



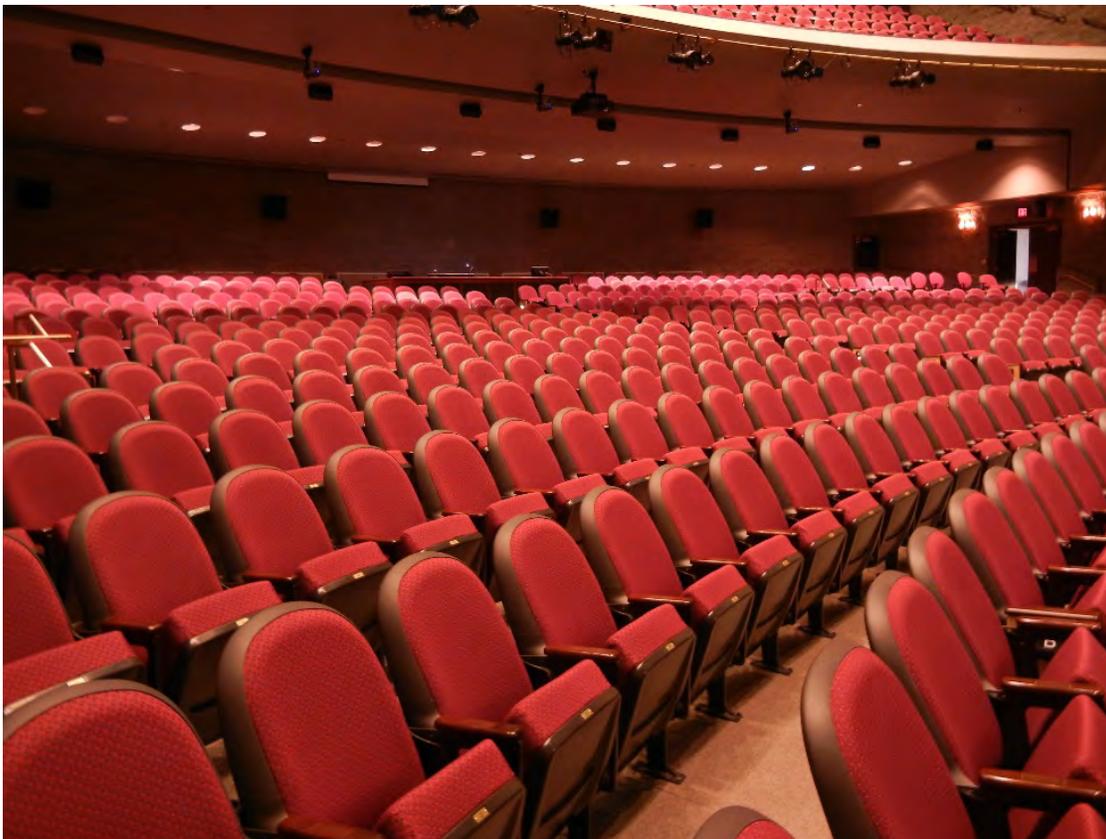
1100 E Sheldon St. Prescott, Arizona 86301

Volunteer Line: 928-776-2061

Box Office: 928-776-2000

PACVolunteers@yc.edu

www.ycpac.com



VOLUNTEER HANDBOOK

**YAVAPAI COLLEGE
PERFORMING ARTS CENTER**

1100 E Sheldon St. Prescott, Arizona 86301

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Established in 1992, the Yavapai College Performing Arts Center presents professional music, dance and theater performances to educate and enrich the lives of its patrons.

The YCPAC offers **professional performances** including a variety of performing arts genres, selected to engage diverse segments of the community and offer meaningful arts experiences.

The "**Curtain-Up Education Series**" (**CUES**) at Yavapai College Performing Arts Center provides free, interactive performances that cater to kindergarten through twelfth grade students in Yavapai County. The programs are curriculum-based and coordinated with administrators and teachers to foster impactful arts experiences. The teachers and students have fun while they learn about science, math, history and the stimulating adventures in literature.

