Volunteer Manual

Updated July 2018

Vol*Stars, Carlsen Center Presents
Johnson County Community College
Carlsen Center 105
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Dear Vol*Stars,

Thank you for your time and dedication to the Vol*Star program. Your commitment and service to Johnson County Community College enables us to provide for our neighbors a thriving, accessible performing arts program. Your work is known throughout the college, and greater Kansas City arts community, as professional and friendly. Your time and energy enables the success of our program that few other community colleges in the country can match. Thank you for this reputation. We realize there are many ways in which you can spend your time, and we appreciate you choose to do it with us.

Your willingness to learn, and train for, the intricacies of hosting 175+ events each year provides the high-quality experience our patrons expect of our facility. Your enthusiasm, smile, and courtesy set the tone for every performance, event, or activity. You are the “first point of entry” to the college for many people, and your knowledge of your volunteer role helps with the overall volunteer experience. Our nearly 150+ volunteers have varying levels of experience with us, but as procedures and times change, it is important to focus on continuing education as well. Harry S. Truman said it best: “It’s what you learn after you know it all that counts.”

Each member of the Carlsen Center Presents team works hard to ensure that both you, and our patrons, have positive experiences in our facility. We expect our volunteers to ask questions when necessary and, likewise, we will provide the answers, training, and opportunities to learn.

We look forward to working with you while promoting the arts in our community.

Warmest regards,

Emily Behrmann
General Manager, Carlsen Center Presents
In the 1960s, residents of Johnson County began to seriously consider the creation of a local college. The area had a rapidly growing population and a good school system from which a local college could draw students, and it was hard to ignore the community college movement emerging in California, Florida, Illinois and Texas.

A special county-wide election was held in March 1967, and the proposed community college was approved by a 3-1 majority. In 1969, county residents voted approval of $12.9 million in general obligation bonds to purchase more than 200 acres in Overland Park, which would turn the idea for a college campus into a reality. In the meantime, the first JCCC classes were conducted in leased facilities in Merriam that fall. Initial enrollment was 1,380 students. Three years later, in the fall of 1972, classes and all operations were moved to the permanent campus at College Boulevard and Quivira Road.

Over the years, JCCC has continued to expand its student enrollment, instructional program, faculty and staff, and physical facilities to meet the needs of the community. Today, more than 19,000 credit students and about 14,000 continuing education students enroll at JCCC each semester. Full-time faculty and staff number approximately 1,000, with another 1,700 people working part time. A full range of undergraduate credit courses is available, forming the first two years of most college curricula. In addition, more than 50 one- and two-year career and certificate programs are offered to prepare students to enter the job market in high employment fields.

JCCC has become the state's largest undergraduate institution of higher education, the largest of its 19 community colleges and a board member of the League for Innovation in the Community College.

**Carlsen Center Information** - History of the Carlsen Center

The development of the Carlsen Center began in the 1980s when a survey determined that 94% of Johnson County residents supported a performing arts center. In 1987, the JCCC Board of Trustees voted to build the Cultural Education Center. In 1998, the building was renamed the Carlsen Center in honor of President Charles Carlsen for his dedication and support in creation of the facility.

The $23 million building houses four venues: 1,300-seat Yardley Hall, 400-seat Polsky Theatre, 100-seat Bodker Black Box Theatre, and the 50-seat Recital Hall. The 165,000 square foot Carlsen Center offers lecture halls, classrooms, computer labs, and the JCCC Police offices.

**History of the Vol*Star program**

The volunteer usher program began in 1990, when the Cultural Education Center (later renamed Carlsen Center) was constructed. The term Vol-Stars was coined by staff member Mike Alley. “Vol” was for volunteer, and “Stars” referred to the fact that while there are professional stars on stage, there are many “stars” working behind the scenes of every event. Volunteers not only served as ushers, but backstage as well, providing hospitality and transportation to artists. Volunteers also served on our poster committee, distributing promotional materials to local businesses.
As time changes all things, so, too, has the Vol*Star program experienced changes. Our volunteer base is a team of 150 people serving approximately 175 events per year for over 75,000 patrons and logging 10,000+ volunteer hours. While no longer volunteering backstage, they are actively serving as ambassadors for JCCC and the local arts community by assisting with arts education outreach tasks such as theatre arts mini camps, fundraising drives, and school shows from area children.
Volunteer Opportunities

The Vol*Star program hosts a wide range of events in the Carlsen Center performance spaces. From local high school graduations and JCCC music department band performances, to internationally recognized ballet troupes or comedians, our volunteers have a wide range of opportunities to experience the academic and cultural art scene in our community. Our facility hosts nearly 175 events per year, serving 75,000+ patrons, with volunteer service hours reaching over 10,000 hours.

