

TOWN HALL ARTS CENTER

Volunteer Manual Updated January 2020



TOWN HALL ARTS CENTER

Volunteer Requirements & Guidelines (Updated January 2020)

CONTACT

Willa Bograd, Volunteer Manager, 303-794-2787 x216 (or) wbograd@townhallartscenter.org
Please schedule an appointment to visit Town Hall Arts Center for questions, concerns & scheduling help

REQUIREMENTS

- Must be at least 16 years of age to volunteer
- Must be 21 years of age or over to bartend
- Must be able to speak to & hear patrons
- Must be able to lift & move up to 10 pounds regularly
- Must be able to read tickets (date, time, seating & section number)
- Must be able to count money & make change in a fast-paced environment
- Must be able to stand for over an hour & walk from one location to another
- Must be able to climb stairs; periodically may need to balance, stoop, kneel or crouch
- Must be willing to assist patrons with a warm and welcoming demeanor
- Must complete certain trainings detailed in the VOLUNTEER POSITIONS section of the manual if applicable

BENEFITS

- Volunteers are the face of THAC and are extremely valued members of our community
- Volunteers can attend the current show for free on the day/night they volunteer
- Volunteers can attend concerts/special events for free that they volunteer for
- Volunteers can apply hours worked to school/community service hours requirements
- Volunteers are invited to a Volunteer Appreciation Event every season

ATTIRE

- Black bottoms, white tops with sleeves, dark shoes that are comfortable to stand & walk in.
- Optional: Black or white sweater or fleece is recommended as it can get chilly upstairs.
- Name tag & vest provided.

PRE-SHOW

- Check in **1 hour before** show time. Please be on time. All positions are assigned by House & Box Office Managers.
- Be attentive to patrons. Direct them to restrooms, Stanton Art Gallery, will-call/box office, bar/concessions, etc.
- DO NOT SIT DURING PRE-SHOW (on the front lobby steps blocking the entrance, gallery, etc.).

SCHEDULING & COMMITMENT

- All volunteers are asked to sign up for a *minimum* of 1-2 dates per show using SignUpGenius.com.
- All volunteers are asked to sign up for a *maximum* of 1-2 of the concerts throughout the entire season.
- House & Box Office Managers will assign volunteer positions based on their individual needs for that show.

CANCELING YOUR SHIFT (3 STEPS)

- Please complete ALL 3 steps to cancel a shift!
- 1) Email the volunteer manager - wbograd@townhallartscenter.org
- 2) Leave a message or inform the Box Office: 303-794-2787 x5
- 3) Remove yourself from the schedule using SignUpGenius.com

NO CALL/NO SHOW

- Failing to report during your scheduled shift & failing to contact THAC to report an absence is considered a no-call/no-show.
- The 1st instance will result in a warning & the 2nd offense may result in your removal from the volunteer program.

DIRECTORY & EMERGENCY VOLUNTEERS

- Please keep your name, phone number, address, & email always updated.
- "Emergency Volunteers" are "on call" to volunteer in case of absences. Please ask to be added to this list if you are interested.