Mission

To present culturally diverse, live performing arts and educational experiences that inspire audiences and artistically transform our community.

Vision

To make Prescott a destination where artists perform, live and create new work in a community that fosters a lifelong relationship with the arts.

OUR STAFF

Executive Director

Dr. Craig Ralston

Technical Director

Mitchell Pietz

Patron Services Manager

Kate Howell

Patron Liaison Specialist

Ryan Gastonguay

Stage Manager

Luke Thesing

Front-of-House, Ticket Office

Concession, Business Operations Manager

Susan Youngblood

Box Office Specialist

Maria Forte

Volunteer Coordinator

Amy Viscito

House Managers

Nancy Clark

Sulekha Shah

Jim Welch

Georgia Dohleman

VOLUNTEER POLICIES

Before, during, and after performances, the most visible reflection of the spirit of patron service at the Yavapai College Performing Arts Center is the Front of House Volunteer Staff. It is from you that the first impression of the YCPAC is received. Our patrons' welfare, comfort, safety and enjoyment of the theater are your primary concerns. Volunteers of the YCPAC will at all times behave in a welcoming, courteous, respectful and helpful manner. Volunteers are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred to as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common-sense application of the principles contained in this guidebook will ensure that you, our staff, and our patrons have the best possible experience at YCPAC.

Physical Requirements:

Volunteers have responsibilities in dealing with the public that we believe can best be handled by adults or very mature teenagers (that are high school-aged or older). In addition to providing for the safety and comfort of the audience, you are required to be physically able to climb stairs, stand for long periods of time, open heavy doors, etc.

Dress:

Volunteers represent YCPAC to the public and should be *dressed in a professional manner* that would reflect positively upon the Center and the event. Specifically, volunteers should "dress up" in BLACK & WHITE in a manner appropriate to the event. *Black pants/knee-length skirts or longer, white or black blouses for women and white or black collared shirts for men. **Black, closed toed shoes are required.*** Please insure that attire is freshly pressed. Appearance is so important to the Center that volunteers who arrive in attire that is inappropriate will not be permitted to assist. Inappropriate attire includes jeans, t-shirts, ball caps, tennis shoes, flip-flops or otherwise sloppy/overly casual dress. **If you require reading glasses, please have them with you for the evening's performance.** Your inability to read tickets because they were forgotten slows the process down and makes it difficult to do your duty properly.

Arrival Time:

Volunteers report to the House Manager 1 hour 30 minutes before the event start time. At this time, you will receive training and instructions as well as position assignments. **Please be on time!** Before we can open the house for the audience, all volunteers are required to be in place depending on the number of tickets sold – **your promptness is important.** We are counting on all confirmed volunteers for an event to be there. If there is an emergency that forces a volunteer to cancel at the last moment, she/he shall notify the Ticket Office Manager **at least three hours before curtain time.**

Ticket Office Manager: Susan Youngblood

Office: (928) 776-2244

Volunteer Line: (928)776-2061

pacvolunteers@yc.edu or susan.youngblood@yc.edu

Where to Report:

ALL volunteers *must park in the general parking area* and report to the house manager in the lobby. Please do not take the parking spaces closest to the theater, as those should be reserved for our older patrons. The box office will be secure and you may leave your purses, coats, sweaters, and other items in the box office cabinet. Please locate your nametag and be ready for your pre- show briefing. It is important to have all volunteers briefed and in their assigned area one hour before the event when patrons are allowed in the building.

Pre-Show Briefing:

The House Manager will inform volunteers of their event assignments, who is Lead for assigned areas, approximate length of program as well as intermission, whether or not there will be merchandise, any Meet/Greets or receptions following the program, and any other important information the the show. The importance of this volunteer briefing cannot be overstated. All volunteers, even if experienced, are expected to attend the full briefing. You should study or run through the House floor plan and seating arrangement in the area you will be working. Be prepared to go directly to your assigned post immediately following the briefing. Always familiarize yourself with the emergency exits closest to you and review the emergency exit plan for your area.

