

Ordering ushers & front-of-house staff with ULSE

The **University Life Space & Events** team looks forward to working with you for your upcoming Irvine Main Hall event. Please see the information below to learn how our team will assess the front-of-house staffing needs for your event. Once you have reviewed the information below, please let us know if you have any questions.

Once your event has been assigned to an event coordinator, they will send you a list of questions (see *the last page of this document*). Based on your responses to those questions, we will add the appropriate number of front-of-house staff to your reservation.

Ushers are ordered based on the following factors:

- The minimum is (4) ushers for an event in Main Hall
 - This would cover a 1st floor only event, 800 people or less
 - Minimal duties: Opening the doors, showing where the restrooms are located, etc.
- Additional ushers are ordered based on these factors:
 - Usher responsibilities
 - Amount of people in attendance
 - Length of event
- After (4) ushers the additions include:
 - 2 (6 total) 1000 people for utilizing the 2nd floor of seating
 - 2 (8 total) 1200 people for utilizing all three floors of seating
- Event hosts should expect 10-12 ushers ordered for a full house audience that includes responsibilities such as checking tickets and directing audience members to seats.

Important FYIs

- Our team will need to know your event needs before the 10th of the month before your event to assure we can adequately staff the event.
- **Every event is assigned a house manager in addition to the ushers ordered.**
- **All front of house staff is \$31.52 p/h**
 - These charges will appear on your invoice as **LABOR-PLA House Manager** (hourly) and **LABOR-PLA Ushers** (hourly)
 - If an event needs to be cancelled, please notify your event coordinator 48 business hours in advance before your event date.
- **If we are notified of cancellation within 24 hours of the event date**, each staff member ordered for your event will be billed for (3) hours of work. This cost is the responsibility of the event host.

Questionnaire for Irvine Clients requesting Main Hall

1. House Open Time for attendees
2. Event end time (guests must leave Irvine)
3. Event Run Time
4. Length of Act 1/Act 2 (*if applicable*)
5. Length of Intermission (*if applicable*)
6. Is this event Ticketed, Non-Ticketed, or Registration?
7. GA or Reserved Seating
8. Do Ushers need to look at/take/tear tickets?
9. Expected attendance
10. Is seating allowed on all levels?
11. Is there a pre-show or post-show event?
12. Are there any content warnings to alert the audience of? (i.e. violence, strobe, etc.)
13. Is there a late seating policy?
14. Continuous? Only at certain moments?
15. Will there be programs?
16. Should Ushers pass them out?
17. Is any merchandise being sold? Or
18. Is photo/video allowed from the audience?
19. Are there any known accessibility needs?
20. Is security expected?
21. Will Ushers be needed to check bags/IDs?
22. Has a coat check been requested? Or stroller check?
23. If so, should Guest Services use the coat room/tags?
24. Any reserved seating needs for staff?
25. Additional needs from ushers? Example: Pass a mic for Q&A, recycle programs at the end, etc.
26. Anything additional that ULSE should know about your Main Hall event needs for our front of house usher staff?