

Fall Refresher survey results

pacfriends.org

Five reasons you enjoy, like, and love ushering at the PAC

- Watching the kids
- Seeing new patrons & locals
- Seeing the delight of audiences
- Hearing good feed-back from patrons
- Beauty of the venue / lovely facility
- Being on the Cal Poly campus
- Seeing shows you wouldn't pay to see
- Expanding comfort zones
- Helping to support the program
- Community involvement / volunteering
- Meeting new people / seeing old friends
- Socializing / making new friends
- Live entertainment instead of TV
- Great shows, new shows, diverse shows
- Coffee breaks & treats after intermission
- Seeing patrons' fashionable outfits
- Free admission / saving money
- "Season Tickets" to the symphony
- A change of pace / motivation to be active

Five reasons you don't enjoy or which frustrate you about ushering

- Parking fees Monday through Thursday
- No advance notice for extra long shows
- Length of idle time after usher briefing
- No extra credit for shows over five hours
- People who think they should be recognized when guarding the stage door
- Feeling that our suggestions are unheard
- Ushers not following the dress code / using cologne and perfume

- Families in the balcony or gallery who don't watch their children in row A seats
- No coffee left after intermission
- Patrons trying to take drinks to their seats
- No e-mail confirmation for S.O.S. shows
- Not enough programs for some events
- No usher seating when shows are sold out
- Waiting for patrons to return when they leave the Hall
- Late seating and squeaky seats
- Children interrupting the performances
- Being unable to honor patrons requests for giving unused tickets to someone else
- Not rotating ushers for rest room duty
- Not having two ushers at the lower orchestra doors
- Some ushers don't help pick up programs and items left after the show
- Rushing to get to the theater on time after work because of earlier starting times
- Patrons who move to other seats, step over seats, or won't move to make room for patrons who would like to sit together
- Phones and electric devices not turned off / texting during the show
- Annual usher fee...although some feel the \$25 fee is a bargain considering all the great shows they see!

Five ways we can better serve patrons because, after all, that's why we're here!

- Improve signage for rest rooms (should be lower at eye level) / more portable signs

- Ushers should go the extra mile and SMILE, saying "welcome, thanks for coming and enjoy the show"
- Be friendlier to patrons, be sincere and make eye contact
- Don't read programs when patrons are present and don't address problems in front of them
- Know how to read a ticket for seating
- Know your job, especially the front door
- Ask for help when needed
- Be of service, proactive, prepared, and attentive to needs / less usher chit-chatting
- Color code tickets / bolder print / simple graphics on ticket to show seating
- Accompany patrons out of the Hall
- Instead of directing patron...lead them
- Create a better system for dealing with patrons during stormy weather with better coat check system
 - Give patrons more heads-up before intermission ends
 - Patron escort service after the show
- Improve temperature adjustment in the Hall (cold in the orchestra and hot in the gallery) sound can be too loud
- Open House doors earlier for shows with open seating
- Direct patrons with children to safer areas for shows with open seating and open rehearsals
- Inform patrons about assisted listening devices with signage or handouts

2011/2012 Director and House Managers

From left Pam Clark, Marilyn Pedroni, Nancy Cochran, Carol West, Barbara Holcomb, and Nan Hamilton.



From left, Leon Koenen, Bill Palmer, Hank Herzog, Diane Levison, Debbie Jergens, Jeanne Berguia, Mary Hunt, Lillian Bariether, Bruce Crawford. Missing: Judy Gibbs, Donna Shaw.

