



Volunteer Requirements & Guidelines (Updated July 2017)

CONTACT

- Corey Brown, Operations Director & Volunteer Manager, 303-794-2787 x213 (or) cbrown@townhallartscenter.org
- Please schedule an appointment before visiting Town Hall Arts Center for questions, concerns & scheduling help

PHYSICAL REQUIREMENTS

- Must be at least 16 years of age
- 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 and make change in a fast pace environment
- Must be able to stand for 1+ hours and walk or move from one location to another
- Must be able to climb stairs; periodically may need to climb, balance, stoop, kneel or crouch

ATTIRE

- Black bottoms, white tops & black or white shoes that are comfortable to stand & walk in; name tag & vest provided
- Black or white sweater is optional & recommended

PRE-SHOW

- Check in 1 hour before show time. Please be on time! All positions are assigned by House & Box Office Management.
- 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, gallery, blocking the entrance, etc.)

SCHEDULING

- All volunteers are asked to sign up for a *minimum* of 1-2 dates per show using www.SignUpGenius.com
- House & Box Office Managers will assign volunteer positions & duties based on individual needs

CANCELING YOUR SHIFT (3 STEPS)

- Please complete ALL 3 steps to cancel a shift!
- 1) Email the volunteer manager
- 2) Leave a message with the Box Office: 303-794-2787 x5
- 3) Remove yourself from the schedule using www.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 final warning and the 2nd offense may result in your removal from the volunteer program

VOLUNTEER DIRECTORY & EMERGENCY VOLUNTEERS

- Keep your name, phone number, address, & email address updated at all times.
- "Emergency Volunteers" are "on call" to volunteer in case of absences. Please ask to be added to this list!

OTHER NOTES & EXPECTATIONS

- 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!
- Please speak highly of THAC programming while volunteering. Thank patrons for feedback & refrain from offering your own
- Confirm your arrival time! Especially for concerts, special events & Sunday shows (1 hour before show time)
- Volunteers are welcome to watch events seated in the designated volunteer seats
- Volunteers are expected to purchase all concession items. Bottled water is the only exception, stay hydrated!
- Encourage patrons to recycle programs, glass, cans, & paper
- Immediately contact the House & Box Office Manager for any emergency or patron issues
- Stay for the entire performance and notify Mgmt. if you need to leave early
- SMILE & maintain a positive attitude. Volunteers are the face of THAC & essential to our customer service team! ☺

TOWN HALL ARTS CENTER

Volunteer Positions (Updated July 2017)

CONTACT

- Corey Brown, Operations Director & Volunteer Manager, 303-794-2787 x213 (or) cbrown@townhallartscenter.org
- Box Office: 303-794-2787 x5

WILL CALL

- Assist the box office with distributing tickets to patrons prior to show time
- Move patrons along as quickly as possible, be conscious and sensitive of the line
- Encourage patrons to listen to House Manager Speech before opening the theater
- Any ticket issues should be referred to the Box Office Manager

GREETER

- Every volunteer should act as a greeter in every position or until assigned another task
- Welcome & greet every patron to Town Hall Arts Center
- Be attentive by directing patrons to restrooms, Stanton Art Gallery, will-call/box office, bar/concessions, etc.
- When assigned the greeter position *inside the theater* help keep the line moving as quickly as possible
- Direct patrons to the appropriate usher, not seat! Carefully check tickets for the appropriate seating section only.
- Encourage patrons to listen to House Manager Speech before opening the theater

USHER

- Confirm your assigned section number and volunteer seating arrangements with the House Management (I, II, III & IV)
- Carefully check tickets for performance date, seating number and section
- Guide audience members around the edge of the stage - not through/ on the set/ props/ stage
- Remind patrons that props are strategically placed & are not to be touched
- Direct patrons to their seats. Be sure to keep a flashlight during ACT I & 2
(Please refrain from walking up the isles to escort patrons to their specific seats)
- Ensure the hall lights are OFF before the show starts & ON during intermission
- Ensure theatre entrance is OPEN during intermission & CLOSED post-intermission
- Unless assisting a patron exit DO NOT leave your seat until the act is over & the house lights are turned on
- Assist patrons exiting the theater during a performance. Volunteers ARE allowed to re-enter the theater, patrons are NOT
- 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 House & Box Office Managers of any patron issues with seating, programing, etc.

BAR & CONCESSIONS

- While bartending, be conscious of the buyer's age and check ID
- House Management will set up the bar and concessions to verify beginning and 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 encourage patrons to listen to the House Manager's speech before opening the theater
- Collect and return the tip jar & cash box to the Box Office Manager before watching Act 1 & 2
- At intermission, do not leave your seat until the house lights are turned on
- Be conscious of prices & coupons posted on concession signs & inside each cash box.
(Patrons MUST have a coupon or pay for concession/bar items, NO Freebies)

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 shift(s). Requesting a specific position DOES NOT guarantee you will fill that position. Our volunteers sign up willing to fulfill all of the volunteer duties & are capable of filling any position. House Management will assign volunteer tasks based on staffing needs. Please contact us with any questions.