



C I N C I N N A T I
MUSIC HALL

**1241 Elm Street
Cincinnati, OH 45202**

Volunteer Message Line: 513-744-3417

Revised: July 2024

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

Please see **CAA Front of House Manual**
For Volunteer Ushers for all other policies and procedures

Security/Lost and Found: 513-744-3336

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MUSIC HALL BACKGROUND

Cincinnati's Music Hall was built in 1877. Exhibition halls were added to the north and south of the auditorium, and for decades Music Hall served Cincinnati as its first convention center, hosting industrial exhibitions, car shows, horticultural exhibits, and countless other events and activities. The Ballroom was added in 1921 and became well known for big band dance events. Music Hall is a National Historic Landmark and home to the nation's fifth oldest symphony orchestra, second oldest opera company, and the longest running choral festival in the Western Hemisphere – the May Festival. We are fortunate to have the support of The Friends of Music Hall (<https://friendsofmusichall.org/>), a non-profit organization dedicated to the past, present and future of this unique theater complex.

7 unique rental and performance spaces:

The **Springer Auditorium** is known the world over for its extraordinary acoustics and its lavish old world decor. With its plush seating for 2,555, it serves as home for the Cincinnati Symphony Orchestra, Cincinnati Pops, Cincinnati Ballet, Cincinnati Opera and the May Festival Chorus. In addition, Springer Auditorium hosts a large number of touring performances, concerts, graduations and awards ceremonies.

Directly adjacent to Springer Auditorium is the main lobby area or Edith B. Lindner Foyer. The two-story ceiling makes it one of the most beautiful and unique event spaces in the City. The Foyer can comfortably accommodate up to 200 guests for a dinner, dance, or wedding, and more for a cocktail party or reception.

P&G Founders Room, located between the Lindner Grand Foyer and Springer Auditorium, provides guests with a furnished space to relax before, during, or after a performance. A live audio/video broadcast of the stage is available in this space.

Taft Suite, located at the southwest end of the South Hall Concourse, is an event space with exposed brick and a waterfall ceiling that is used for smaller social or business events.

Wilks Studio, located in the North Hall Concourse on the Balcony Level, this multi-use space that can serve as a rehearsal room or event space for weddings, receptions, fundraisers, meetings, or other gatherings.

Corbett Tower, located on the east end of the Gallery Level, has been transformed through the restoration of its original cove ceiling, featuring an elegant stencil design. Windows formerly bricked-shut have been reopened and their intricate tracery patterns have been meticulously recreated. Corbett Tower also showcases the three beautiful crystal chandeliers which were formerly located in the Edith B. Lindner Grand Foyer. This third floor reception room provides a unique setting for a wide variety of events. With seating for up to 250, Corbett Tower is frequently used for pre- and post-concert functions, as well as for weddings, receptions, grand dinners and parties.

Music Hall Ballroom is one of the most versatile spaces in Cincinnati, and the second largest meeting space in the city, encompassing nearly 20,000 square feet. The Ballroom can accommodate up to 1,200 based on event requirements. It is frequently used for large receptions, exhibitions, fashion shows, class reunions and breakfast, lunch and dinner gatherings. It can also be used for stage performances and lectures. In 1998, a \$1.8 million renovation of the Ballroom was completed, featuring many architectural artifacts salvaged from Cincinnati's Albee Theater. The most recent addition to the Ballroom is the Mighty Wurlitzer organ, also from the Albee, which has been completely restored to its original grandeur.

Resident companies Cincinnati Opera, Cincinnati May Festival, and Cincinnati Symphony Orchestra have offices within Music Hall.

MUSIC HALL EVENTS

All Music Hall events will be posted and available on www.MyVolunteerPage.com for the following month, on the first Wednesday of the month prior. For example, at noon on the first Wednesday in August, all the dates for all events for the month of September are available for sign ups. Events will be listed under theater, and then by name and can be sorted chronologically on the website if desired.