Volunteer Responsibilities:

The House Manager will assign volunteer responsibilities prior to the event and reveal all pertinent information concerning the show. Responsibilities include taking tickets, handing out programs or other printed materials, helping patrons to their seats, spotting empty seats, monitoring outside entrances, opening and closing the entrance doors, answering questions, giving directions, leading in emergency evacuations, dealing with medical emergencies, and assisting clearing debris from the theater after the event. It is important that all volunteers know the details of their assigned posts and follow the instructions of assigned team leaders. You are important in the Emergency Evacuation procedure and it is important that you be able to fulfill your responsibilities. **If you are signed up to work, you are expected to be at the event the entire time.**

Watching the Event:

Volunteers *have a job to do*, and their primary purpose for being at the event is to perform these duties, *not to be a member of the audience*. **Volunteers will be working during the entire event, not just for the first few minutes.** You are welcome to watch the event from their positions as long as this does not interfere with your responsibilities. Please, no food or drink while performing duties.

Intermission:

During intermissions, volunteers must return to their posts to monitor doors, answer questions, assist patrons to seats, etc.

After the Event:

At the event end, volunteers will return to their posts and assist patrons with doors and exiting the theater. Check the theater after the event to pick up lost items, and bring items to the Box Office in the lobby. When the theater has emptied, please check out with the House Manager. You will then be released for the evening.

Emergency Procedures:

If an emergency is spotted, **the volunteer has two responsibilities:** (1) deal with the immediate emergency as the situation dictates, and (2) inform the House Manager or Box Office staff and ask for assistance if needed.

House Rules:

Volunteers must be familiar with the YCPAC's "Theater Etiquette for our Audiences," and should insure that patrons are following them. These rules are intended to enhance the experience of all our patrons, to insure the safety of patrons and performers, and to protect our theater from damage. As a volunteer, should you see someone not complying with these rules, you should politely ask them to comply. If any problems arise, please see the House Manager for assistance.

Theater Etiquette for Patrons

Yavapai College Performing Arts Center staff asks our patrons to observe the following "House Rules," which are intended to enhance the experience of all patrons.

- **FLASH PHOTOGRAPHY IS NEVER PERMITTED IN THE THEATER:** Flashes are distracting to performers on stage, and create a safety hazard by causing temporary blindness.
- **SOUND RECORDINGS ARE NOT PERMITTED IN THE THEATER:** Due to copyright laws, patrons may not record a performance without express permission of the performers and prior arrangements with the YCPAC staff.
- **SMOKING IS ONLY PERMITTED IN DESIGNATED OUTSIDE AREAS AT YAVAPAI COLLEGE.** There is an area specified for smoking outside on the north patio located 25 feet from the side door.
- **BEEPERS, CELL PHONES, VIDEO RECORDING, TEXTING AND TWEETING ARE NOT PERMITTED DURING A PERFORMANCE.**
- **GENERAL AUDIENCE DECORUM:** A performing arts theater is a different venue from a school gym, arena or movie theater and has a different purpose. Audience members are considerate and respectful of each other and show their approval and appreciation of the performance at appropriate times through applause and positive verbal response. Hats are removed during performances; seats are not crawled over nor are feet placed on top of seat backs.
- **YOUNG CHILDREN MAY NOT BE LEFT UNATTENDED, NOR SHOULD THEY BE PERMITTED TO CREATE DISTRACTIONS:** If necessary, ushers may have to ask a parent or guardian to kindly take their child to the lobby.
- **LOST AND FOUND:** All found objects will be kept in the YCPAC Ticket Office overnight and then delivered to the Yavapai College Security Office within 24 hours.

VOLUNTEER JOB DESCRIPTIONS

HOUSE MANAGER: The House Manager is in charge of volunteer briefings prior to the event, assigning positions, assisting patrons in wheelchairs, answering questions, solving problems, and generally assisting wherever needed. The House Manager is also responsible for remaining in the lobby 30 minutes after the show has started to seat latecomers, as well as monitoring the lobby lights and video screens. At their discretion, they may ask another volunteer to assist. If a volunteer needs assistance, seek the House Manager first. If they are unavailable, please ask Box Office personnel.

