

A decorative banner with a light pink background and scattered pink stars of various sizes. The text is centered on the banner.

**Magic Circle
Theatre Guild**

Ushers' Guide

Welcome

Thank you for joining the Magic Circle Guild and for your interest in being an Usher. This booklet describes most of what you need to know to usher at the Magic Circle Theatre.

The theatre could not function without the help of all of the volunteers who usher, construct costumes and sets, work on the technical crews, and do so many other critical functions.

The Magic Circle Theatre Usher

Volunteer Ushers are very important to the Magic Circle Theatre. Ushers are ambassadors for the theatre and may be the first contact our Patrons have with the Theatre. We want our Patrons to have a wonderful experience every time they enter the facility. As an Usher, you can make the difference. Ushers must be professional, attentive, and must listen and communicate well.

We ask that all Volunteer Ushers remember and honor the Magic Circle Theatre policies. These policies are set forth to ensure the proud reputation of the Theatre. Each Usher is personally responsible for upholding the Theatre's reputation and for seeing that our Patrons' experience is one that will bring them back again and again.

Responsibilities

Attire

Our patrons must be able to easily identify Ushers in case they need their assistance. Dress in a white dress shirt or top and black slacks or skirt. You are representing the Theatre so please look neat, clean, and well groomed.

- Nice black slacks (no jeans) or skirt.
- White shirt or blouse (a Magic Circle white polo shirt is acceptable).
- Appropriate dark shoes

Promptness

Arrive one hour before the show starts. It is critical that you arrive on time and properly dressed, otherwise you may not be permitted to usher for the event (this is at the discretion of the House Manager).

The House Manager must know well before the lobby is open who will be ushering so that assignments can be made and so he or she can discuss any special considerations that may be necessary for a specific performance.

Substitutions

If you find you are unable to usher for a performance for which you have signed-up, as soon as you know you can not help, go on to the Usher Web Site (or call the Guild or Theatre Box Office) and remove yourself from the list. Please try and

find a replacement, especially if it is less than a couple of weeks before the event.

Probation/Dismissal

Rarely do we find it necessary to place an Usher on probation or dismiss them from the Guild. Behaviors leading to either of these outcomes include (but are not limited to)

- Repeated no-shows, tardiness, rule breaking, or inappropriate attire
- Neglecting ushering duties
- Rudeness to patrons

Ushering Procedures

Signing Up to Usher for a Show

- Use the Usher Sign-Up Web Site. Visit the Magic Circle Theatre Web Site, www.mcircle.org. Click on the "Ushers" button. If you are unfamiliar with the Web Site, click on the help button.
- Call one of the Sign-Up Coordinators who will help you find what performances we need Ushers for and sign you up.
- Come to the monthly Guild meetings and sign-up.
- Call the Theatre box office at 782-1777.

Arrival

- Arrive an hour before curtain time.
- Report to the House Manager. Put on a name tag.
- Personal belongings may be placed in back of the Box Office, however the Theatre is not responsible for lost or stolen articles, so please leave valuables at home.
- Attend the Usher briefing.

Prior to Curtain - Either Theatre

- There are several areas of congestion where Patrons get backed up when coming into the theatre. Some of these areas are stairs where our Patrons (many of whom may be elderly and unsteady on their feet) have to stand and wait for the congestion to clear. Keep this in mind as you help

Patrons. Many of the procedures below are ideas to help keep congestion to a minimum.

- Greet each Patron or group.
Tip: Ask something like "May I show you to your seat." This is better phraseology than "Do you need help finding your seat." It is a more assertive way of taking control—many Patrons will respond "no" when they really do need help, and will welcome the help when the more assertive form is used. Of course, Patrons who are familiar with the theatre may still elect to find their own way.
- Check ticket.
Tip: Returning the ticket stubs to the Patron as they are entering their row may be more efficient. Keeping the tickets until then will allow you to easily re-check the seats if there is a problem or you forget, and it speeds up clearing the congested areas around the entrances.
- Programs.
Give each Patron a program as they are entering their seats at the same time you are returning their ticket stubs. Again, this helps keep the most congested areas clear. If they are finding their own way, offer them a program as they head for their seats. (Sometimes at the Roseville Theatre, the House Manager will have the programs given out by the ticket-taker if there are too few ushers.)
- As the patrons are being seated, a friendly salutation like "enjoy the show" enhances their experience.
- Bring any seating problem that cannot be easily resolved to the house manager.
- If you are taking tickets, be sure to check the ticket for the date and the show. Since the Magic Circle operates two venues and shows will be performed simultaneously, Patrons occasionally go to the wrong theatre. Also check the date. If the date is incorrect, send the Patron to the box office to

exchange the tickets. Tear the tickets on the perforation, keep the small stub and return the larger portion of the ticket to the Patron.

