

A black and white photograph of a brick wall with a central arched window and two smaller arched windows on either side. The wall is made of dark bricks and has a decorative, slightly weathered appearance.

OLD TOWN TEMECULA COMMUNITY THEATER



VOLUNTEER GUIDE

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OUR MISSION

The mission of Old Town Temecula Community Theater is to present and promote the arts and their ability to enrich community life.

OUR PHILOSOPHY

We recognize that successful events are a collaborative effort that require a high degree of skill, planning, cooperation, teamwork, organization, flexibility, and shared information. The Theater's staff and volunteers are dedicated to providing courteous, efficient, quality service to all clients and patrons.

WELCOME TO THE OLD TOWN TEMECULA COMMUNITY THEATER

As one of our volunteers, you help form a vital component without which the Theater could not function nor fulfill its mission. Your efforts will never go unnoticed nor be unappreciated as your service offers a crucial link to the community and beyond. Additionally, you provide thousands of dollars in savings each year in support of community, national and international performing artists, critically acclaimed visual arts exhibitions, educational opportunities for all ages, and a wide-ranging variety of community and regional events.

Our heartfelt gratitude to you for the talents you bring to the Theater and for the time you will devote to making the Old Town Temecula Community Theater a rousing success. You help make the magic happen.



GENERAL INFORMATION

It will take time to learn all the responsibilities and duties required to serve our patrons accurately and effectively. In an effort to make you feel comfortable during this process, new ushers and ticket-takers will be mentored by other, more experienced volunteers. *Please, never hesitate to ask questions!*

We will arrange for you to take a tour of the Theater with an experienced volunteer or staff to familiarize you with all aspects of the Theater. This will more quickly acquaint you with the location of elevators, rest rooms, drinking fountains, telephones, rows and seat numbers for assigned areas, stage door, emergency exits/safe locations, access to boxes and access for persons with disabilities.

Theater Staff (*effective SEP, 2013*)



**OLD TOWN TEMECULA
COMMUNITY THEATER**

City of Temecula

42051 Main Street
Temecula, CA 92590

866.OLD.TOWN

(866.653.8696)

www.TemeculaTheater.org

Ticket Office Hours

WED 2pm - 6pm

THU & FRI 2pm - 9pm

SAT noon - 9pm

SUN noon - 5pm

The Ticket Office remains open
through intermission for every performance.



Bea Barnett THEATER MANAGER

Bill Strawn
TECHNICAL DIRECTOR /
LIGHTING DESIGN

John Deards
ASST TECHNICAL DIRECTOR /
AUDIO ENGINEER

Heather Willis
STAGE MANAGER

Priscilla Andrade

Jesse Blanke

Travis Brown

Cable Complin

Neil Kapple

STAGE CREW

Brian Janey
PIANO TECHNICIAN

Lori Craig Torok
DANCE SCHOLAR-IN-
RESIDENCE

Erica Myers-Russo
PATRON SERVICES /
MARKETING COORDINATOR

Chariss Turner
THEATER OPERATIONS

Lori Matley
TICKET OFFICE LEAD

John Flohr
Janelle Handley
Samantha Kilbourne

Miranda Takla
HOUSE MANAGERS /
TICKET SALES

Katie Manning
VOLUNTEER COORDINATOR

Nick Tierce
GRAPHICS / SOCIAL
& MULTI-MEDIA

GENERAL INFORMATION (*CONTINUED*)

Assignment Procedure

- Bi-weekly volunteer emails will be sent out to ushers who are on our email list.
 - Emails will include an updated sign-up summary and a list of upcoming shows.
- Sign-up sheets (for individual performances) are located in designated binders in the volunteer room.
 - Binders are organized by month.
 - When signing up *print* your name on the left hand side.
 - The right hand side is for your signature *on the day of the performance only*, used as an attendance measure.
 - The sign-up summary binder has the most up-to-date list of ushers signed up for a specific show.
- The “anytime” Volunteer List is a group of ushers who can be called when additional help is needed. If you would like to be added to this list, please contact the ticket office.
- If you wish to cancel a date for which you were signed up to usher, please contact the Ticket Office by phone or email:
 - Phone: 1.866.653.8696
 - E-mail: Theater@cityoftemecula.org or Katie.Manning@cityoftemecula.org.
- Ushers and ticket takers will receive a total of 3 hours of credit each time you volunteer. Additional hours are given when the performances run longer.

