

TOWN HALL ARTS™ CENTER

VOLUNTEER GUIDELINES

VOLUNTEER MANAGER CONTACT:	Corey Brown, Operations Director & Volunteer Manager (303)794-2787 x 213 cbrown@townhallartscenter.org Office Hours: 9-5 MON – FRI, call for appointment
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SCHEDULING	<ul style="list-style-type: none"> • Volunteers are asked to sign up for 1 - 2 dates per show • View available shifts at: www.townhallartscenter.org/thac-volunteer-calendar/ <i>*Requesting a specific position DOES NOT guarantee you will fill that position</i> <i>*House and Box Office Management will assign volunteer duties based on staffing needs</i> <i>*Notify management of any health related issues limiting your physical abilities to volunteer</i>
ATTIRE	<ul style="list-style-type: none"> • Black bottoms, white tops, and shoes that are comfortable to stand & walk in • A black or white sweater is optional • Name tag & vest provided by Town Hall Arts Center
BEFORE SHOWTIME	<ul style="list-style-type: none"> • Check in with the House Management before your scheduled shift • DO NOT sit on the front lobby steps -OR- block the entrance to the gallery • House Management will open the house for seating 30 min. prior to show time • Be attentive to patrons by directing them to restrooms, Stanton Art Gallery, will-call/box office, bar/concessions, etc.
CANCELING YOUR SHIFT	<ul style="list-style-type: none"> • In addition to emailing the Volunteer Manager, please leave a voicemail at the THAC Box Office: 303.794.2787 x 5
NO-CALL / NO-SHOW POLICY	<ul style="list-style-type: none"> • Failing to report to volunteer during your scheduled shift and failing to contact THAC to report that absence will be considered a no-call/no-show. • The first instance of a no-call/no-show will result in a final warning. The second separate offence may result in your removal from the THAC Volunteer Program. <i>*If you are unable to report to your volunteer shift, all volunteers must: (1) Contact the Box Office at 303.794.2787 x5 & (2) Email the Volunteer Manager: cbrown@townhallartscenter.org</i>
ALCOHOL CONSUMPTION	<ul style="list-style-type: none"> • The consumption of alcohol or drugs during your volunteer shift is strictly prohibited by the THAC Volunteer Guidelines. • If you are caught under the influence of drugs or alcohol while volunteering at THAC - you will be removed from the volunteer program immediately. NO EXCEPTIONS.
CONCESSIONS	<ul style="list-style-type: none"> • Volunteers are expected to purchase all concession items, bottled water is the ONLY EXCEPTION.
VOLUNTEER DIRECTORY	<ul style="list-style-type: none"> • In the event of a canceled performance, THAC employees contact all patrons and volunteers. • Keep your name, phone number, address, and email address updated with the Sales & Volunteer Manager at all times.
EMERGENCY VOLUNTEERS	<ul style="list-style-type: none"> • If we are short volunteers due to last minute cancellations, calls will be placed to the 'Emergency Volunteer List.' • Feel free to add your contact information to this emergency list located in the Volunteer Book
IMPORTANT NOTES:	<ul style="list-style-type: none"> • BE ON TIME for your scheduled shift! Arrival time is ONE HOUR prior to scheduled performances • Before or after intermission, take a plastic bag back into the theatre for after the show cleanup • Remind patrons that props are strategically placed and are not to be touched • Encourage patrons to recycle programs by dropping them in designated box • Volunteers are welcome to watch events seated in Section I -OR- IV ONLY • Contact the house manager immediately with any emergency issues • SMILE! Our Volunteers are the face of Town Hall =) • Please recycle glass, cans, & paper

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VOLUNTEER POSITIONS

WILL CALL	<ul style="list-style-type: none"> Assist the box office by distributing will call tickets to patrons prior to showtime Any ticket issues should be referred to the Box Office Manager
GREETER	<ul style="list-style-type: none"> Every volunteer will act as a greeter until the house is open While entering the theatre, welcome & greet each patron to THAC Check tickets for section number & direct patrons to the appropriate usher Help keep the line moving, quickly!
USHER	<ul style="list-style-type: none"> Confirm your assigned section number with the House Management (I, II, III, IV) Using a flashlight help patrons find their seats - keep flashlight during ACT I & 2 Flashlights are used while assisting patrons exit the theater during a performance Guide audience members around the edge of the stage - not through/on the set/stage Immediately notify the House Manager of any seating issues <p><i>*House Manager will assign TWO Ushers to remain in the theater during intermission</i></p> <p><i>*DO NOT leave your seat until the act is over & the house lights are turned on</i></p> <p><i>*Ensure the hall lights are OFF before the show starts & ON during intermission</i></p> <p><i>*Ensure theatre entrance is OPEN during intermission & CLOSED post-intermission</i></p>
BAR & CONCESSIONS	<ul style="list-style-type: none"> Keep the house manager informed of items that need to be restocked Collect money box from box office during intermission At intermission, do not leave your seat until the house lights are turned on Prices are posted on concession signs & inside each cash box While bartending, be conscious of the buyer's age, check ID <p><i>*House Management will set up the bar/concessions & verify beginning inventory</i></p> <p><i>*Everyone MUST have a coupon (OR) pay for their concession/bar items - No Freebies! (This includes: cast, crew, patrons, staff, & volunteers)</i></p>
<p>REMINDER: Requesting a specific position DOES NOT guarantee you will fill that position. House Management will assign volunteer tasks based on staffing needs</p>	
<p>We appreciate and rely on our volunteers to make Town Hall Arts Center enjoyable for everyone. The House & Box Office Managers are responsible for all volunteer operations during your scheduled shifts. Contact the Volunteer Manager with any questions or concerns.</p> <p>THANK YOU FOR ALL THAT YOU DO! –THAC STAFF</p>	
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