



Volunteer Manual

MISSION

The mission of the Vail Valley Foundation is to enhance and sustain the quality of life in the Vail Valley through leadership in athletic, cultural and educational endeavors.

VISION OF VPAC

The vision for VPAC is to strive for diversity and excellence in providing artistic, entertainment, and educational activities in a year-round, non-profit performing arts venue for the benefit of Vail Valley residents, visitors, and strategic partners.

VPAC BACKGROUND

The Vilar Performing Arts Center (VPAC) is a 530-seat theatre and visual arts gallery/donors lounge in the center of Beaver Creek, Colorado. VPAC is at the core of performing arts in this world-renowned ski resort and throughout the Vail Valley. Each year, it offers over 60 performances by local, national, and internationally recognized musicians and performing artists, and serves as a rental-based venue for over 50 community and educational events. The theatre is acknowledged by audiences and performers alike as an intimate, state-of-the-art facility with exceptional acoustics. Many acts of corporate and individual generosity have contributed to its success since the initial capital campaign began in 1996, and today, reliable annual contributions from strategic partners, including the Beaver Creek Resort Company (BCMC), Beaver Creek Metro District (BCMD), and the Vail Valley Foundation (VVF), are vital to its ongoing activities. Generous patron and underwriting support, ticket sales, and endowment distributions are also critical to the success of the VPAC.

VVF, which has sole operational control of VPAC, works closely with its board-created VPAC Committee and in conjunction with a separate non-profit foundation that owns the theatre facility. In practice, VPAC functions largely as a stand-alone entity in terms of its physical space, staffing, theatre operations, programming, financial accountability, donor base, vision and goals. VVF acts as an umbrella organization (and financial partner), providing administrative, HR, IT, board governance, public relations and oversight functions, which results in efficiencies of scale beneficial to the VPAC. In turn, VPAC's well-established reputation for excellence in the performing arts directly supports the mission of VVF while raising VVF's standing in the Vail Valley.

Volunteer Service Standards

A volunteer agrees to:

- Consider volunteer work as a serious professional commitment and view the position as valid and important.
- Represent the VPAC in an appropriate, professional, and responsible manner at all times.
- Act as a member of the VPAC team when working with other volunteers and the VPAC staff.
- Follow the position descriptions and accept supervision and direction.
- Be prompt and reliable in reporting to work and follow through on all commitments.
- If unable to work a scheduled shift due to illness or an unexpected reason, notify the Front of House Manager (HM) at (970) 748-6657 and email ljohnson@vvf.org.
- Communicate with the House Manager to resolve any problems or concerns.

Orientation

Twice a year, volunteer orientation sessions will be held. Many subjects will be covered in this meeting including VPAC management expectations, evacuation of the audience, fire drills and theater policies. In order to ensure the safety of our guests, volunteers, and staff, you must attend both sessions to continue volunteering.

Sign Up

Approximately 45 days before each season starts you will receive an email with a listing of performances for the season that require volunteers. The number of shows required to participate in the program will vary from season to season. Typically, you will be required to sign-up for 8 shows during the winter season and 8 shows during the rest of the year (spring, summer, and fall).

The Front of House Manager or his or her designee will process all requests and advise each volunteer of the shows to which they have been assigned. Assignments will be made according to the Priority Points System described below. There are a limited number of volunteer positions for each show. If you do not receive a requested show, you may ask to be put on the waiting list for that show.

Priority Point System

Volunteers will be credited with points (according to the table below) for each show worked. Points are tabulated for each volunteer annually. Volunteers who have higher points totals for the past year are given priority when shows are assigned each season.

Position	Points
Usher	1 point
Captain	2 points
STARS Program Shift (1 show)	1 point
STARS Program Shift (2 shows)	2 points

Seniority Points

(Additional points added to your total at the beginning of each season)

2-5 years	2 points
6-8 years	3 points
9-11 years	4 points
12-15 years	5 points
16-19 years	6 points
20+ years	8 points

Dress Code

The required attire for volunteer ushers is black slacks or skirt (clean and pressed), black closed toe shoes, dark socks or hose, tucked in white collared long-sleeve shirt or turtleneck (clean and pressed) and your VPAC vest and nametag (personal nametags will be issued once you have successfully completed one (1) year of volunteer service to the VPAC) . Please no jeans, shorts, or prints of any kind on your shirt or pants. Shawls, sweaters, etc. in a neutral color may be worn as long as your vest is on the outside and your nametag visible. Please ask the Front of House Manager about any specific concerns. Exceptions will be determined on a case by case basis.