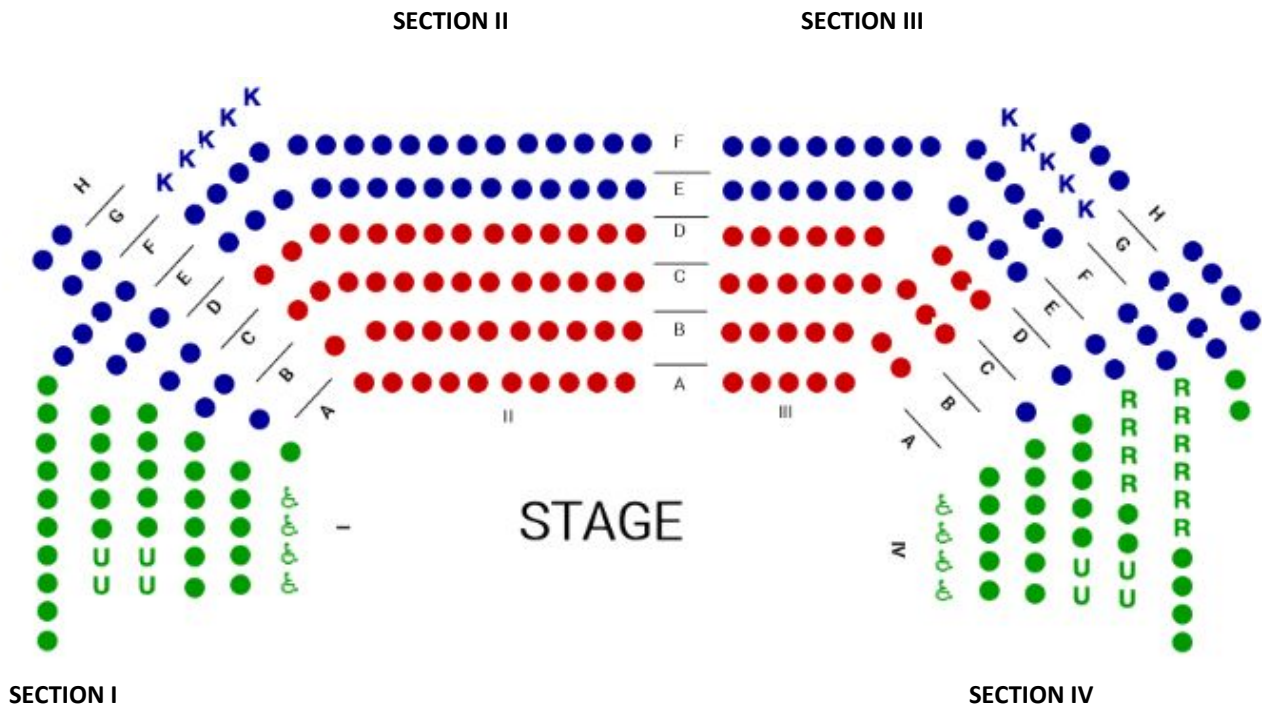
OTHER NOTES & EXPECTATIONS

- Smile & maintain a positive attitude. Volunteers are the face of THAC & essential to our customer service team! ☺
- Please speak highly of THAC programming while volunteering, thank patrons for feedback & refrain from offering your own.
- Immediately contact the House or Box Office Manager for any emergency or patron issues.

- Plan to stay for the entire performance. Notify your House and Box Office Managers if you need to leave early.
- Encourage patrons to recycle programs and throw away trash.
- Volunteers are expected to purchase all concession items. A mini bottle of water is the only exception.
- Confirm your arrival time. Especially for concerts, special events & Sunday evening shows (1 hour before show time).
- Please confirm seating arrangements. Volunteers may watch events they volunteer for *in reserved seats only for safety reasons*.
- The consumption of alcohol or drugs before or during your shift is strictly prohibited. If you are under the influence of drugs or alcohol while volunteering, you will be removed from the volunteer program immediately. NO EXCEPTIONS!

TOWN HALL ARTS CENTER VENUE SEATING CHART

***Ushers/Volunteers sit in Section I or Section IV ONLY**



TOWN HALL ARTS CENTER

Volunteer Positions (Updated January 2020)

PATRON EXPERIENCE & SAFETY VOLUNTEERS

- **Requirements:** Must have completed volunteer orientation/tour of theatre with volunteer manager. Must be trained to use tickets scanners if ushering. Must be willing to assist patrons in case of emergency (i.e., guide them out of the theatre if the fire alarm goes off).

GREETERS

- Be attentive. Welcome & greet every patron to Town Hall Arts Center warmly.
- Direct patrons to restrooms, Stanton Art Gallery, will-call/box office, bar/concessions, etc.
- When assigned “the greeter” position *inside the theater*, keep the line moving as quickly as possible.
- Carefully check tickets for seating SECTION only & direct patrons to the appropriate usher.
- Stop all talking and encourage patrons to LISTEN to the House Manager’s speech as she opens the theater.