GREETERS: Greeters will be positioned in the main lobby. The greeters are among the first ambassadors that patrons meet. Please greet them with a smile, a “welcome to the theater” or an “enjoy the show” type of comment. Their duties will be to greet the patrons, direct those patrons who already have tickets to the entry that is most convenient for their seat assignment. For those patrons who need to purchase tickets or pick them up, please direct them to Will-Call or the Box Office. Greeters will also inform House Manager or Box Office Manager of any latecomers coming across the parking area. After the show begins, the greeters may sit in a designated seat assignment selected by the house manager.

TICKET TAKERS: Ticket takers are positioned at the lobby doors. You may be outside doors so have a jacket available. Duties include scanning, tearing, or taking tickets, verifying that the tickets are for that day’s event. In addition, ticket takers are the first ambassadors of the theater that patrons meet. Please greet them with a smile, a “welcome to the theater” or an “enjoy the show” type comment. Ticket takers will assist to remove all obstacles (stanchions) in the lobby once the performance has begun. After the show begins, the ticket ushers may sit in an open seat near the theater door. Your responsibility is to assist patrons up/down the side stairs along the side of the theater during the performance.

INFORMATION/PROGRAM ATTENDANTS: One program attendant will be stationed at each side of the house. They will hand out a playbill or performance program to each patron and direct him or her to an usher for seating questions. Again, please greet patrons with a smile, a “welcome to the theater” or an “enjoy the show” type comment. (Once the lights go down to prompt the beginning of the show, the program ushers should close the inside and outside theater portal doors. After the show begins, the attendants may sit in **assigned usher seats**).

HOUSE USHERS: Three to four ushers will be stationed by the house doors on each side of the theater. They should work in a rotating team fashion. If one is accompanying a patron to their seat, the others should be assisting the next person. Ushers should help direct patrons to their appropriate seats; assist people up and down the stairs and direct people to the side ramps for easier entering/exiting. More importantly, once a show begins ushers should be seated near the doors with a flashlight to escort latecomers to available seats, to catch the door from closing noisily, and to keep an eye on the patrons in their section in case of an emergency. Ushers may sit in an assigned seat selected by the house manager. Ushers may alternate sitting for fifteen minutes while another usher stands at house door to assist patrons. *Please be aware that no one is allowed to sit on the stairs, nor are there any objects allowed to block the area (walkers, strollers, wheelchairs).* Again, please greet patrons with a smile, a “welcome to the theater” Ask **“May I see your ticket?”** not *“Do you need help finding your seat?”* and please escort patrons to their seat rather than pointing to the location.

****REMINDER:** *Front of House Volunteers **have a job to do**, and your primary purpose for being at the event is to perform these duties, **not to be a member of the audience or visit with friends**. Volunteers will be working during the entire event, not just for the first few minutes. You are welcome to watch the event from your position as long as this does not interfere with their responsibilities. Please no food or drink during volunteer duties.*

MEETINGS, SCHEDULES, COMMUNICATION

Orientation/Welcome Back: (Yearly)

Volunteer Orientation will be held in the fall prior to YCPAC season starting. **All volunteers must attend orientation before volunteering.** Volunteers will be brought up to date on any changes at the YCPAC, introduced to staff and other volunteers, and recognized for volunteer efforts.

Emergency Action Plan/Training: (Annually or Bi-Annually if needed)

The YCPAC has an Emergency Action Plan (EAP), which all staff and volunteers must complete. This plan is for the protection, safety, and well-being of the staff, volunteers, and patrons of the YCPAC. It identifies necessary staff and volunteer actions during fire and other emergencies.

Education/Training must be provided so that all staff/volunteers know and understand the EAP. A copy of this plan will be made available to all staff and volunteers. A copy will also be maintained at the Ticket Office. Annually a mock emergency will be staged to train staff/volunteers. This training will be in association with the Yavapai College Campus Security.

Volunteers will be requested to complete CPR and AED training.

**We hope you enjoy being a YCPAC Volunteer.
Thank you for your dedicated service!**

YCPAC Sample Tickets



YCPAC Seating Chart