OVERVIEW OF A TYPICAL SPRINGER AUDITORIUM EVENT:

These are procedures for volunteers to follow while ushering at Music Hall.

Check-in Procedures: Enter through the CAA's Operations entrance on 14th Street and check in with an Usher Captain or Floor Supervisor in the Volunteer Room located

down the hallway in CAA's Administrative Offices. Please read the event sheet or signage at check-in for the location of the Manager on Duty (MOD) Meeting.

Note: All volunteers enter at CAA's Operations entrance on 14th Street. If a volunteer needs an accessible entrance, they will contact the Volunteer Department. The restrooms in CAA's Administrative Offices or the Orchestra house right restrooms may be used by volunteers prior to the Manager on Duty (MOD) meeting.

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.

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. The location of the MOD meeting can change and will always be listed on the Event Sheet that is picked up by the Volunteer at check in.

Volunteer position assignment/Floor Supervisor Meeting: Volunteers will get their position assignment while checking in with the Usher Captain. After the MOD meeting, the Floor Supervisors will review the assignments at their floor meeting. During this meeting, the Floor Supervisors will review evacuation, any extra duties and specific assignments.

Program stuffing: Sometimes, we have stuffers to be added to programs for the guests. All front of house ushers help with program stuffing on each individual floor within the theater. This will take place in the light lock doors on all three seating levels.

Safety Information: Guest safety is of utmost importance to the 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: Ushers 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 find an 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*, go to the nearest concession stand/bar (they have a radio) to get help to you NOW (only time sensitive AND serious situations).

- Whenever a guest is injured, or ill, no matter how slightly, it **MUST** be reported immediately to the MOD or floor supervisor. *CAA staff and Security team will*

coordinate on site and call 911 and coordinate emergency responders when necessary.

Perimeter Opening: Typically, the perimeter opens one hour and a half prior to curtain; the perimeter of the theater (lobbies, bars, and restrooms) is open to the public. This is dependent on the Resident Companies pre-concert activities. *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 Opening: 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 ushers; ushers do not open the house without notice from staff. Occasionally we will open the House early for guests with mobility needs to give them extra time—this is determined by the MOD.

Show time: Around 10, 7, 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. Direct them to the P&G Founders Room in the Foyer or to video monitors near their ticketed door in Springer Auditorium. Floor Supervisors will advise when the doors may be opened for late seating.

Quiet Performance Space: At almost every performance the CSO records their performances in the non-amplified space. It is imperative that the audience and ushers are as quiet as possible during this process. All resident companies prefer quiet performance space for the integrity of the art, but the CSO has this specific reason behind their high awareness of usher actions (sound, movement) within the theater.

Usher Seating:

Ushers 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 an usher seated next to assigned doors, so they can get to the door first and lead guests out. Every volunteer who works a Springer Auditorium performance is required to remain 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 no more than three in from the aisles.
- C. No guests are crossed. It is **critical** that guests are not disturbed in this process. Volunteers are not allowed to ask guests to move their belongings to make room for the volunteer.
- D. Only when all latecomers have been seated and after the seating hold may ushers 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. 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 ushers must be on their feet, return to pre-show positions immediately, to assist guests and to open the house doors. Volunteers should remain at their assigned door throughout intermission except when assisting a guest.

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, ushers stand at their positions for visibility. Guests will turn in any found items to you and report any concerns/comments they experienced. Please 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 ushers 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. Good condition, used programs are brought to your level's program storage room and are placed in boxes marked recycling. Ushers may not leave their floors until dismissed by the Floor Supervisor.

Post Show Activities: When necessary, a few volunteers 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 entering back into CAA's Administrative offices from Springer Auditorium.