Volunteers who arrive without the proper uniform may be asked to leave for the evening.

Jobs Performed

You may fill many different positions as a volunteer. It is not as simple as just letting people in the door or seating them. The various positions are described in greater detail below. There are also important general rules set forth in this manual. It is your responsibility to familiarize yourself with these rules and to perform the requirements of each position.

Many of our audience members are from out of town. They will need help finding their seats, restrooms or wanting information on future performances. The handicapped may especially need our help in getting to seating areas. However, do not just assume a handicapped person needs assistance - please ask first.

House Policies

Part of your job is helping us enforce these policies in order to allow the rest of the audience to enjoy the performance.

No Flash Photography, Camera Phones, or Recording Devices - If an audience member comes in with this equipment, advise them of the house policy. Most people will be happy to oblige. The Front of House Manager will advise you if there is an exception to the rule. Please ask if you are unsure.

No Food Allowed in the Theater - Again, a smile and friendly reminder is normally all it will take. While food is sold by the VPAC at most shows, there is a sign at the bar as well as a sign at each door in the lobbies advising patrons that food is not allowed in the theater. Please ensure that the lobby signs are prominently placed.

No Backpacks or Large Bags Allowed in the Theater –Large bags and backpacks are not allowed in the theatre and can be left by coat check at the guest’s own risk. Whether or not a bag is too large is at the discretion of security, usher, or Front of House Manager. Some shows (such as mid-day children’s shows) will allow bags and backpacks. The Front of House Manager will let you know if this is the case but please do not advertise this.

No Seating or Standing in the Aisles – This is very important as having patrons seated in the aisles is a fire code violation. Please help these customers find a seat or a place to stand that is not in a fire lane.

No Feet on Chairs or Woodwork - Advise them not to put their feet on the furniture or woodwork.

No Placing of Items on Acoustic Shelves – During certain performances, the wall curtains will be lifted to reveal the acoustic shelves. Under no circumstances should items be placed on these shelves.

No Smoking Inside or Drinking Outside - Some people may not have seen the sign that it is a smokeless facility. A gentle reminder is usually all that is needed. Ashtrays are located outside the building, but patrons are not permitted to take alcoholic beverages outside since that would violate our liquor license. Outside liquor is also not permitted inside the building.

Cell Phones Must be Silenced and Pagers Turned Off During the Performance- The Executive Director usually advises patrons of this requirement during the curtain speech, but it may be necessary to remind them.

Seating of Latecomers- Latecomers are (almost) never seated in their ticketed seats until intermission or a break in the program. It is important that we start the show on time and at the same time we want to get our late customers in as soon as possible. There are several methods by which to handle this depending on how full the house is and the performance itself. Sometimes the performers have specific instructions that must be followed. If necessary, remind patrons that the reverse side of their ticket explicitly states that “latecomers may or may not be seated at the discretion of House Management”

House Not Sold Out - This is the easiest to resolve. If the house is not sold out, you may seat people in the back of the theatre or in the balcony. At intermission or between numbers for musical shows they may move to their seats. It is extremely distracting and disrespectful to the rest of the audience and to the performers to seat latecomers in their ticketed seats at other times.

House Sold Out - Not as difficult as it sounds. Hold the audience member outside the auditorium until there is an appropriate break in the music or performance (“between numbers”). Normally, it is not a problem to seat people between breaks in the music for the first five or ten minutes. Later than ten minutes, bring the person in and offer them a stool in the back of the auditorium. **Do not try to move them to their ticketed seat.** Again, it shows a lack of respect for the rest of the audience (who were timely) and the performer to be seating people during the show. For persons more than twenty minutes late the House Manager reserves the right to refuse seating until intermission.