WILL CALL

- Assist the box office by distributing tickets to patrons prior to show time. Read the detailed will-call notes.
- Be conscious & sensitive of the line, please move patrons along as quickly as possible.
- STOP ticket distribution & encourage patrons to LISTEN to House Manager’s speech while opening the theater.
- Any confusion, questions, or ticket issues should be referred to the Box Office Manager.

USHERS

- Confirm your assigned section number & seating arrangements with the House Manager.
- Carefully check tickets for performance date, seating number, row & section.
- Some ushers will be trained on and use SCANNERS to SCAN each ticket.
- Remind patrons that props are strategically placed & should not be touched.
- Guide audience members around the edge of the stage - not through/on the set/ stage.
- Direct patrons to their seats, DO NOT walk up the aisles to escort patrons, ONLY point to their specific area.
- Assist patrons exiting the theater during a performance, be sure to keep a flashlight during ACT 1 & 2.
- Unless assisting a patron DO NOT leave your seat until the act is over & the house lights are turned on.
- Volunteers CAN re-enter the theater, patrons CANNOT.
- Ensure the hall lights are off before the show starts & back on during intermission.
- Ensure the theatre entrance door is open during intermission & closed post-intermission.
- House Manager will assign 1-2 ushers to remain in the theater during intermission.
- Line up patrons in front of Section IV during intermission & post-show to use the elevator with a House Manager.
- Immediately notify the House and/or Box Office Manager of any patron issues with seating.
- In the theater the Stage Manager is the boss during the show. Know who the SM is & follow instructions if needed.
- Backstage is never a place for ushers to hang out before, during intermission, or at the end of the show.
- Listen to & know the Run Crew. We have had ushers try & stop run crew from moving props during blackouts.

ASSET VOLUNTEERS

Requirements: Must have completed volunteer orientation/tour of theatre with volunteer manager Must be

trained to use Square/I-pad to process payments. Must be TIPS trained to bartend. Must be 21 years of age or over to bartend.

- **BAR & CONCESSIONS**

- Check ID while bartending, be conscious of the buyer's age.
- House Manager will set up the bar & concessions to verify beginning & ending inventory.
- Keep the House Manager informed of items that need to be restocked, volunteers should NEVER re-stock bar/concession items.
- STOP serving and TALKING & gesture to patrons to LISTEN to the House Manager's speech while opening the theater.
- Collect & return the tip jar & cash box to the Box Office Manager before watching Act 1 & 2.
- Sit in section 1. At intermission, do not leave your seat until the house lights are turned on. You have time.
- Be conscious of prices & coupons posted on concession signs & inside each cash box.
- We now accept cash, coupons, and credit/debit cards. Bartenders must be trained to use our SQUARE system on the I-pad to process card payments.
- Keep an eye out for signs of intoxication in patrons and be sure not to over serve patrons. This will be covered in the mandatory TIPS training for bartenders.

ADMINISTRATIVE SUPPORT VOLUNTEERS

Requirements: Must have completed volunteer orientation/tour of theatre with volunteer manager. Must be able to lift 15 pounds.

ADMINISTRATIVE SUPPORT

- Support our Administrative Assistant, Sarah Alexander Winger, with various administrative tasks such as stuffing envelopes, shredding documents, preparing scripts for return, packing and sending boxes and distributing marketing materials around Main Street Littleton.
- Support our Education manager, Robert Michael Saunders, with various education administrative tasks such as printing, 3-hole punching, and assembling scripts for students and campers.
- This is an as-needed position, likely to be once a month for 1-3 hours on Thursdays during the day.