EDUCATION SHOWS

Local and regional schools attend School Time performances during the weekday and the shows typically last an hour. The CSO has a series of Young People's Concerts that are similar in nature to these shows. Since the events are shorter than usual, and the students arrive en masse, procedures are a little different than a "typical event." The process is generally as follows:

Usher arrival:

- Generally an hour and a half prior to curtain
- Ushers receive house map with schools blocked out in pre-assigned seating areas

Go In procedures:

- ALL buses unload students on Elm Street directly in front of Music Hall or on Central Parkway behind Music Hall where they are met by the production company representative.
- The arriving school is identified and the information communicated to the Front of House staff via radio.
- The arriving bus is assigned a number, and the number is also handed to the corresponding school/teacher. Once unloaded the bus leaves to park at a remote location.
- The students are directed by the staff outside to the appropriate door to enter (corresponding to the closest path to their seating location) The students, led by their teacher(s), enter the building and are met by the usher staff who direct and assist them to their seating location.

Go out procedures:

- The production company representatives will advise the bus drivers when they need to return to queue-up their vehicles in front or behind Music Hall. The order is determined by the production company.
- Upon conclusion of the event, the production company will remind the audience to remain seated until their bus number is called.
- As bus numbers are called, the school/students will exit, and the ushers will assist in directing them to their awaiting bus.

GENERAL INFORMATION

- SMILE! Welcome students and teachers as soon as you see them.
- Springer Auditorium Seating Policy does not apply to Education shows, but ushers 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.
- 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 MUSIC HALL

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

Music Hall has made arrangements with the Town Center Garage (on Central Parkway behind Music Hall) to honor a reduced rate for volunteers working performances. The vouchers can be purchased from the Administration Office and from the Usher Captain or Floor Supervisor at any shifts you work at Music Hall for \$3. Each volunteer is limited to a 2 vouchers limit per purchase and is cash only.

Special Circumstances: Due to outside agreements, during dates/time when events at Music Hall overlap with events at TQL Stadium (FC Cincinnati Games, Concerts, etc), entry to the Town Center Garage (CET) will likely be denied. During these games and events at TQL, the CET Garage is typically sold as a part of a separate VIP Parking option and is closed to all others. In these cases, you may utilize other lots or spaces. We encourage use of carpooling or personal rideshare at these times.

You may also choose to park for a discounted rate at one the garages associated with the Aronoff and walk or utilize the free fare on the Streetcar to navigate to and from Music Hall.

CONTACTING MUSIC HALL

All Volunteers are encouraged to route their calls to the **Volunteer Message Center, 513-744-3417** for the most current volunteer information, such as NEW arrival times, etc. 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. **If you**

must speak with someone, please let us know to call you back. If not, we will take appropriate action on your message *without returning your call.*

Security/Lost and Found: 513-744-3336

****Please note: Usher Captains *only* work when there is an event in Springer Auditorium; there are some evenings/weekends when the calls are not monitored****

FRONT OF THE HOUSE (FOH) VOLUNTEER POSITION DESCRIPTIONS

Greeter

General Responsibilities: Welcome all guests to Music Hall, 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 Music Hall
- 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
- Work respectfully alongside volunteers from other resident companies stationed in the lobby
- Remain at your post until instructed by Floor Supervisor
- Remain near assigned door during performance
- 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 Music Hall

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 mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations

Reports to: Floor Supervisor

Guest Services Attendant (trained position typically filled by an Usher Captain, Springer Auditorium only)

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 guest with the proper voucher for items. Return checked items to guests at the end of performance; give all documentation and change box, report any guest issues and turn into Floor Supervisor. Also assist guests attending events with distribution of Assisted Listening Devices (ALDs) and children's booster seats; share information with guests on CAA, downtown and the Resident Companies; and to monitor the safety of Music Hall and its guests. Return borrowed items from guests at the end of performance; give all documentation, report any guest issues and turn into Floor Supervisor.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at Music Hall
- Report to assigned coatroom when directed by Floor Supervisor
- Answer questions from and give general directions to guests
- Hand out brochures/information
- 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 umbrellas 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 3336)
- Provide an ALD unit or sensory friendly backpack 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
- Confidently explain workings and use of device and or kit and offer assistance to guest if needed
- Stay alert to emergency situations (If an emergency occurs, call Security at 4128 or get Event Safety Staff).
- Provide explicit theater directions for accessible needs