On rare occasions the performer allows seating latecomers “at any time” or sometimes requires “no late seating”.

Children

A noisy child is one of the most difficult problems for a volunteer. Crying babies need to be removed, as do chatty children. Normally if you smile, address the parent, and advise them that the child is disturbing the rest of the audience, the parent will take some action to stop the problem. Children must remain in their seats. If children are running about, advise them to return to their seats. Especially be cautious of this in the balcony. None of us wants a child to take a fall. Be aware that children crying, laughing, and shouting in the lobby is also a problem as the sound carries into the auditorium.

Distracting Guests

At certain shows, guests may yell out to the performer, shout in excitement, loudly sing a long, etc. This can be very distracting to other guests and ushers must be prepared to facilitate the situation. Kindly asking the guest to stop what they're doing is usually all it takes. If the guest is dismissive, aggressive, or continues to engage in what they are doing, notify the Front of House Manager.

Security

It is a rare occasion when we need to call for Beaver Creek Security. Before security is called, the Front of House Manager should always be notified and they will either call security or specify who should call security. No employees or volunteers of the VPAC should ever put themselves in jeopardy or lay hands on any person. **NEVER ATTEMPT TO PHYSICALLY REMOVE ANYONE!**

STARS Performances

If you are assigned to work a STARS performance, the job duties will differ from normal performances. We will convene in the upper lobby for these performances. Each volunteer will then be tasked with taking an entire class or school to their seats. Staff from VPAC will also be around to help with the seating. You must physically motion each child to their seats for the best efficiency. Then return to the lower lobby for the next class or school. At the end of a STARS performance, students that rode on a bus are asked to remain in their seats until their school is called. Before children begin to exit, please be sure that all of the auditorium doors are open. The remainder of the children that arrived in private vehicles will depart at this time. When a school is called for the bus, it is the responsibility of a volunteer to bring that school upstairs in an orderly fashion. Continue this process until all students have departed and then check the theater for trash.

EMERGENCY PROCEDURES

During an emergency, you will be asked to assist the VPAC staff in evacuating or searching the building. Because of this, you must be physically able to lead the audience members up the stairs and out of the building, including the four flights at the front of the house. In case of an emergency, it is imperative that you remain calm and know your job. If you lead in a calm manner, the audience will follow your lead and remain calm also! Never take responsibility for an injury and never speak to the media. Report any incident, no matter how small, to the Front of House Manager!

Active Shooter

An active shooter is an individual, or multiple individuals, who are actively engaged in killing or attempting to kill people in a confined and populated area.

RUN / HIDE / FIGHT

Initial Response

- Accept that this is happening. Trust your gut instinct.
- Quickly assess the most reasonable way to protect your own life.
- Remain calm and remember that guests and other employees are likely to follow the lead of the staff and ushers during an active shooter situation.

RUN

- If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
- Have an escape route and plan in mind
- Evacuate whether or not others agree to follow
- Leave your belongings behind
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the shooters view
 - Provide protection if shots are fired in your direction (i.e. an office with a closed & locked door)
 - Not trap or restrict your options for movement.
- If the active shooter is nearby:
 - Lock the door
 - Blockade the door with heavy furniture
 - Silence your cell phones, pagers and radios
 - Turn off others sources of noise (radios, televisions)
 - Hide behind large items (i.e. cabinets, desks)
 - Remain quiet

FIGHT / Take Action against the active shooter

- As a last resort, if evacuation and hiding out are not possible:
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen

If your life is in imminent danger:

- Attempt to disrupt and/or incapacitate the active shooter
- Act as aggressively as possible against him/her
- Throw items and improvise weapons
- Yell
- Commit to your actions

When the police arrive:

- The first officers will not stop to help injured persons. Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers.
- Keep hands visible at all times. Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

Medical Emergency

- Stay with the victim, if possible, no matter how minor it may seem. You might witness crucial changes in the victim's condition.
- Do not move the victim, unless safety dictates the need.
- Assign someone to call 911.
- Notify the Front of House Manager to your location.
- Disperse any crowd that may have gathered.
- If the person is having a sudden cardiac arrest, CPR trained personnel should begin CPR procedures.
 - Attempt first aid **ONLY** if trained, qualified, and comfortable.
- Try to gather the patient's medications if any. (EMS will need these)
- Obtain a "Medical Emergency Info Form" from the FOH Manager's office of Box Office and fill it out as best you can.
- If a guest offers assistance and in your judgment is qualified to render aid, (e.g. a medical or emergency response professional,) it is appropriate for that person to assist. Colorado protects such professionals from liability under the Good Samaritan Act.
- Clear a path for the Fire Department/EMS and keep crowds from gathering.

