

LOBBY VIEWS - FALL 2007



UMass Amherst
FINE ARTS CENTER
www.fineartscenter.com

WELCOME BACK

We are so excited to see you all back on campus and we welcome all our new ushers to the FAC Audience Services family. We hope you all have an exciting and productive semester.

Patron Problem? No Problem. We have the answer!

Some of you may remember from last year, we introduced Concessions Voucher Coupons. We will start using these this year in order to add tangible "we're sorry" to our verbal apology. Some issues, for example, may include: a chair being broken, having to move a patron to another seat, or a non-working assisted listening device. A House Manager should be told about the situation immediately and then asked for a coupon to give to the patron or party of people involved. The coupon should be given to the patron with your verbal apology. Remember to get the patron's name to write on the coupon and for the House Manager report on the incident!

FUN FAC FACT

The Dark Star Orchestra, performing in the Concert Hall on Nov. 17 @ 8 PM, is a Greatful Dead cover band. Their performance in Amherst will be identical to one of the Dead's many performances. See if you can guess which one...

Quick Reminders:

- ALWAYS whisper when you are in the lobbies during performances to patrons and to each other
- Please remember to wear business casual dress. White shirt, black pants/skirt. NO jeans or sneakers.
- November/December events will be posted October 1st.



Audience Services at The Fine Arts Center

Heather Bell, Michaela Barry, and Cassandra Poulin

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Rm 4 Curry Hicks-Office Hours:

MWF 9am-4pm Tuesday 9am-2:30pm Thursday 9am-5pm