Intermission duties:

- Maintain coat room for guests who wish to leave early
- Assist with light flashing reminders to enter theater
- Exchange faulty ALD units
- Answer questions from and give directions to guests
- Distribute/receive Children's Booster cushions

Post Show duties:

- Receive ALD units or Sensory Kits 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
- Return all checked items to guests

Physical Demands:

- Ability to read mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations

Reports to: MOD, Floor Supervisor

Access Ambassador (trained position; Springer Auditorium only)

General Responsibilities: to personally assist guests with disabilities or anyone with potential access needs to get to the correct seat location; to share information with guests on CAA and the performance; and to monitor the safety of Music Hall and its guests. Assist guests with any needs during intermission or after performance; report any guest issues and turn in to Floor Supervisor.

Pre-Show & During Show Duties:

- Smile and welcome all guests arriving at Music Hall
- Check out and retrieve radio and headset from Volunteer Workroom; attend MOD meeting
- Review nightly needs with MOD and verify equipment/space availability
- At perimeter opening, position at 1241 Box Office accessible entrance
- Answer questions from and provide explicit theater directions to guests
- Escort guests with accessibility needs directly to their seat
- Share information regarding ALD units; facilitate procuring unit for guest as needed
- Stay alert to emergency situations; If an emergency occurs, radio MOD

Intermission duties:

- Assist any guests to/from restroom, concessions, other areas
- Answer questions from and give directions to guests
- Be aware of any concerns and communicate any needs with staff
- Ask for/receive feedback on their experience so far

Post Show duties:

- Assist guests from theater to street level
- Accept all Lost & Found items & give to Floor Supervisor

- Ensure all wheelchairs used are returned

Physical Demands:

- Ability to read mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations
- Ability to move a wheelchair with another person sitting in it
- Ability to offer a steady arm to guests

Reports to: MOD, Floor Supervisor

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 (Springer Auditorium 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 Music Hall
- 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 unwanted programs and lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations

Reports to: Floor Supervisor

Usher

General Responsibilities: Assist guests in your area by reading tickets and seating, keep flow of guests moving by directing to Orchestra Aisle Ushers inside the theater (Springer Auditorium 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 Music Hall
- 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, when possible
- Keep flow of guests moving
- Provide additional assistance and support to guests with accessibility needs
- 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 unwanted programs and lost & found items
- Remain on floor until released by Floor Supervisor

Physical Demands:

- Ability to read mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations

Reports to: Floor Supervisor

Usher Captain

(Invited & Trained position; Leadership Role;

Springer Auditorium only)

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

Pre-Show & During Show Duties:

- Check out and retrieve radio and headset from Volunteer Workroom; attend MOD meeting
 - Retrieve voicemail and return calls; manage nametag/raffle prize distribution
 - Supervise FOH usher check in and monitor compliance with dress code
 - Sell parking passes to fellow ushers during check in
 - Answer questions from and provide explicit theater directions to guests
 - 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
- Be alert to any concerns and communicate any needs with staff
- Assist staff as needed

Post Show duties:

- Check out FOH ushers
- Retrieve borrowed items from ushers
- Accept all Lost & Found items & give to Floor Supervisor
- Secure volunteer workroom and return radio to volunteer workroom
- Turn in written Usher Captain report to MOD

Physical Demands:

- Ability to read mobile and digital tickets
- Ability to stand in one place for extended amounts of time
- Ability to navigate stairs quickly and safely to lead emergency evacuations

Reports to: MOD, Floor Supervisor

ACCESSIBILITY: MUSIC HALL

A set of accessible doors is located off of Elm Street, which enter into the box office near the South Hall. Guests attending events at Music Hall may then take the elevator to the appropriate level.

Each theater has an elevator for accessibility and all accessible restrooms are clearly labeled.

