has been a change in the event, the greeting on the message hotline: 513-977-4117, ext. 4 will change to indicate what is known. (once you listen, you can hang up.)

If there is enough time, we will attempt to email volunteers. It remains in your best interests to call the message hotline if you have any doubts.

We want you to be safe, so if there is a snow emergency in your area where travel is restricted, or you do not feel safe traveling at all, please stay home, and call us to let us know you won't be in. All usher cancellations need to be called in to the message hotline: 513-977-4117, ext 4.

CAA Education shows will be announced by 7:30am. Cancellations for CAA Education shows will also be announced on the news. If last minute decisions are made, we will do our best to get in touch with all ushers, so please check your email before leaving the house. However, please rely on calling the hotline and listen for a change in the message: i.e. "Today is January 3...."

Procter & Gamble Hall Tornado Policy:

In the event of extreme weather during an event, the MOD and production company will determine if any interruption of the performance is necessary to inform guests of weather conditions.

In that event, remember these things:

1. The safest place to be during a tornado is away from windows and inside the theater.
2. The lights will come up and an announcement regarding the current situation will be made through the Voice of God microphone backstage or from the stage by the MOD.
3. The MOD will remain visible and on stage to answer guest questions and to provide further instructions.
4. Ushers should be on their feet at their assigned doors, listening to the MOD instructions (if any) and visible to assist guests.
5. Flashlight should be ready for possible power failure.
6. If someone is determined to leave the building, let them.
7. If someone seeking a safe place wants to enter the theater without a ticket, let them.
8. Lead by example and remain calm.

Guidelines for FRONT OF THE HOUSE (FOH) Volunteers in the Jarson-Kaplan Theater

Fire Evacuation

GENERAL OVERVIEW

- There are 8 doors in this theater, 2 open into the front lobby, 6 open into the side corridors.
- If you exit the theater through doors that open into the lobby, you will leave the building through the lobby to Walnut Street and/or Sixth Street plaza.
- If you exit the theater through doors that open into the side corridors, you will leave the building via the front lobby house left by walking up the stairs by box office or via the Sixth Street plaza house right by walking in the corridor to the fire exit doors (toward stage). The guests do not know the way and our trained ushers must lead them.

Evacuation Leaders: If you are the first person at the door when the fire alarm goes off, you are automatically “leader”.

- At the first chance, wave arms and say: “Please follow me. Everyone please follow me.”

(Remember, state Please follow me 2x, as people will not listen the first time)

Leaders then walk the correct evacuation route and do not stop to hold doors open for people.

Crowd Monitors: When the fire alarm goes off, if you are not nearest the door, you are part of the crowd. You, as trained staff, walk along with the audience until you FIND A JOB.

If you get to a door and an usher is holding it open, you keep walking with the crowd until you find something else to do.

- Hold open doors for guests to exit quickly
- Discourage restroom use and Prohibit use of elevators
- Encourage guests’ to remain calm and continue moving

EVACUATION ROUTE THROUGH MAIN LOBBY:

- Orchestra Left and Right doors use the main lobby as an exit to Walnut St.

Jobs For Front Lobby Evacuation:

1. Discourage restroom use.
2. Prohibit Elevator use.

EVACUATION ROUTE THROUGH SIDE CORRIDORS:

- House Left If you exit the theater through doors that open into the side corridors, you will leave the building via the Lobby, by walking in the side corridor (toward stage) to the restroom level, then up the steps to the Box Office and out to the left of Box Office onto Walnut St. The guests do not know the way and our trained ushers must lead them.
- House Right: If you exit the theater through doors that open into the side corridors, you will leave the building via the Sixth Street plaza by walking in the side corridor (toward stage) to the fire exit doors. The guests do not know the way and our trained ushers must lead them.

Jobs For Side Corridor Evacuation:

Balcony 1:

1. One usher should be at the bottom of the stairs, before the lobby entrance, encouraging guests in the stairwell to exit the side Fire Exit door leading to the Sixth Street Plaza.
2. One usher should hold the House door open to the stairwell and encourage people to keep moving.

Balcony 2:

1. One usher, each side of the house, should be between the stairwell and the door which goes to the open balcony leading house left/right. This is a VERY strategic spot to discourage guests from going to an area which is NOT a fire exit.
2. One usher should hold the House door open to the stairwell and encourage people to keep moving.

OUTSIDE THE BUILDING:

- Once people are on the street, move them away from the building quickly. Do not let guests stop on the sidewalk. Position yourselves comfortably between the building and the guests.
- There is not enough room on the sidewalk for all guests, so you may have to lead guests out across the street.
- The fire and police departments will manage crowd control on the street. This is not your responsibility.

ALL CLEAR:

- Do Not Allow A Guest To Enter the Building for Any Reason Until An All Clear Is Given.
- Only when an Aronoff Center Manager or identified staff person states an ALL CLEAR, can ushers re-enter the building.