Missing Child

A missing child is defined here as anyone under the age of 18. In the case of a missing child please follow these steps:

- Know the difference between a missing child and a lost child. (ex. They went to the bathroom and haven't been back to their assigned seat but the parent does not seem frightened or extremely concerned. In this case look to see if maybe the child is still in the restroom or if the child went back in the theatre and sat in the back row before calling on the radio. VS. The child was by the parent's side near the concessions stand and only a moment later the child is nowhere in sight and the parent expresses severe concern.)
- **ALWAYS** check the bathrooms before calling on the radio.

- Obtain a “Missing Child Info Form” from the FOH Manager’s office or the Box Office and fill it out to the best of your ability.
- Find the HM or other VPAC full time staff with a radio and give them the info sheet.
- Available VPAC full-time staff ONLY will then move to all exits and will attempt to delay any departure of a child matching that description, if they are accompanied by someone other than a parent or legal guardian. However, VPAC Staff are not to engage in an aggressive confrontation or attempt to physically restrain anyone. If they are not able to stop a child matching that description from leaving the building, call law enforcement. Make sure to write down a detailed description of the person accompanying that child during the departure.
 - FOH Manager and Operations Director- UL Front Doors
 - F&B Manager-Loading Dock Doors
 - Any VPAC Full Time Staff Available-Door to Ice Rink by Loading Dock
 - Any VPAC Full Time Staff Available -Door to Ice Rink by Alice Hallway
- Any additionally available VPAC full time staff and available volunteers (those that are not necessary inside the theatre and at least one must stay in the UL and LL) will search for the child. (Bathrooms, kitchen, Alice hallway, etc.)
- If the child is found and was simply lost, reunite them with their parent or guardian. Call on the radio that the child was found.
- If the child is not located within 10 minutes, call law enforcement.

Fire or Non-Emergency Evacuation

- If you notice a fire and the alarms have not gone off, immediately notify a full time staff member with a radio or pull the alarm.
- If an alarm *has* gone off, follow the evacuation procedure per usual.
- Once lights start flashing, an announcement will be made “**Ladies and gentleman, it is necessary to interrupt this event. Please assist us by evacuating the facility in an orderly fashion. Ushers will direct and assist you to the nearest available exit. We will provide more information shortly, and the event will be resumed as soon as we are able.**”

***Note if fire is in lower lobby, all must exit at stage right and left and up exit stairs.**

Where You Are Located at the Time of the Alarm Tells You What You Should Do:

Captain (UL/LL): When alarm sounds, immediately go the upper lobby, do not hold open the two leaf doors. DO encourage the exiting guests to stay calm, check in with VPAC staff before leaving, and to proceed around the building to the plaza level upstairs.

Head Usher (LL): When alarm sounds (flashes), go immediately to the separation point of the Orchestra and Parterre. Let everyone know that those in front of you will exit toward the stage and those behind you will exit toward the lobby. Direct everyone in a calm voice and emphasize the importance of remaining calm and exiting in a single file.

Ushers by the Stage: When alarm sounds (flashes), collapse your stool and place it on stage. The usher closest to the exit should immediately go to the exit door and lead guests outside. The usher closest to the audience should walk to the center of the front row and direct guests to split down the center exiting right and left. Remind them to follow single file out of the building and

up to the plaza level. When everyone is out, the usher directing traffic follows all to the plaza. DO NOT PROP OPEN DOORS. Anyone who cannot physically exit the building up the stairs should be left in the “Area of Refuge” just inside the exit doors on stage right or left. They should be told that someone will come and assist them to the exit and that fire personnel will be able to talk to them through the “squawk box” on the wall. (Do not press the button, it will not do anything. Simply wait for someone to start talking to you.)