Volunteer positions:

- Greeters
- Ticket takers
- Ushers
- Coat check attendants
- Merchandise sales
- Pre-show dinner and special reception check-in
- Direct school bus parking during arts education school events

Events occur at all times, every day of the week, and throughout the year. Shifts can begin early morning, or end late at night. February through May and September through November are generally our busiest times of the year. While seeing the performances is a perk of the volunteering position, it is NOT a guarantee. Often, volunteers have to assist with duties that don’t allow them seeing the entire program.

Events at the Carlsen Center:

Carlsen Center Presents (CCP) – organized, marketed, and hosted by our office, this series of events held August through May are ticketed and held in Yardley Hall or Polsky Theatre. We host professional performing artists that appeal to a wide variety of audiences.

JCCC Academic Productions – organized by the Music and Theatre departments on campus, a variety of productions are held throughout the year, including Choral Ensemble, Concert Band, Jazz Band, and theatrical productions in Bodker Black Box and Polsky Theatres.

JCCC events – organized and hosted by other JCCC departments, these events range from student talent shows to academic program’s graduations.

Community events – otherwise known as “rental clients,” these groups/organizations use our facilities to host graduations, cultural performances, and speakers.

Requirements & Training

- Punctuality and commitment to volunteer shifts is very important
- Comfort in navigating stairs in dim light and able to read small print
- Friendly and comfortable with large crowds, and interacting with patrons that may be unhappy
- Cross train to complete all functions
- Carry program books
- Volunteer a minimum of 4 events/ sign-up period; summer optional

Volunteers must complete an application, attend an orientation and complete one training prior to completing their first volunteer shift. After the initial training, volunteers are required to attend continuing education trainings once per year.

**Uniform**

Vol*Stars wear black closed-toe shoes, socks, pants, and shirts/blouses. Men are provided green neckties; women are provided green neck scarves. **Reminders:**

- Please refrain from wearing perfumes/cologne at any time; volunteers and patrons may have sensitive allergies.
- Lint brushes are provided in the coat room to help with any pet hair that is easily seen on the black uniforms.
- Purses and bags should be kept in the locked cabinet in the coat room.
- Shirt sleeves should hit below the elbow and no capri pants or jeans.

**Awards and Recognition**

Our volunteers are known for their professionalism throughout the JCCC campus and Kansas City area art community. We appreciate your time and dedication to our organization. Volunteers are recognized for their hour of service milestones: 100, 250, 500, 1000, 1500, 2000, 2500, 3000, and 3500.

Awards and recognitions are announced at our yearly volunteer appreciation event, typically held in August, which honors both current and retired volunteers.

**Inactive Policy and Retirements**

Vol*Stars are required to volunteer at a minimum of 4 events per fall and spring semesters (summer is optional). We suggest signing up for >4 events in case you need to cancel due to unforeseen circumstances. We regularly send out “help needed” calls for assistance and are confident that our facility provides enough volunteer opportunities for all Vol*Stars to meet this requirement. Volunteers not completing the minimum number of events will be automatically placed on “standby” lists the following semester. If there is no participation over 2 sign up periods, we will automatically remove the Vol*Star from our records.

Volunteers are required to work both CCP and non-CCP events.
A period of non-participation because of illness, travel, family obligations, or other extenuating circumstances should be discussed with the House & Volunteer Manager. Communication is the key to a successful volunteer program.

Retirement

Volunteers form valuable relationships with one another, and JCCC. We miss our volunteers when they retire, but know that health, family and time commitments often hamper the ability to volunteer. Just because your days of volunteering ends, doesn’t mean your relationship does we well.