Prior to Curtain – Roseville Theatre

- When working at the center entrance, stand back against the divider. Do not step forward to ask Patrons for their tickets as this will cause a backup on the stairs. Allowing the Patrons come to you makes more room for other groups to go to one side or the other.
- When working at the ramp, a similar problem occurs. It is best to stand back from the top of the ramp and as soon as you have their tickets start walking toward the aisle while you are reading the ticket. This will help clear the ramp.

Prior to Curtain – Tower Theatre

- If you are taking tickets, stand a few feet back from the entrance. Direct Patrons to the Box Office if they do not already have their tickets. If they do have them, check the date and show, and tear the stub. Keep the stubs until you have a convenient break to give them to the Box Office. If a line develops at the Box Office, keep the doors clear by asking Patrons to bend the line around into the lobby behind the Box Office. You will not have to check the tickets for Patrons who picked them up from will-call as the Box Office will tear the tickets for you.
- Before the auditorium is open for seating, at least one usher will be posted at the bottom of each ramp to prevent Patrons from entering too early.
- When waiting for Patrons in the auditorium, stand back at the stage line. Do not step forward to ask Patrons for their tickets as this will cause a backup on the stairs. Allowing

the Patrons come to you makes more room for other groups to go to one side or the other.

- Take Patrons to their seats around the perimeter of the stage. Keep off the staging area as much as possible.

During the Performance

- There are designated seats for the Ushers to use during the performance. In the Roseville Theatre these are in row OO. In the Tower Theatre these are in row A of section A.
- Be available in case of an emergency.
- If you notice cameras or recording equipment being used, or any disturbance that needs attention, please notify the House Manager.

During Intermission

- Check with the House Manager during Intermission to see for any more assignments or information.
- At the Roseville Theatre, you may be asked to be at the entrances to the auditorium to ensure that no food or beverages (except bottled water) are taken in.
- At the Tower Theatre you may be asked to help keep Patrons off the stage. Two Ushers standing at the stage line facing the entrance a couple of yards apart seems to be the best strategy—this position will naturally cause Patrons to walk around you to the perimeter of the stage

Departure

- While the main responsibilities of Ushers are to seat people before the performance, at least some Ushers are needed during Intermissions and after the show. So while you may be able to leave early, be prepared to stay until

after the end of the performance. Check out with the House Manager whenever you do leave.

- After the performance and after all Patrons have left the auditorium, the auditorium needs to be policed and debris picked up.

Late Seating

- The House Manager will generally handle late seating.
- Late arriving Patrons should only be shown to their assigned seats if they will not disturb any other Patrons already seated. Seat late arrivers in any empty seats that will not disturb seated Patrons. Explain to the Patrons before entering the auditorium that they may move to their assigned seats during Intermission.

General Information

Emergency Exits

Emergency exits are marked by illuminated "EXIT" signs. Please familiarize yourself with all exit locations. In the event of an emergency, it is your duty to help direct Patrons to the closest accessible exits.

Accidents

In the case of an accident suffered by a Patron or Usher, please contact the House Manager.

Restrooms

Restrooms are located in the lobby. Please take the time to familiarize yourself with them so you can direct Patrons. In the Tower Theatre, the main restrooms are down a short flight of stairs on either side of the auditorium ramps. There is a unisex handicap restroom on each side of the Lobby.

Mobility-Impaired Seating

Seating for mobility-impaired Patrons is available and assigned at the Box Office. The House Manager can assist with seating these Patrons.

Problems

If a problem arises which you cannot resolve, please contact the House Manager. **Never argue with a Patron; always be polite and refer the dispute to the House Manager.**

Refreshments

Ushers are allowed a free fountain drink or water and a cookie during an event. Please be seated while you are eating/drinking so Patrons don't think you are snacking on the job.

Drinking Fountain

There is a drinking fountain located in the Lobby of each theatre. Please familiarize yourself with the locations so you can direct Patrons.

Telephone

Regrettably, we do not have a public telephone. If Patrons need to place a call, have them talk to the House Manager.

Smoking

Smoking is not permitted anywhere in the Theatre. Patrons may smoke outside the building.

Cameras and Recording Equipment

The use of cameras and recording equipment is expressly forbidden. Please notify the House Manager if you notice anyone taking pictures or recording an event.

About the Magic Circle Theatre

The Magic Circle Theatre began its life in the summer of 1987. Bob and Rosemarie Gerould, having spent their lives doing normal jobs delegating their love of theatre to evenings and weekends, decided to bring quality community theatre to Roseville. The Magic Circle Theatre's first incarnation was as a theatre-in-the-round housed in a storefront on Sunrise Blvd. at the corner of Cirby Way where it opened its first show, *The Housekeeper*, on July 17.