Ushers and Door/Program Volunteers at Rear of House: When alarm sounds (flashes), the usher closest to the door should calmly lead the audience members single file up the grand staircase and out the front doors. (HR exit up the left side of the stair and HL exit up the right side.) The usher closest to the box should go down and tell those guests to leave through the LL. If there are additional volunteers available, they should position themselves in the lobbies and the stairway to keep the audience calm and in a single file. Everyone should follow the last audience member out and away from the building. (HR should go out the doors nearest stairway and HL should go out the doors nearest May Gallery.)

Ushers and Door/Program Volunteers in Balcony: When alarm sounds (flashes), the volunteer closest to the rear doors should calmly lead the audience members single file out the front doors. DO NOT PROP DOORS. (HR should use the revolving and leaf door on the right and HL should use the loading doors next to the May Gallery). Any other volunteers should position themselves between exiting lines of audience or between exiting lines of balcony and the other exit doors (These are to be used by Orchestra and Parterre patrons). All volunteers should follow the last balcony members out of the lobby and away from the building.

Coat Check: When alarm sounds (flashes), immediately go to the upper lobby coat check location and stand in front of the coat check table. Politely but emphatically let the patrons know that they cannot have their coats at this time. Exiting the building for their safety and protection is of the utmost importance. Exit the building with all other volunteers and move away from the building.

All Other Positions: When alarm sounds (flashes), immediately exit the building and assist in moving the audience in a calm manner away from the building as they exit.

Fight the fire ONLY if:

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

THE MEETING SPOT FOR ALL GUESTS AND VOLUNTEERS IS THE PLAZA!!!!

Once the audience is outside, please look for the Front of House Manager or Incident Supervisor - they will direct you as to what to do next, when the Fire Department arrives.

Note: A building occupant is required by law to evacuate the building when the alarm sounds.

*****FIRST AID KITS ARE LOCATED IN THE MAILROOM AND IN THE GREEN ROOM HALLWAY NEXT TO THE REFRIDGERATOR*****

Emergency Lockdown

- A lockdown of a building is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat.
- This procedure is used when it may be more dangerous to evacuate a building than stay inside.
- By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.
- **If guests want to leave, you cannot stop them unless opening a door would create danger for everyone else inside.**
- Please provide them with the information that you know so they may make their own informed decision. Direct them to exit the facility at the safest location based on the situation.
- Compile and maintain a tracking sheet for all who've been accounted for and onsite.
- Allow for the consideration of helping non-guests and employees who are seeking refuge. All who enter the VPAC must be accounted for.

Suspicious Activity

All personnel and volunteers are responsible to report suspicious activity including what or who you saw, when you saw it, where it occurred and why it is suspicious.

- **Unusual items or situations:** A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.
- **Eliciting information:** A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- **Observation/surveillance:** Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

Disruptive Guests

If a staff member should encounter a guest, or guests, that are behaving contrary to the policies of the VPAC, (e.g. disturbing other guests, intoxicated, fighting, etc.), DO NOT argue or become confrontational with the individual(s).

- Notify FOH Manager who will assist and call 911 as necessary.
- Never put your hands on anyone.
- Do not say or do anything to incite the situation.

It is essential that a person will be asked to leave who:

- Is using or threatening violence or breaking the law
- Is disturbing the enjoyment of other guests
- Is disorderly or not abiding by premises rules
- Is using disgusting, profane or foul language.

