



## Patron Frequently Asked Questions for Greeters & Ushers

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**Q. Where are the bathrooms?**

The women's restroom is upstairs. The men's restroom is downstairs. There is an all-gender/family/accessible bathroom on the main floor in the lobby.

**Q. Is there an intermission?**

Almost always yes. But, the BOD will let you know if this particular show has one.

**Q. Who do I show my ticket to?**

Patrons may try to show the door greeter their tickets. Explain that when they enter the theatre, an usher will scan their tickets.

**Q. How long is the show/when will it be over?**

Every show is different; the BOD will let you know the duration.

**Q. When can we grab our seats?**

The house doesn't open until approximately 30 min before the show starts. Until then, patrons can sit or stand in the lobby. Our concessions and bar are open 60 minutes prior to the show starting.

**Q. Can we bring outside food/drink in? OR IF YOU SEE THEM WITH OUTSIDE FOOD/DRINK:**

Unfortunately outside food/drink is not allowed into the theatre. We ask that the patron consumes or discards it before they enter the theatre.

**Q. Can we take anything we purchase at the concessions and/or bar into the theatre?**

Yes! Anything that we sell can be taken into the theatre. We just ask that you be mindful of the noise that candy wrappers make.

**Q. Do you have a booster seat that my child can use?**

Unfortunately, we do not. However, if you have one in your car you are welcome to bring that in.

**Q. My tickets are at will call. Where do I pick them up?**

Explain that we don't do will-call anymore and instead an usher will look up their name on our tablet and can check them in & direct them to their seats without needing a ticket.

**Q. Who owns the theatre?**

Theatre in the Grove is a 501(c)3 non-profit organization. The non-profit owns the building. We are an all-volunteer organization meaning that we have no paid staff. We



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have a board of directors that manages the organization. If they want to know more, direct them to the board member on duty (BOD). The organization Theatre in the Grove was started in 1969.

**Q. Tell us about this building.**

The building was built in 1912 and was known as the Star Theatre. It originally was used to show silent movies. Over the years, it served as a movie theatre, hosted vaudeville acts, and was a central hub of entertainment in Forest Grove. We obtained the building in the 1970s.