- It is important that volunteers are the first back into the building to assist in leading guests back to their seats.

GUESTS IN WHEELCHAIRS

- An available usher (i.e. not the leader) will assist a guest in a wheelchair to the area of rescue assistance in the event of an emergency.
- When the alarm sounds, an available usher should go to the guest and introduce themselves to inform the guest that they will be lead to safety.

Orchestra Level: When you have a clear path, ask the guest to accompany you to the front lobby and out of the building.

Balconies 1 & 2: When you have a clear path, assist guest to the House Left Elevator Alcove. This is the rescue area.

1. Once in the rescue area, explain that we cannot use the elevators and that you will wait with them until the supervisor arrives.
2. Once crowd thins, go through the door to the left of the elevator (as you're facing it), look over the rail for the Floor Supervisor & alert them to your situation.
3. The Floor Supervisor will radio the MOD who contacts the fire department. Someone needs to stay with the guest until the fire department arrives to assist the guest out of the building. That could mean an usher and/or staff person.
4. The usher may leave the guest only when dismissed by the Floor Supervisor.
5. Ushers assisting guests in wheelchairs will scan the crowd, on their way to the House Left Elevator Alcove, for anyone else who may have trouble negotiating stairs.
6. If you see a person who might have trouble with stairs or is moving slowly, ask if they would like to wait at the rescue area with you until the fire department arrives to assist them out of the building.

Jarson-Kaplan Tornado Policy:

Review the written policy on the back of every event sheet, and remember these things:

1. The safest place to be during a tornado is away from windows and inside the theater.
2. The lights will come up and an announcement regarding the current situation will be made from the stage by the Floor Supervisor.
3. The Floor Supervisor will remain visible and on stage to answer guest questions and to provide further instructions.
4. Ushers should be on their feet and visible to assist guests.
5. Have your flashlight ready for possible power failure.
6. If someone is determined to leave the building, let them.
7. If someone is seeking a safe place and wants to enter the theater without a ticket, let them.

8. Lead by example and remain calm.

Guidelines for FRONT OF THE HOUSE (FOH) Volunteers in the Fifth Third Bank Theater

Fire Evacuation

GENERAL OVERVIEW

- There are 4 doors in this theater, 2 open into the front lobby, 2 open into backstage areas.
- Remember to look for EXIT signs and doors marked with Exit. Guests will be confused and we need to be very confident in our actions.
- If you exit the theater through doors that open into the lobby, you will leave the building through the lobby to Main Street.
- If there's a large crowd or the main lobby doors are blocked, you exit the theater through doors opposite the lobby. These doors will have you leave the building by walking straight and taking your first right (either down a ramp or down a few stairs) towards the Security Desk and out to Seventh Street . The guests do not know the way and our trained ushers must lead them.

A. Leaders: If you are the first person at the door when the fire alarm goes off, you are automatically "leader".

- At the first chance, wave arms and say: "Please follow me. Everyone please follow me."
- (Remember, state Please follow me 2x, as people will not listen the first time)
- Leaders then walk the correct evacuation route and do not stop to hold doors open for people.

B. Crowd: When the fire alarm goes off, if you are not nearest the door, you are part of the crowd. You, as trained staff, walk along with the audience until you FIND A JOB.

C. If you get to a door and an usher is holding it open, you keep walking with the crowd until you find something else to do.

General examples of jobs:

- Hold open doors for guests to exit quickly
- Discourage restroom use and Prohibit use of elevators
- Encourage guests' to remain calm and continue moving

EVACUATION ROUTE THROUGH MAIN LOBBY:

Jobs For Front Lobby Evacuation:

1. One usher discourages use of stairwell corridor and restroom use.
2. Prohibit Elevator use.

EVACUATION ROUTE BACKSTAGE (doors opposite main lobby):

- A. Double doors behind black curtain, leading to dressing rooms:
1. Proceed straight to corridor ramp and turn right.
 2. Follow ramp through doors, into Security/Stage Door.
 3. Guide guests out onto Seventh Street and away from the building. Single door leading to a stairwell:
 1. Proceed past stairs and turn right.
 2. Exit single door into Security/Stage Door.
 3. Guide guests out onto Seventh Street and away from the building.
 4. Please note actors and stagehands will be exiting the theater by these routes also.

OUTSIDE THE BUILDING:

- Once people are on the street, move them away from the building quickly. Do not let guests stop on the sidewalk. Position yourselves comfortably between the building and the guests.
- There is not enough room on the sidewalk for all guests, so you may have to lead guests out across the street.
- The fire and police departments will manage crowd control on the street. This is not your responsibility.

ALL CLEAR:

- Do Not Allow A Guest To Enter the Building for Any Reason Until An All Clear Is Given.
- Only when an Aronoff Center Manager, or identified staff person states an ALL CLEAR, can ushers re-enter the building.
- It is important that volunteers lead guests back to the main doors on Main Street to assist in leading guests back to their seats. This is the only return entrance to the theater to use.