General Rules

- Arrive and be fully prepared (i.e., take care of all personal needs including donning your vest with nametag) to perform your duties no later than 60 minutes before show time. **It is important to be prompt so that assignments can be efficiently made, programs can be stuffed, and meetings can be held prior to the patrons' arrival.**
- If you fail to sign in, you may not receive credit for volunteering.
- Read the information regarding the show on the white board in the volunteer room.
- Keep the door to the volunteer room closed when patrons are in the lobby.
- Carry a pencil in your pocket for double seating's and also ear plugs for loud shows. At the end of the show, empty vest pockets completely and return all items to the volunteer room.
- All ushers must carry a flashlight during the show and must return it to the volunteer room at the end of the show.
- Flashlights should only be used to help patrons. When using your flashlight inside the theater, please remember to point it down so as not to shine it in the eyes of patrons or performers. Also, remember to point the flashlight behind you when taking latecomers to their seats. The flashlight should never be used to check the time, read the program (or a book or newspaper) or to search for something lost.
- Do not open the theater doors (even if they are unlocked) until the House Manager gives the OK.
- If magnetized doors will not stick, notify House Manager immediately so that we might get a door stop.
- Please do not socialize when you should be working.
- Once the show has started, please DO NOT TALK (even to patrons) when you are in the theater, except in an emergency. You should not have to speak with patrons inside the theatre even when they have arrived late. This discussion should be had in the lobby.
- Unless approved by the House Manager, no volunteer should be sitting in audience seats during the show.
- Give all lost and found items to the House Manager or the Assistant House Manager.
- When necessary (before the show or during intermission), advise patrons that they may not take alcoholic beverages out of the VPAC.
- Volunteers should sit or stand in the rear of the theater and be prepared to assist patrons (whether late arriving or just leaving to use the facilities).
- Volunteers may not eat or drink (water being the exception) while volunteering until all patrons have left the theater except when invited by House Manager or VPAC staff to the kitchen. On nights when there is food or drink served by waiters, refrain from accepting some even when offered.
- Volunteers should refrain from going into the kitchen unless invited by the VPAC staff or House Manager.

- If you need to leave a performance early, please speak with the House Manager. Check in with the House Manager before leaving any show.
- Please do not come to the VPAC to volunteer if you are impaired due to illness, injury, or the consumption of alcohol or drugs (including prescription drugs) as such impairment could result in liability to you and the VPAC in the event of an accident.
- Please do not come to the VPAC to volunteer if you have not been assigned to work that day.
- Please do not bring family members to performances, assuming that they can sit in the back with you to watch a show.
- Do not remove vests or leave the performance until the HM has given you the OK to do so.
- Occasionally you will be invited to attend a performance as a guest of the VPAC. You may be invited to attend alone or with a significant other. For this purpose, a significant other is a spouse or “special friend or close relative” (if you do not have a spouse or your spouse is ill or out of town). You must be in attendance at an invited performance with your guests; you may not send your guests alone.
- The VPAC provides an environment that is committed to be free of discrimination or harassment. If you believe that you have been discriminated against or harassed by a VPAC staff member or volunteer, provide a complaint to the House Manager as soon as possible after the incident.

I, _____, have read, and fully understand, the Volunteer Manual provided. I agree to follow all rules and regulations described in this manual. I understand and accept that the Vilar Performing Arts Center may let me go at any time, for any reason. Similarly, I am free to leave at any time for any reason. I further understand that revisions to the Volunteer Manual may occur that will be communicated through official notices and that revised information may supersede, modify, or eliminate existing policies.

Sign _____

Date _____

General VPAC Information

Website

www.vilarpac.org

Mailing Address

Vilar Performing Arts Center
PO Box 3822
Avon, CO 81620

Physical Address

Vilar Performing Arts Center
68 Avondale Lane
Beaver Creek, CO 81620

Phone Numbers

(970) 748-6657 Lauren Johnson (FOH Manager)
(970) 845-8497 Box Office
(888) 920-2787 Toll Free
(970) 748-1396 Fax

VPAC Staff

Duncan Horner, Executive Director
Chris Henry, Director of Operations
Erik Brown, Technical Director
Aja Vogelmann, Assistant Technical Director
Dean Davis, Facilities Manager
Kim Hannold, Artist Relations & Community Outreach Manager
Beth Pond, Development Officer
Lauren Johnson, Front of House Manager
Lauren Gary, Box Office Manager
Tim Felton, Assistant Box Office Manager
Ruthie Hamrick, Marketing Manager
Chris Whitney, Food & Beverage Manager

Tom Russo, Assistant House Manager

Job Descriptions

CAPTAIN

- Arrive and be ready for the meeting no later than 1 hr prior to show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- During seating, make sure program holders are full.
- Direct guests and answer questions.
- During the performance, maintain a presence in the lobby and assist guests with late seating.
- UL Captain will stamp those that want to leave the venue and then return. Also watch for alcohol leaving the theatre and prohibited items entering the theatre.
- Guests must have their ticket and stamp to reenter the show.
- UL Captain monitors coat check during the performance.
- LL Captain must watch merchandise during the performance.
- Seat latecomers between songs, do not hand them off to the inside usher. Head Usher will replace you in the lobby until you return.