Volunteers no longer able to commit to the Vol*Star program and choose to retire will be honored by receiving tickets to JCCC Carlsen Center Presents events; some exclusions may apply. Retirement certificates are mailed in the summer and are valid during the current season only.

- Bronze Level: 10 years and/or 500 hours; 1 ticket per year for 5 years
- Silver Level: 10 years of service and/or 1000 hours: 2 tickets per year for 5 years
- Gold Level: 15 years and/or 1500 hours of service: 4 tickets per year for 5 years
- Platinum Level: 20 years and/or 2000 hours of service: 6 tickets per year for 5 years
Volunteer Insurance

Our volunteers are insured while driving to/from a volunteer activity and also while volunteering for JCCC. In the event you need medical attention resulting from an injury incurred “on the job,” our first priority is for you to seek the appropriate treatment. Volunteers should always notify an event captain or house manager in the event of an injury in order for the proper documentation to get processed so you can receive the insurance benefits we provide for you.

All volunteers at JCCC are covered by the Excess Accident Medical Coverage offered through the Philadelphia Indemnity Insurance Company. This coverage is in place for each volunteer while they are performing their respective volunteer duties at JCCC and this coverage is a secondary coverage to the volunteer’s primary health care insurance.

*Ask the House & Volunteer Manager if you would like to know more about the volunteer insurance*

Theatre Policies and Etiquette

Our volunteers are not simply ushers or coat room attendants during a performance; you are considered ambassadors for JCCC and the arts community. You are often the only JCCC representative that patrons or guests meet in person. Your crisp appearance, language (body and verbal), hospitality and behavior directly impact each guest’s experience with our facility.

Use of the lobby: Safety and security of everyone is important; running, sliding on banisters and throwing objects is never permitted. If you don’t feel comfortable handling a situation, notify a house manager.

Assisted listening devices: Listening units are available at many performances. These are available to our patrons who need amplified sound to better enjoy the performances. A coat room volunteer checks the units in/out prior to events and during intermission. A driver’s license is required for security of the unit. Note: units are not available for acoustic/non-amplified performances.

Late seating: The times that patrons enter the performance hall is determined strictly by the artist/rental client and is often listed in their contract with us. Ushers must adhere to the policy and ensure patrons only enter the hall at a pre-determined time. This is announced at the pre-event volunteer meeting. Patrons exiting the hall after the performance begins will be allowed to enter at an appropriate time. Door and seating interruptions are to be kept to a minimum to maintain enjoyment for all patrons.

Cameras and Recording Devices: These are usually prohibited by copyright laws, union contracts, producer regulations, etc. This is announced at the pre-event volunteer meeting. Ushers help enforce this policy with our patrons. If you don’t feel comfortable handling a situation, notify a house manager. If photography is allowed, aisles may never by blocked by tripods. This policy is noted on the back of all tickets issued by the Box Office.
Food and drink: Drinks with lids are allowed in the performance halls. Food is never allowed. Ushers help enforce this policy with our patrons. If you don’t feel comfortable handling a situation, notify a house manager.

Smoking: As of August 1, 2011, JCCC is a smoke-free campus. This includes “vapor/electronic” cigarettes. JCCC Police Officers will enforce this with $10 tickets. Volunteers are to refrain from smoking while on duty.

Blocking Aisles: Patrons and ushers should never stand in the aisles or block doorways. This is a safety hazard.

Audience Dress: Dress is not restricted except where safety, security, or viewing by other patrons is disrupted. Inform the house manager of any concerns.

Cell phones and audience disturbances: Phones must be on silent. Volunteers should never use cell phones while on duty. Disturbances by audience members rarely occur, but should be handled immediately to maintain the integrity of the show. Ushers help enforce this policy with our patrons. If you don’t feel comfortable handling a situation, notify a house manager.

House opening times: The halls normally open 30 minutes prior to curtain time. The house is never opened until the house manager or event captain directs to open the doors.

Tickets issues: This includes lost tickets, attending on the wrong night, etc. Volunteers should notify the house manager or event captain, who will escort the patron to the box office.