VOLUNTEER TIMELINE/CHECKLIST

At 1 hour and 30 minutes prior to show time:

- Sign volunteer sign-in sheet in the volunteer room.
- Prepare for performance by putting on vest, bowtie, and name tag.
- Assist House Manager with audience chamber sweep.

At 1 hour prior to show time:

- Meet House Manager in audience chamber for pre-show meeting and position assignments.

At 35 minutes prior to show time:

- Position yourself in the location *assigned by the House Manager*.
- Once the doors are open, *remain in your position* and monitor patrons for food and beverage. Report any complaints or seating issues to the House Manager.

First fifteen minutes of show:

- Stand-by to help with late-comers.
- Turn in any ticket stubs collected to the House Manager.

Before intermission:

- Position yourself in the location *assigned by the House Manager* to assist patrons who want to exit during intermission.

Intermission:

- Each usher must be *at their assigned area* throughout the intermission.

Continued on next page...

VOLUNTEER TIMELINE/CHECKLIST

(CONTINUED)

- Continue to monitor patrons re-entering the Theater for food and beverage.
- Make sure all doors are closed once intermission is over.
- Ushers should use the restroom, get a drink, or purchase items during the performance.

After the show:

- All ushers must be *at their assigned area* to assist patrons in exiting. Please thank them for attending and wish them “Good night!”
- Open doors to facilitate easy exit.
- Assist House Manager with sweep of audience chamber and light locks.
- Return vests, ties, jackets, nametags, and flashlights to the volunteer room.
- Check future sign-ups for any shows you may be interested in.
- Report any audience comments, good and bad, to the House Manager.



Volunteers serve an average of 500 hours of service to 5,000 patrons per month at the Old Town Temecula Community Theater.

DUTIES OF SPECIFIC LOCATIONS

USHERS

- a) Ushers are responsible for seating patrons before and during the performance.
- b) Ushers may take an **aisle seat only** after the first fifteen (15) minutes into the performance.
- c) Prior to that time, you must remain standing and alert to assist patrons. Late seating is only at an appropriate break in the program. The House Manager will brief you regarding late seating at the pre-show meeting.
- d) Ticket takers and interior ushers have first rights to aisle seating in their respective areas since they are expected to service patrons in that area throughout the performance.
- e) Be alert to activity in your area at all times. Report all unusual activity to the House Manager immediately.

TICKET TAKERS

- a) Ticket takers are responsible for the doors, light locks, and the courtyard lobby.
- b) Open exterior doors to admit patrons when instructed by the House Manager.
- c) Welcome patrons to the Old Town Temecula Community Theater.
- d) Check each ticket for proper date, time of performance and show/artist.
- e) Tear off right hand stub reminding patrons to retain remainder and turn into House Manager.
- f) Remain at theater doors at least fifteen (15) minutes after show has started to assist with late comers.
- g) Be alert to activity in your area at all times. Report all unusual activity to the House Manager immediately.

DUTIES OF SPECIFIC LOCATIONS

(CONTINUED)

- h) Report to your position at intermission and at the end of the performance to open doors, assist and direct patrons, and to smile and thank them for attending.
- i) Admit patrons using wheelchairs to their seats. Ask if they would like assistance to their seats. If YES, locate a House Manager to escort them. If NO, show them to the elevator and wish them an enjoyable evening.
- j) Remember that disabilities are not always visible, i.e., heart and lung conditions, so please be sure to be aware of any special needs.