Assistive Listening Devices (ALD's) designed to provide amplified sound (for the hearing impaired) or audio description (for the blind or visually impaired) are available at Guest Services, located at the northeast corner of Lindner Grand Foyer. This system uses Listen Technologies' next generation of personal listening devices, and its integrated neck loop/lanyard improves the listening experience for T-coil users.

Sensory Kits are available at Guest Services, located at the northeast corner of Lindner Grand Foyer. These bags include items that may provide support to individuals who may experience sensory sensitivities.

They include: Noise Canceling/Dampening headphones (adult and child sizes available), for those sensitive to loud sounds, Dark lens sunglasses, for those sensitive to bright or changing lighting, a variety of soft/quiet "fidgets" to aid in distraction/"stimming".

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.

Music Hall owns wheelchairs that may be borrowed by guests in the building. The wheelchairs are located in the Western Southern Lobby by the Music Hall Box Office. The Springer Auditorium and Wilks Theater have ample spaces for guests using wheelchairs which are available on all seating levels.

Service 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 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.

EMERGENCY SITUATIONS

In all emergency situations we ask that you do your best. We are giving you a plan that is ideal during a performance. Guests will not always listen. Please do your best to get as many guests safely out as quickly as possible.

Guidelines for FOH Volunteers in Springer Auditorium

Fire Evacuation

GENERAL OVERVIEW

- There are 20 doors in this theater: 6 open into the lobby, 14 open into the side concourses. 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 **Elm Street**.
- If you exit the theater through **doors that open into the side concourses**, you will leave the building through the emergency only staircases down to the carriageways and onto **Elm Street**.

A. **Leaders**: If you are at or first to 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, you are on your feet & part of the crowd. **You, as trained staff, walk along with the audience until you FIND A JOB.**

- Scan the audience to assist guests with disabilities and or mobility issues to designated area of rescue
- 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, following the leader

EVACUATION ROUTE THROUGH MAIN LOBBY:

- Orchestra Doors **C, D** – exit away from stage to the lobby down the outside stairs to Elm Street.
- Balcony Doors **C, D** and Gallery Doors **A, B** – exit away from stage to the lobby via the grand staircases in North/South Concourses, down the main stairs to Elm Street.

“Crowd” Jobs for Front Lobby Evacuation:

Orchestra:

1. Stand in the lobby between guests and side concourses, encouraging guests to exit through the main doors onto Elm Street.
2. Discourage restroom use, going to Guest Services & use of escalators (utilize emergency stop button if escalator is empty).
3. Encourage guests to remain calm.

Balcony:

1. Stand in the side concourses between guests and the grand staircases, encouraging guests to continue exiting through emergency exits or the grand staircases for continuous flow out of the building.
2. Discourage restroom use, going to Guest Services & use of escalators

EVACUATION ROUTE THROUGH NORTH AND SOUTH CONCOURSES OUT CARRIAGE WAYS:

- Orchestra Doors **A, B, E, F** – exit toward North/South Concourse, through emergency exit only doors to carriageway and onto Elm Street.
- Balcony Doors **A, B, E, F** – exit toward North/South Concourse, through emergency exit only doors to carriageway and onto Elm Street.
- Gallery Doors **A, B** – exit toward North/South Concourse, through emergency exit only doors to carriageway and onto Elm Street.
- Gallery Doors **N1, S1** – exit down stairs to the North/South Concourse on the Balcony level, then through emergency exit only doors to carriageway and onto Elm Street.
- Gallery Doors **N2, S2** – exit down stairs to the North/South Concourse on the Balcony level, then to the lobby via the grand staircases, down the outside stairs to Elm Street.

“Crowd” Jobs for North and South Concourse Evacuation:

Orchestra:

1. One usher should be between doors A and B, or E and F encouraging guests to continue to exit through the emergency exits into the carriageway onto Elm Street. NOTE – do not permit guests exiting from Balcony/Gallery levels to reenter the building at these doors.

Balcony:

1. Stand in the side concourses between guests and the grand staircases, encouraging guests to continue exiting through emergency exits or the grand staircases for continuous flow out of the building.