Seating issues: Rarely, there is a double seating issue – where two patrons have tickets for the exact same seat. In all instances of seating issues, volunteers should notify the house manager or event captain, who will escort the patron to the box office.

Children: For ticketed events, all children, regardless of age, must have a ticket to be admitted.

Tips: Volunteers may not accept tips. All tips collected at coat check are put in the labeled donation basket and added to the Vol*Star fund.

Concealed Carry: Effective July 1, 2017, an authorized individual may carry a concealed handgun on or about their person in most state and municipal buildings, in Kansas, including institutions of higher education.

JCCC Concealed Carry Policy: JCCC recognizes the right of authorized individuals to carry concealed handguns. Individuals who are at least 21 years of age, and who are in lawful possessions of a handgun with no restrictions or prior record, may conceal carry. Partially or wholly visible handguns do not meet the requirements of concealed carry, and at a minimum would be a policy violation and should be reported to our JCCC Police Department. Temporary Adequate Security Measures (ASMs) can be put in place where concealed carry is prohibited. If ASMs are in place, signs will clearly identify where concealed carry is prohibited. Visit the JCCC website and search for “concealed carry” to find more information.
Building Information

The Carlsen Center offers four venues:

- **Yardley Hall**: 1300-seat proscenium stage; three levels; six public entrances.
- **Polsky Theatre**: 400-seat proscenium stage; 1 level; 1 public entrance.
- **Bodker Black Box Theatre**: 100-seat black box stage; 1 level; one public entrance
- **Recital Hall**: 50 seats; one level; one public entrance

Parking lots: free and open to the public *unless* reserved for patrons of a specific event (usually the lower west garage). A four-story, covered parking garage is also available a short walk from the Carlsen Center.

Elevators: located at each end of the lobby, but serve different areas. Please ride the elevators to familiarize yourself.

Handicap/ADA accessibility: required by law and offered at each performance. Patrons should notify the box office prior to the event to request ADA seating, but it’s not a requirement. We make every effort to accommodate patrons.

Coat check: located in the lobby and open during all Carlsen Center Presents event and during cold weather season.

Drinking fountains: located on all levels. Vending machines are also available in the building.

JCCC Police/First Aid/Lost & Found: located on 1st floor. ALL emergencies are directed to JCCC Police. For an emergency, dial x4111 from a campus phone to reach them. Non-emergencies should dial x4112 from a campus phone

Emergency Assembly Area: The CC Emergency Assembly Area is East upper deck parking level

Box Office: open 10 a.m. – 5 p.m., Monday – Friday, and one hour prior to ticketed performances. Phone: (913) 469-4445. The house manager is *always* the liaison to the box office. Any questions or issues should go through the house manager.

Encore! Espresso: near the first floor restrooms and open for all Carlsen Center Presents events. Vol*Stars are able to receive one complimentary cup of coffee or tea at the events they work. Vol*Stars should show their nametag when ordering a drink, sign their receipt and consume their beverage *out of sight* of the patrons.

Student Welcome Center, CC 107: located on the first floor and serves as a campus welcome center for prospective students.
Emergency Procedures

One of the primary duties of our Vol*Stars is to assist patrons during emergency evacuations. While rare, it is important that all volunteers know how to handle the audience in an emergency situation. The best way to prepare the audience for an emergency is to prepare yourself.

NOTE: All emergencies are directed to JCCC Police, dial X4111 in an emergency. Always notify an event captain or house manager in the event of an emergency.

How to dial for help: Dial X4111 from campus phones to reach Campus Police. The vestibule phones and others on campus are programmed for Speed Dial 2 to call Campus Police. Dial 913-469-2500 from non-campus phones to reach Campus Police. PLEASE SAVE THIS NUMBER IN YOUR PHONE.

If you need to call an outside line: Remember to dial 8 first if you need to dial an outside line on a campus phone

Medical emergency: Find a house manager or event captain immediately. If neither is immediately available, use the phone in the Yardley and Polsky vestibules to dial x4111 or speed dial 2.