GUESTS IN WHEELCHAIRS

- An available usher (i.e. not the leader) will assist a guest in a wheelchair in the event of an emergency.
- When the alarm sounds, the usher should introduce themselves and inform the guest that they will be led to safety.
- Ushers guide guests using wheelchairs out to the main lobby OR through the backstage double doors, turn right down ramp, into Security/Stage Door and out to Seventh St.
- The single door leads to stairs and is NOT ACCESSIBLE.

Fifth Third Bank Tornado Policy:

The 5/3 Bank Theater has one wall that is large windows covered by heavy black drapery, therefore this is the only theater we move guests during this situation. Remember these things:

1. The safest place to be during a tornado is away from windows and inside the building. Ushers assist guests to stay inside the theater.
 2. The lights will come up and the Floor Supervisor will make an announcement regarding events.
 3. Ushers stand at doors on both sides of the house, remaining visible to assist guests.
 4. The Floor Supervisor will remain available to answer guest questions and to provide further instructions.
 5. If instructed by the Floor Supervisor, lead guests and actors into the interior stairwell (single door opposite lobby) to level 1.
 - a. Guests in Wheelchairs evacuate through the double doors opposite the lobby into the backstage/loading dock area of the P&G Hall.
1. Have your flashlight ready for possible power failure.
 2. If someone is determined to leave the building, let them.
 3. If someone on the street is seeking safety and wants to enter the building without a ticket, let them.
 4. Lead by example and remain calm. Listen to the Floor Supervisor for instructions.

VOLUNTEER USHERS SHOULD REMAIN CALM, AND WAIT FOR THE ALL CLEAR.

How to Read Aronoff Tickets

Correctly reading the ticket and properly directing the patron is an important part of the job of all front of house staff.

Important information on a ticket (please note ticket colors & stock will change periodically)

1. EVENT NAME. This is located at the top of the ticket. Make sure the event name corresponds with the event name that you are working.

2. EVENT DATE/TIME, It is listed by day, month, date, and year. Time of the event is listed closely after the date.

You may encounter some patrons who come to the right event on the wrong date. And because we have two facilities in operation by CAA, some will come on the right date but to the wrong facility. Please make sure that you are checking all the information on the ticket.

Once you've confirmed the right NAME and DATE/TIME, direct them to enter the theater and to their seats (refer to House Maps for Specific Locations)

- A. floor name refers to the level of the theater and the particular section a seat is located on that level of the theater

a. The floor name is at the bottom left of each ticket: Orchestra, Loge, Balcony

B. ROW number refers to the rows of seats in the theater.

a. Located directly after the section name on the bottom line of each ticket.

b. Row number tells how far from the stage a patrons' seat will be

C. SEAT number

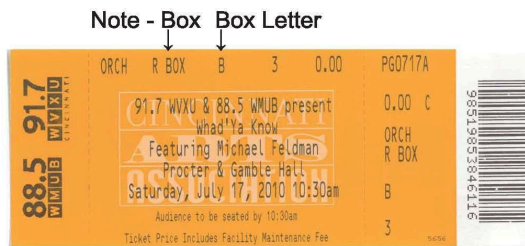
a. The seat number is located directly after the row number on the bottom line of each ticket.

b. The seats read from house left to house right, as you face the stage.

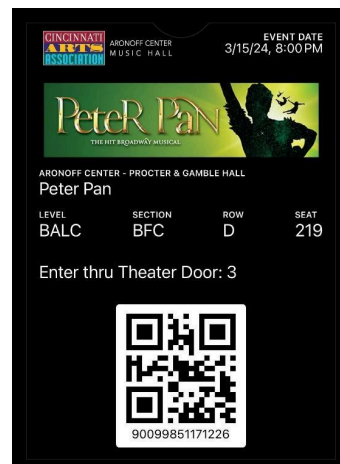
Please find ticket examples below.

Patrons appreciate and expect a confident answer when they have questions about finding their way. Good customer service means knowing how to quickly and correctly read a ticket and direct patrons accordingly. Your Event Sheet will have a seating map on the back; feel free to reference it to ensure proper directions are given.

More samples of tickets for different productions and theaters:



NON-SUBSCRIBER BROADWAY TICKET



When looking at a ticket for a patron's seating location, please note that there is an L (Left), C (Center), or R (Right) added to the floor name. Please look at each ticket closely to make sure you are directing the patron to the correct floor.

- LORCH (Left Orchestra)** **LOGEL (Loge Left)** **LBALC (Left Balcony)**
- CORCH (Center Orchestra)** **LOGEC (Loge Center)** **CBALC (Center Balcony)**
- RORCH (Right Orchestra)** **LOGER (Loge Right)** **RBALC (Right Balcony)**

NOTE: Ballet tickets do not have Left, Center or Right indicators listed on the floor name.