Gallery:

1. One or two ushers should be behind section 4 encourage guests to exit equally (split house left/house right) down their respective grand staircase out of doors A, B.

OUTSIDE THE BUILDING:

- Once people are on the street, move them away from the building quickly and down to the sidewalk. Position yourselves comfortably between the building and the guests.
- There is not enough room on the sidewalk for all guests, so we will lead/direct all guests to continue to move either North or South down the sidewalk or across the street to Washington Park to provide enough room.
- 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 from the MOD has been given.**
- Only when a Music Hall Manager, or identified staff person states an ALL CLEAR, are the usher staff and guests permitted to reenter 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 will assist a guest in a wheelchair in the event of an emergency.

1. When the alarm sounds, you should go to the guest, introduce yourself and state that you will lead them to safety.
2. When you have a clear path to the door, assist the guest to the South Concourse on all levels of the auditorium, Orchestra, Balcony and Gallery, to the Area of Rescue Assistance, which are marked.
3. Once in the rescue area, explain that we cannot use the elevators and that you will wait with them until the Floor 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 guests until the fire department arrives to assist the guests out of the building.

LEAVING THE AREA:

Should a volunteer leave the premises at any time (during an emergency or otherwise) without previously checking out or notifying staff, please call the Volunteer Message line to confirm your location and safety immediately. We prioritize and require accounting for the safety of each individual at all times.

INCLEMENT WEATHER:

In the event of inclement weather, if there is a change in show status it will more than likely be announced on the news. 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: 513-744-3417 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 will not be in. All usher cancellations need to be called into the message hotline: 513-744-3417.

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...."

Springer Auditorium 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.

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 staff, depending on the circumstances.
3. The theater representative will remain visible and on stage to answer guest questions and to provide further instructions.

4. Ushers should be on their feet, listening to the instructions (if any) and visible to assist guests.
5. Have your flashlight ready for possible power failure. We do have a backup generator for emergency lighting.
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.

How to Read Music Hall Tickets

Certain events will not be scanned. Correctly reading the ticket and properly directing the guest 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 guests will 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. **SECTION name** refers to the level of the theater and the particular section a seat is located on that level of the theater

a. The section name is at the bottom left of each ticket: Orchestra 1, 2, or 3; Terrace 1, 2, or 3; Balcony 1-7; Gallery 1-7

b. Boxes are on the Orchestra level only; they are simply designated as South Box (closest to the Box Office) or North Box (closest to CAA Offices).

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 guests' 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, in all Orchestra sections 1, 2, or 3; Balcony sections 1-7; and Gallery sections 1-7.

Please find ticket examples below. The above description describes the CSO and Pops tickets, which will be the majority of the tickets you will encounter.

Guests 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 guests accordingly.





NO LATE SEATING ACCT 118782
 
 FRI. NOV. 17, 2017 11:00 AM

CINCINNATI SYMPHONY ORCHESTRA
 Paavo Järvi, conductor
 Alice Sara Ott, piano
 FRI. NOV. 17, 2017 11:00 AM

SECTION	ROW / BOX	SEAT	ORDER #
ORC.3	N	303	1235240-4

SECTION: ORC.3 ROW / BOX: N SEAT: 303
 Barcode: 2821969
 ACCT: 118782 ORD #: 1235240-4

MUSIC HALL • 513.381.3300

Event Date/Time

Event Name





NO LATE SEATING ACCT 90480
 
 SUN. MAR. 11, 2018 2:00 PM

CINCINNATI POPS ORCHESTRA
 Cirque de la Symphonie
 Stuart Chafetz, conductor
 SUN. MAR. 11, 2018 2:00 PM

SECTION	ROW / BOX	SEAT	ORDER #
ORC.1	FF	104	1246820-1

SECTION: ORC.1 ROW / BOX: FF SEAT: 104
 Barcode: 2818287
 ACCT: 90480 ORD #: 1246820-1

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Floor Level & Section

Row

Seat Number