Power failure: In the event of a power failure, an emergency power generator will operate within one minute. The emergency lighting provides safety and security only, but not enough to continue with the performance. Volunteers should stay in their assigned position and not panic. House management will inform the audience about the situation and determine the action to be taken. If there is a power failure in combination with a fire or tornado, standard emergency evacuations should take place immediately.

Fire/Smoke/Explosion emergency: Before every volunteer shift, locate the nearest fire exits and refresh yourself with evacuation procedures. Fire exit doors are always red, lighted and directly above an exit. Some exit signs in hallways have an arrow that points in the direction of the proper exit. Volunteers assigned for “door duty” should always stay near their assigned door. NOTE: There are not alarm sounds inside performance halls, but only flashing lights near the top of the stage.

If the fire alarm sounds:

- The stage manager will stop the show, house lights will be turned on and the audience will be addressed from the stage.
- ACT! Never assume a false alarm. Proceed with emergency evacuation procedures:

  1. Grab the emergency bag near your assigned exit door
  2. Dismiss wheelchair and disabled patrons
  3. Speak loudly, repeatedly and calmly, saying, “Exit this way please. Follow the red exit signs out of the building.”
  4. Be seen: raise your hands, stand on benches, and point to the fire exits.
  5. Do not prop doors open; hold it open yourself. Do not use elevators.
  6. Get the audience out first, and then follow.
7. Gather in the Carlsen Center emergency assembly area. Walk to the furthest point of your assigned area:
   Primary: upper east parking deck
   Alternate: lower east covered parking garage
8. The ushers’ responsibility is to move the audience to the emergency assembly evacuation area; if patrons choose to leave, that is their responsibility.

If more than one volunteer is located in an area, one volunteer should lead patrons out of the building with the emergency bag while the other volunteer stays inside to give directions.

Active shooter:

No matter where you are, be familiar with your surroundings and know your escape routes. Do not be an easy target.

When faced with a violent intruder, increase your chances of survival by remembering your **A.L.I.C.E.** options. Never give up!

- **Alert**, listen for/or receive specific, real-time information and notify Campus Police at ext. 4111 or call 911.
- **Lockdown** or shelter in place by locking down and barricading entry points. Get low to the floor, spread out and turn off lights.
- **Inform**, listen for or give real-time updates by any communication means possible.
- **Counter** the attacker as a last resort by movement, noise, distraction and SWARM.
- **Evacuate**, get out and put distance between you and killer. Do not go to your car, evacuate on foot. Seek assistance at a Rally Point, stay alert to college information.

Tornado emergency: If a Warning is issued the JCCC external campus warning alarm sounds, followed by a public announcement over the speaker system. JCCC Police will inform our staff to stop performance and take shelter. Building Emergency Leaders (BELs) and floor monitors will assist with sheltering.

**ACT!** Never assume a false alarm. Proceed with emergency shelter procedures:

1. Grab emergency bag
2. Don’t prop open doors
3. Avoid exterior doors and windows
4. Dismiss wheelchair and disabled patrons
5. Speak loudly, repeatedly and calmly, saying, “Exit this way please. Follow the red exit signs out of the theatre”
6. Enter emergency shelter and walk to the furthest point to accommodate those who enter after you
7. Stay in assigned area until given the “all clear” by JCCC Police. Patrons who willingly chose to leave may do so.
Please review the tornado emergency exit map – 1st floor:

CC First Floor Storm Security Areas

- Men's and women's restrooms
- Underground tunnel to parking garages
- Police Department corridor
- CC 122, 128, 130, 132B
- Recital Hall 158

CC First Floor Resources

- Automated External Defibrillator (AED Machine) located on wall between CC 105 and Student Welcome Center. There is also one backstage.
- Phones located in vestibules, coat room, outside of CC105, at Welcome Center desk
- Fire extinguishers located on wall between Recital Hall and Polsky and on wall next to Police Station across from elevator.
Please review the tornado emergency exit map – 2nd floor:

CC Second Floor Storm Security Areas

- CC 212, 216, 224, 229
- Men's and women's restrooms
Please review the tornado emergency exit map – 3rd floor:

CC Third Floor Storm Security Areas

- CC 312, 314, 316, 318, 324, 329, 331
- Men’s and women’s restrooms
House Operations

The pool of Vol*Stars is generally around 175 people, realizing that everyone has different schedules and availability to work. With over 175+ events per year, we require a large number of volunteers to fully staff each event. We assign volunteers to events based upon hours of service and availability throughout the season; the more events you’re available, the more you’ll work. Spouses and friends who volunteer together may sign up together.