The fall of 1988 saw the first production by the Children's Repertory Theatre, the Magic Circle's company of adult actors presenting shows for children. This program has grown, currently presenting six children's shows a year to more than 20,000 children. Through a grant from the City of Roseville, many Roseville elementary school children are able to attend the shows on field trips free of charge.

The Magic Circle Theatre began offering workshops in musical theatre for children in the summer of 1989. The Youth and Little One's workshops are unique in Northern California in that the shows the children perform are locally written so that each child receives a speaking part, and all roles are equal. There are no "stars" and every child has an opportunity to succeed.

Also in 1989, the theatre began producing concerts for the enjoyment of the community. In the recent past, concerts by such artists as The EDLOS and Joni Morris have been offered. Also the theatre offers highly popular concerts by the Sierra Nevada Winds Orchestra for school field trips. This year it produced four concerts, all of which have been sold out. Nearly 2100 school children will have been exposed to concert music provided by the Sierra Nevada Winds Orchestra through this activity.

The lease for the Roseville Theatre, a 587-seat historic vaudeville house, became available and was acquired by the Magic Circle in 1989. By April of 1991, all operations had

moved to the new venue. City of Roseville and the Magic Circle Theatre launched the next major step in the life of the theatre when they undertook the renovation of the Tower Theatre in 2002 into a 270-seat theatre-in-the-round (getting back to the company's roots). The grand re-opening of the Tower Theatre was in the fall of 2003 with *I Love You, You're Perfect, Now Change*. Since then, the Magic Circle Theatre has been operating both venues, the Roseville Theatre and the Tower Theatre.

The Magic Circle Theatre is a California public benefit corporation operating for educational purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code. The corporation is managed by a volunteer Board of Directors. The day-to-day administration of the business is performed by our professional staff of full-time and part-time employees. But, of course, a theatre the size of the Magic Circle could not function without the support of a large number of volunteers.

The Roseville Theatre

Roseville Theatre is part of a larger building built by the Roseville Masonic Lodge in 1926 and who continue to be the owners and occupy the upper stories of the building.

Initially the theatre was built for vaudeville shows and silent movies. The movies would run through the week, and on weekends traveling vaudeville troupes would perform between showings of the movies. In 1929, sound movies came into being and quickly put vaudeville out of business. From then until the Tower Theatre opened, the Roseville Theatre was the primary movie theatre in Roseville.

Given that the tomb of King Tutankhamen had only recently been opened and the country was awash in Egypt-mania, the original motif of the theatre was Egyptian. There were rearing lions on the main curtain and Egyptian urns on pedestals lining the walls. The loge section had wicker rockers and smoking was permitted there and in the balcony.

The theatre underwent a major remodeling in 1948-49 during which the center entrance replaced entrances on either side of the auditorium, the current seating was installed and the decorative motif was changed to Avant-garde and Asian.

The advent of multi-screen theatres and video tape put single screen theatres like the Roseville out of business and during the 1970s and 80s it was used to show foreign language films and for theatrical performances by a succession of small theatre companies.

The Magic Circle Theatre signed a long-term lease for the Roseville Theatre and moved in in 1991.

In the last period before the Magic Circle became its tenant, the Roseville had become somewhat run-down. Operating in it was quite a challenge—for the staff and our Patrons. The restrooms were inadequate, the carpeting and seating were worn and torn and there was insufficient office space (so the lobby area had to serve the dual purpose of lobby and office.)

So shortly after moving in, the company started a fund-raising campaign to refurbish the theatre's seats. By 2000, just enough funds had been raised to start the seat renovation when, coincidentally, the leases became available for the two storefronts at the corner of Vernon and Washington (next to our entrance and part of the Mason's building). The Theatre saw an opportunity they could not miss. The leases on the spaces were acquired. Through a variety of financing mechanisms, a major renovation project was launched. The old office spaces were converted to offices, new rest rooms, a concession service area, and food preparation area. Also renovated were the lobby and auditorium, including reconditioning the seating, building the ramp into the auditorium, repairs to the roof and air conditioning, replacement of the marquee, replacement of the front entrance, new carpet, and complete repainting inside and out. (There are still renovations in the lobby and auditorium to complete which will be done when affordable.)