THE MERCANTILE BUILDING SPECIAL CONSIDERATIONS

- The Merc is usually a general seating venue; not reserved seating. While there are no specific seating assignments, ushers may need to assist patrons in locating vacant seats.
- A ticket taker may be positioned at either the inner entrance, located adjacent to the Ticket Office, or at the outer gate, located east of the Merc entrance. Positioning depends upon the nature of the show, and will be designated by the House Manager.
- The Mercantile includes an art gallery. If volunteering for a reception in the Gallery, be sure to aid the guests in respecting the artwork on display. Pictures may be taken unless otherwise noted.

BASIC HOUSE RULES

- Volunteers must report to the House Manager.
- Each audience member, regardless of age, requires a ticket issued by the Old Town Temecula Community Theater.
- Uninvited patrons are NOT allowed on stage or backstage. Contact the House Manager to assist patron with backstage access.
- Aisles and steps must be kept clear at all times.
- Standing on or climbing over seats and feet on seat backs are prohibited.
- The use of cameras, cellular phones, or recording devices is usually prohibited in the Theater.
- Smoking is not permitted in any of the facilities at the Theater. Designated smoking areas are 25 feet away from the buildings.
- No food or beverages are allowed in the audience chamber.
- No activity which may result in injury to self or others or that may interfere with the performance is permitted.
- Requests for changes in seat location to another level MUST be referred to the House Manager or Ticket Office for an upgrade in ticket.
- Late arrivals are seated at the House Manager's discretion and then only during appropriate breaks in the program.
- All light lock (inner) doors are to remain closed, especially during the performance.
- Any information regarding expected attendance or audience size is considered proprietary. Do not share specific information of this nature with patrons.
- Any behavior that creates a disturbance during the performance is not permitted. This applies to all patrons, theater staff, and volunteers.
- No alcohol is permitted to be taken off-site.

Remember to smile, have a good time, and treat all patrons with good customer service and respect!

VOLUNTEER USHER UNIFORM REQUIREMENTS

To maintain uniformity and a professional appearance, all volunteers must supply and wear as part of their usher uniform:

- Black pants. Please no denim or jeans.
- White, long sleeved, button-down shirt/blouse with collar. Tuxedo shirts are also appropriate and even encouraged. During the summer months, white, short sleeved, button-down shirts are acceptable as well.
- Black shoes and socks or hosiery. No bare skin is permitted to show on the feet.
- Please wear only Theater-approved name badges. No other jewelry or pins are permitted on the vest or volunteer uniform.

Please NO:

- Cell phones
- Dangle-type jewelry
- Off-white or cream color shirts
- Lace or embroidery on uniform
- Exposed ankles

The Theater will provide:

- Vests, Bow-ties, Jackets (if needed)
- Flashlights
- Name badge
- Lockers are available to hold any of your personal items.

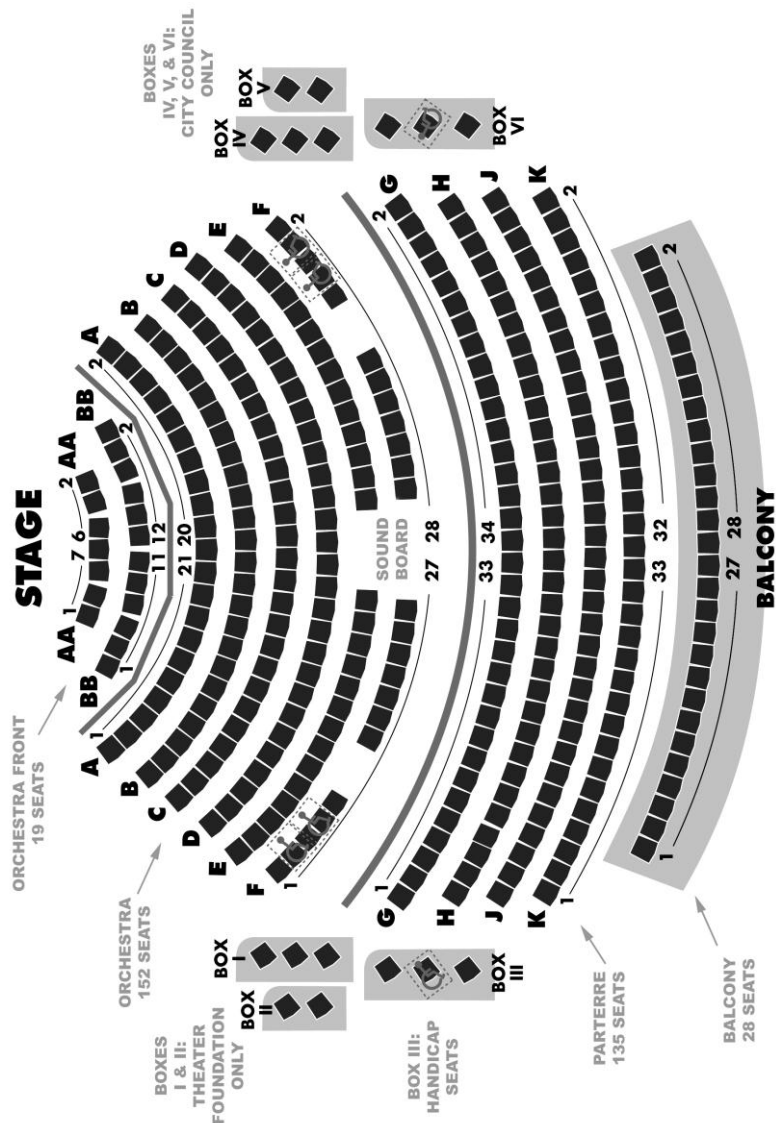
All are available in the Theater Volunteer Room located in the Dance Studio.