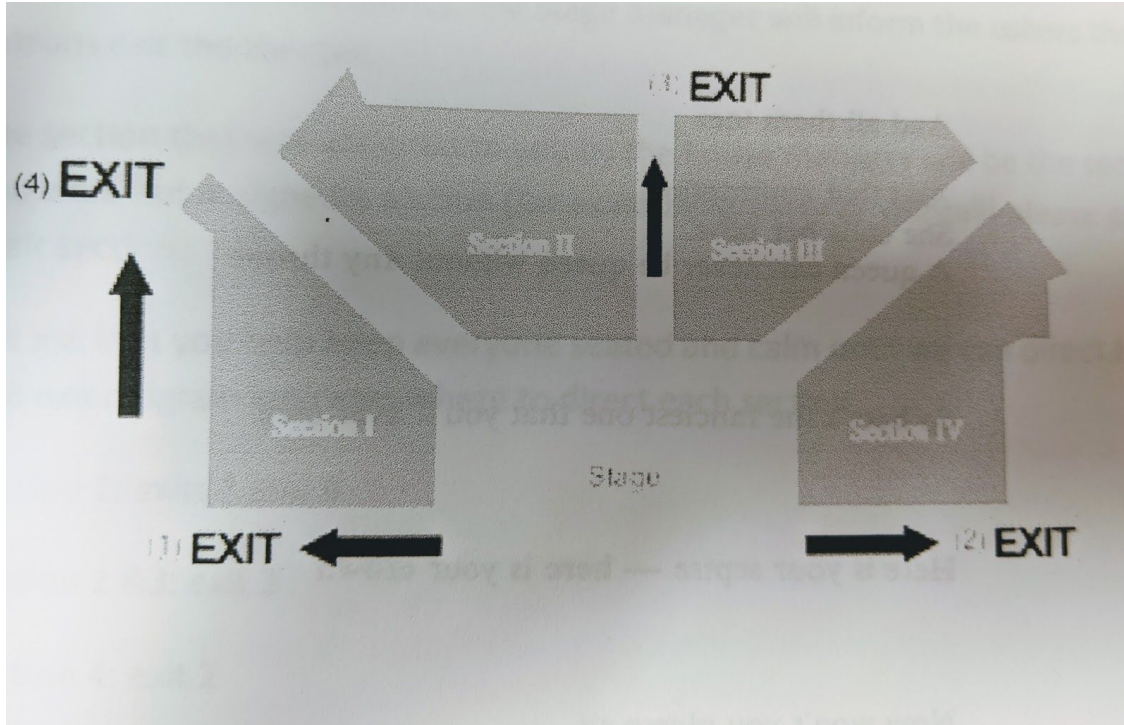
REMINDER: We appreciate & rely on our volunteers to make THAC enjoyable for everyone. The House & Box Office Managers are responsible for all volunteer operations during your scheduled shifts. Requesting a specific position does NOT guarantee you will fill that position. All volunteers sign up willing to fulfill any of the volunteer duties & can fill any position. House Management will assign volunteer tasks based on rotation and staffing needs. Please contact Willa after your shift with any questions or concerns.

CONTACT

Willa Bograd, Volunteer Manager, 303-794-2787 x216 (or) wbograd@townhallartscenter.org
Box Office: 303-794-2787 x5

EMERGENCY PROCEDURES FOR VOLUNTEERS

Please familiarize yourself with all the emergency exits and fire extinguisher locations .



In the event of an emergency, the stage manager will inform the ushers to help patrons exit the theatre.

The section that was assigned to you by the house manager will be the section you are responsible for. If you were not assigned a section (for example: greeter or will call), please partner with a fellow usher and assist in their section.

We ask that you help keep everyone seated and calm until we can direct them to the appropriate exit. The exit diagram indicates where to direct each section.

Section I: Exits 1 & 4

Section II and III: Exit 3

Sections IV: Exits 2

On the stage level, there are 4 fire extinguishers:

1. Stage left at the top of the stairwell leading down to the lobby
2. Stage right in the hallways corner before the fire door
3. In the light booth
4. Past the paint sink at the end of the yellow painted floor stripe

On the main level, there are 2 fire extinguishers:

1. In the art gallery at the far corner in the wall cabinet labeled "Fire Hose Cabinet"
2. Next to the coat closet in the lobby