**Types of events:** Events are divided into “season” and “non-season” categories. “Season” events include all of the Carlsen Center Presents events coordinated by our office. “Non-season” events include all other activities (outside rental clients, JCCC academic programs, etc.). Volunteers who have signed up for an event, but are not needed, will be added to the “standby” list. Volunteers should expect to volunteer at both “Carlsen Center Presents season” events and non-CCP events.

[www.MyVolunteerPage.com](http://www.MyVolunteerPage.com): Our online volunteer management portal. Volunteers can sign-up/cancel for events, view their schedule, and update their personal information. If you need your user name or password reset, contact our office.

**Schedules:** After each sign-up, a personalized schedule will be mailed to the volunteer. This same schedule is also available at [www.MyVolunteerPage.com](http://www.MyVolunteerPage.com). This schedule indicates your report time, estimated end time and theatre location. Assignments will include if you’re scheduled as an USHER or a STANDBY. Standby assignment means you could be called to work an event, it does not guarantee you will work the event. Specific duty assignments are made the day of the event by the house manager.

**Report times:** Please report, in uniform and ready to work, to the coat room. Report times are generally 1 hour prior to the “curtain time” of an event. Volunteers that are consistently late or no-show will be taken off the schedule. When you report to the coat room, you’ll receive your name tag, flashlight, and the assignment sheet. Please have all this done prior to the house manager conducting the pre-show meeting. NOTE: we suggest leaving your personal belongings at home. Personal belongings are not the responsibility of JCCC.

**Schedule:** Notify our office as soon as you have a schedule change (even if you’re a standby) so we can find a replacement. Call the VolStar hotline (913/469-8500 x 4312); this voicemail is accessed by ALL house managers.

**Reminder/Recruiting Calls:** Event captains call or email all volunteers 7-10 days in advance of an event to confirm attendance. Please return their call/email as soon as possible. When new events are added to the schedule, our office generally sends out an email to solicit volunteers, but you may also be called by an event captain.

**Seeing the show:** While every effort is made to allow the volunteer to see the show, please know this is not a priority over serving the patrons and completing volunteer duties. You will often miss the first and last part of a performance to accommodate late seating of patrons, greeting at the door, etc. You are always “on duty” for the entire event. Please stay aware of your surroundings.
Types of seating:

- Reserved: tickets assigned to specific seats
- General admission: patrons have tickets, but select their own seats
- Open seating: no tickets, patrons select seat location. We occasionally also use wristbands for general admission events that have a large number of patrons entering/exiting the theatre during the event.

An example of a GENERAL ADMISSION event in the Yardley Hall.

Ticket Example:

An example of a RESERVED SEATING event in the Yardley Hall.
Common Issues: Always use courtesy to prevent embarrassment of the patrons. If there is a true seating issue, always summon the event captain or house manager. Common issues:

- Is the patron in the correct row and seat? Look at both sets of tickets closely, but separately.
- Are they at the appropriate performance date/time?
- Patron has impairment and cannot sit in assigned seat – escort patron to an area out of patron traffic and contact an event captain or house manager immediately.
- Late arrivals: follow the show’s late seating policy. Avoiding seating patrons in front to prevent distraction of other patrons.
- Saved seats: if a full house is expected, saved seats must be given up approximately 10 minutes prior to show time
- Unusual situations: if a patron is distracted by another patron (due to perfume allergies, coughing, etc.) and approach you, contact the event captain or house manager, who will work with the patron to make a seating adjustment.
Job Descriptions

House & Volunteer Manager (formerly titled Event Manager): (paid staff) Supervises house managers, recruits and trains volunteers, coordinates with campus offices to maintain Carlsen Center facility, coordinates with CCP staff to manage events, attends meetings with outside rental clients and JCCC departments to ensure front-of-house needs are met at every performance.