HEAD USHER

- Arrive and be ready for the meeting no later than 1 hr prior to show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Sit in the seat closest to the aisle during the performance.
- Escort patrons to their seats. Four ushers, including yourself, will rotate from the doors bringing guests to their seats.
- Hold a preshow meeting at your post and assign the remaining three ushers to sit beside you and make sure they know where they are going in an emergency, based on where they are sitting.
- Watch the theater for any problems from your assigned spot and notify House Manager or Assistant House Manager of any problems that you cannot handle yourself.
- Be alert and available to seat latecomers if the Captain is not able. Monitor the LL when Captains enter the theatre to seat latecomers.
- When seating latecomers or if patrons have to exit during the performance, ensure that one set of doors is closed before the next set of doors is opened to make sure that no light "bleeds" into the theater.
- Be alert to the distinction between rows D and O and rows G and Q. Rows D and G are in the orchestra (ORCH). Rows O and Q are in the parterre (PART).
- There is a Row AA in the Balcony as well as in the Orchestra.
- With double seating; examine both sets of tickets to ensure that there is a duplication; i.e., the tickets are identical (check for people who should be in Row Q/O sitting in Row G/D or Balcony AA sitting in Orchestra AA). If an actual duplication; write the purchasing patron's name on the back of their respective tickets (ensure you have both of their names), take both sets of tickets to the Box Office.

SCANNER

- Arrive and be ready for the meeting no later than 1 hr before show time.
- Sign in.
- Take a scanner, vest, and nametag.
- Scanners will be located at the top of stairs and both balcony doors if opened.
- Check show, date and time on tickets.
- Direct patrons to proper door per seat number as follows:

LEFT DOOR Boxes 1, 3 & 5 (balcony) Left Seats (odd numbers) Center Seats 109-116 Pit Seats 109-116 LHL Seats (odd numbers)	RIGHT DOOR Boxes 2, 4 & 6 (balcony) Right Seats (even numbers) Center Seats 101-108 Pit Seats 101-108 RHL Seats (even Nos.)
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- Be alert to the distinction between rows D and O and rows G and Q. They can be differentiated by the section printed on the ticket. Rows D and G are in the orchestra (ORCH). Rows O and Q are in the parterre (PART).
- Be alert to the fact that there is a Row AA in the Balcony as well as in the Orchestra. When you take a Row AA ticket, make sure the guests are at the correct door.
- Check in with HM before leaving.

PROGRAM DISTRIBUTOR

- Arrive and be ready for the meeting no later than 1 hr before show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Take direction from the Head Usher.
- Greet guests at theatre doors and distribute programs.
- Guard against food being taken in the theatre.
- When the performance starts, you will seat yourself in your assigned spot. Watch the theater for any problems and notify House Manager or Assistant House Manager of any problems.
- After the performance and during intermission, open theatre doors when the house lights come up.
- After the show, thank patrons, say goodnight and answer questions.
- When all patrons have departed, "police" theater (for lost objects, programs, bottles and the like, but not tissues or other dirty things).
- Gather any left-over programs that have been stuffed with inserts and de-stuff them. Return to program holder.