After the performance has ended and all patrons have exited:

- Empty out the vest pockets.
- Return vest (and jackets) to correct size category.
- Return flashlights and bow-ties to basket.
- Put name badge back on magnetic board.
- Empty your locker and don't forget your belongings.
- Have a safe drive home!

THEATER SEAT MAP

This is a seat map of the Theater Audience Chamber:



EMERGENCY RESPONSE & PROCEDURES

The Old Town Temecula Community Theater strives to conduct its operations in an environmentally sound manner and to provide safe and healthy conditions for its patrons, volunteers, and employees. The Theater asks employees to share responsibility by practicing safe work habits and following safety procedure. Safety for patrons, volunteers, staff, artists, and visitors is one of our most important concerns.

The House Manager is responsible for assuming a leadership role in emergency situations: lead evacuation or other safety procedures; perform crisis intervention; administer basic first-aid or CPR; call for police and/or paramedics; and prevent/remove anything or anyone from disrupting a performance.

In all cases in which an evacuation announcement is to be made, the announcer shall remain calmly on the stage in view of the audience until the audience chamber is clear.

It is a primary responsibility of the volunteer usher staff to evacuate the auditorium in case of fire and is one of the reasons we require ushers be present whenever the audience chamber is occupied.

Be aware of the location of all fire extinguishers, emergency exits and alarm pull-stations. If you become aware of a fire and an alarm has not yet sounded, notify the House Manager or Technical Director immediately. Automated External Defibrillators (AEDs) are available for use in case of emergency for someone who is suffering from cardiac arrest. One AED is located in the Merc and one in the house left light lock.

EMERGENCY RESPONSE & PROCEDURES

(CONTINUED)

Any fire severe enough to activate the fire alarm system requires evacuation of the entire building. If the alarm sounds, ushers should immediately begin the evacuation procedures below.

Orchestra: Block lobby doors open. Exit patrons through House Right and Left emergency exits.

Parterre: Block Lobby doors open. Exit Patrons through Orchestra level and out House Right and Left emergency exits.

Balcony and Boxes: Block lobby doors open. Exit patrons out House Right and Left emergency exits and down outside stairs.

Once the audience chamber has been evacuated, ushers should join patrons outside the building. Keep patrons a safe distance away from emergency vehicles. Do not allow patrons to re-enter the building.

Patrons with disabilities and special needs:

Be aware of anyone in your designated section who will require assistance in the event of an evacuation and provide the necessary assistance. If you are unable to provide the required assistance, please seek help from fellow ushers or the House Manager.

NOTES:



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(SEP 2013)