Vol*Star Assistant: (paid staff) Assists with all scheduling of volunteer assignments, assists in the absence of the House & Volunteer Manager, occasionally serves as house manager, maintains Vol*Star database, assists with all aspects of volunteer program.

Asst. House Managers: (paid staff) Supervise front-of-house operations to ensure all patrons and volunteers have a safe and valuable experience. Make volunteer assignments for each performance. Work closely with event captains to supervise volunteers and manage the crowd before a show.

Event Captains: (volunteers) Supervise all volunteers and act as the “eyes and ears” of the house manager. Event captains work in tandem with the house manager. Event captains call all volunteers prior to the event to confirm their attendance. They arrive early to the show to set out nametags, flashlights, and assist with any pre-show duties.

Greeters: The very first JCCC representative people see when they enter our facility; greeters serve as ambassadors for the entire college, not just that evening’s show. They welcome guests, provide directions, and are aware of other activities on campus that evening. Greeters watch for patrons with mobility issues and are ready to activate the doors or elevators when needed. They are expected to stay in the lobby 10-minutes past the performance start time, during intermission and return 5 minutes before the show ends.

Coatroom Attendants: Open during all CCP shows and during inclement weather, our patrons can check their coats for free, although a donation to the Vol*Stars scholarship fund is suggested.

1. Set out the donation basket and sign indicating that listening units are available (if applicable to the show)
2. Always have a hanger and numbered tab in hand; give patron numbered tag to serve as claim check.
3. Double-hang couple’s coats; place scarves and glove in a pocket or sleeve. Place hat above where coat is hung.
4. Use every other hanger to avoid crush; go back and fill if necessary
5. After the performance, LOOK at the patron’s claim number and retrieve belongings. Don’t make an assumption; coats can look very similar.
6. Drop claim number in basket.
7. When all coats have been retrieved, put plastic claim tabs in order and return to appropriate hangars.
8. Count coat room donations and report to house manager.

Misc. Positions: VolStars are occasionally requested to assist with miscellaneous duties, both related and unrelated to performances. These included, but are not limited to:

- Shuttling patrons in a golf cart between the Carlsen Center and Regnier Center during pre-show dinners
- Assistance at arts education outreach classroom programs
- Pre-concert comments (greeter)
- Merchandise sales
- Mailing projects
Ticket takers: Precise, detail-oriented, and always cheerful, the volunteers help manage the flow of the crowd and ensure patrons are seated efficiently. Every person must have a ticket, including babies.

1. Greet patrons and request tickets; ensure tickets are for correct date AND performance time
2. Ensure patrons are entering correct section
   a. Patrons can only access balcony from 3rd floor
   b. Direct patrons to another door for more efficient seating, if necessary
3. Scan tickets
4. Direct patrons to appropriate section: “go to the first set of ushers, then up/down”
5. Hold patrons in lobby if house becomes congested
6. Request special assistance from event captain or house manager of patron with a disability needs additional help.
7. When event begins, return scanners and any ticket stubs to event captain or house manager.

Ushers: Escort patrons to their seats. Be at ease, outgoing, and friendly with all patrons. Move throughout stairs to assist in seating, hand out programs, and assist with flashlights after performance begins to safely seat late arriving patrons. Specific duties are given on the show’s assignment sheet.

1. Ushers should stand at all times while patrons are being seated, and at intermission.
2. Ask, “May I help you find your seat?”
3. Have programs in hand and a backup supply nearby.
4. Escort patrons to their seats; DON’T point.
5. Ushers serve as “mistake prevention” for ticket and seating errors. Review their tickets closely before seating them.
6. Ushers are assigned a “door duty” for safety and security purposes. You must remain alert to catch the doors behind patrons entering/exiting the theatre to prevent a loud “clunk” that disturbs the patrons.
7. Prop open doors during intermission and at the end of the event. Do not open doors until the house lights are up.
8. Be on guard to keep food and drinks without lids out of theatres at all times.
9. Know the photography/recording policy for the show and be prepared to enforce it.
10. All ushers assist with cleaning the theatre after every performance.
Addendum - Johnson County Community College Map