LOBBY COAT CHECK & MAY GALLERY COAT CHECK

- Arrive and be ready for the meeting no later than 1 hr prior to show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Ask the Head Usher where you will be sitting during the performance.
- Begin to check coats early until the beginning of the show. (Head Ushers will watch coats during performance)
- Issue a separate check slip for hats and other items.
- When the show starts (MG) – check with the Concierge to see if all expected guests have arrived before leaving to watch the show. The Concierge will close up the room, so you don't need to do so.
- Watch performance from back of auditorium but please remember, **NO TALKING**.
- Promptly return to the coats at intermission and after the show. Do not depart until all coats have been returned to owners. (Return to coat check when evacuating as well)
- Do not venture into the Gallery itself, attempt to use the bathrooms there, or partake in any of the food that might available that evening. If you would like water, ask the Concierge and she will get you some from the bar.
- Give tip money to the House Manager.

LOBBY GREETERS

- Arrive and be ready for the meeting no later than 1 hr prior to show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Ask the Head Usher where you will be sitting during the performance and what you will be doing in an emergency based on your seat.
- Proactively greet patrons as they enter the theater; don't stand in one place; walk up to guests and be helpful and friendly.
- Upper Lobby greeter: Answer questions as necessary. Also watch the revolving doors to be sure that children are not playing within the doors. Tell any non-ticket holders that they must wait outside the building due to security and artist contracts.
- Downstairs greeter should approach patrons **ONLY** if they look confused, and ask them if they know which door to use. Alternatively, you might ask to see their tickets so that you can direct them.
- Downstairs position: watch to make sure no one is leaning against the glass walls.
- When necessary (before the show or during intermission), advise patrons that they may not take alcoholic beverages out of the VPAC.
- Watch performance from stools at back of auditorium, but please remember, **NO TALKING**.
- After the show, thank patrons, say goodnight and answer questions.

MERCHANDISE SALES

- Arrive and be ready for the meeting no later than 1 hr prior to show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Determine where you are assigned to sit during the performance.
- Merch tables should already be up with linens, please double check.
- Be aware that when WE sell, we will only sell limited soft goods (5 of each size t-shirt/clothing/etc.). Come to HM with any issues.
- Take inventory of goods to be sold using the sheet provided by the HM.
- Look for ANY discrepancies between the count we have and the count that was given to us by the artist. Find HM with any issues.
- Reconfirm cash in bank.
- Be sure that you know the price of each item and that there is a pricing sign on display.
- Help sell any merchandise the performer may have before and after the show and during intermission.
- Entrust the bank and merchandise to the Captain during the performance or take the cash inside if the Captain is not available.
- Once the selling has finished, take inventory using the same count sheet and count cash again.
- Meet with House Manager to settle accounts.

ELEVATOR USHER

- Arrive and be ready for the meeting no later than 1 hr before show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Check in with the Head Usher to find out where you will be sitting during the show. Know what you will be doing in an emergency based on your seat.
- Remain in the elevator and bring guests down to LL or up to UL before and after shows.
- Assume normal usher responsibilities during the show.

USHER

- Arrive and be ready for the meeting no later than 1 hr before show time.
- Sign in.
- Take a flashlight, vest, pencil, earplugs, and nametag.
- Stuff programs with inserts.
- Check in with the Head Usher to find out where you will be sitting during the show. Know what you will be doing in an emergency based on your seat.
- Escort patrons to their seats. Four ushers, including yourself, will rotate from the doors bringing guests to their seats.
- Be alert to the distinction between rows D and O and rows G and Q. Rows D and G are in the orchestra (ORCH). Rows O and Q are in the parterre (PART).
- There is a Row AA in the Balcony as well as in the Orchestra.
- With double seating; examine both sets of tickets to ensure that there is a duplication; i.e., the tickets are identical (check for people who should be in Row Q/O sitting in Row G/D or Balcony AA sitting in Orchestra AA). If an actual duplication; write the purchasing patron's name on the back of their respective tickets (ensure you have both of their names), take both sets of tickets to the Box Office.
- Provide booster seats if necessary.
- When the performance starts, you will seat yourself in your assigned spot. Watch the theater for any problems and notify House Manager or Assistant House Manager of any problems.
- Open the theatre doors for intermission and end of show, ONLY after the house lights come up.
- After the show, thank patrons, say goodnight and answer questions.
- When all patrons have departed, "police" theater (for lost objects, programs, bottles and the like, but not tissues or other dirty things).
- Gather any left-over programs that have been stuffed with inserts and de-stuff them. Return to program holder.