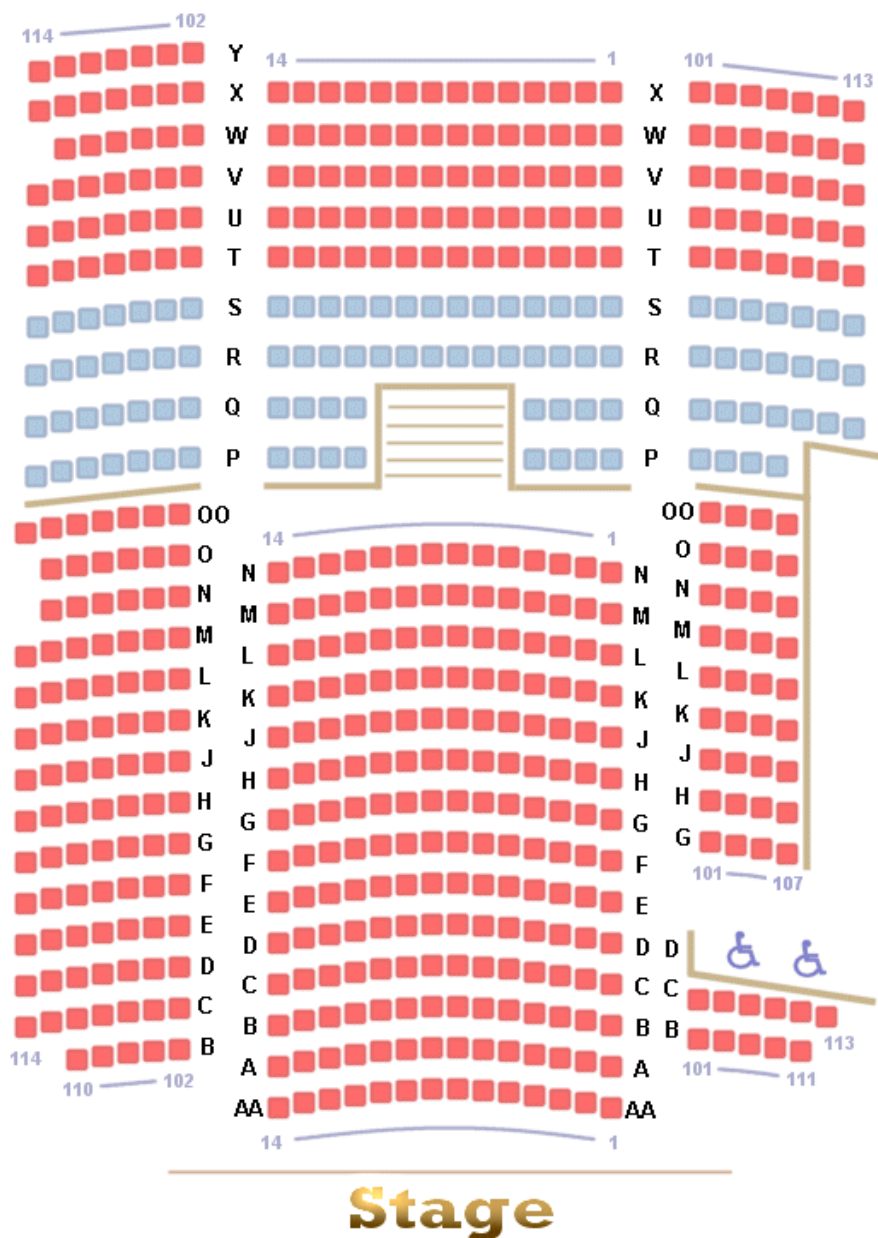
The Tower Theatre

The Tower Theatre opened in the 1940 as a movie house and was as one of Roseville's two movie theatres for many years. (The other was the Roseville Theatre.) It was another large theatre approximately one third larger than the Roseville.

The Tower thrived until the rise of multiplex theatres drove the large, single-screen theatres out of business. The building remained closed until being bought by developer Angelo Tsakapolis who donated it to the City of Roseville in 1987. From then until 2002, the Tower Theatre was leased to the Roseville Arts Center which used the lobby as an art gallery.

In 2002, the Magic Circle's Roseville Theatre renovation project was just wrapping up when the Arts Center relinquished their lease and the City asked the Magic Circle to bid on renovating and producing shows in the Tower Theatre. This was another project that could not be refused. Having a second, smaller venue has been one of the long-term goals for some time, and having it in the Tower Theatre just down the street was perfect. The city awarded the lease to Magic Circle and empowered it to manage the Tower remodel using \$1,000,000 in designated city redevelopment funds. This project was completed in the fall of 2003. The theatre held a grand opening gala event to inaugurate the new venue in September 2003 and started producing shows at the beginning of our 2003-2004 season the next day.

Roseville Theatre Seating Chart



Tower Theatre Seating Chart

