

# Arts Partners

## VOLUNTEER POLICIES AND PROCEDURES MANUAL



**EACC Fine Arts Center**

*East Arkansas Community College appreciates the “Arts Partners” who comprise a volunteer team which consists of those in EACC’s service area who take pride in being an integral part of bringing arts enrichment to Eastern Arkansas.*

**MISSION:**

East Arkansas Community College will become a pervasive cultural force in promoting cultural and artistic awareness and appreciation through concerts, showcase performances, artistic series, special events, community engagements, facility rentals and educational programs.

**VISION:**

To transform and enrich the lives of the citizens of Eastern Arkansas by offering diverse cultural, artistic and educational opportunities.

**CONTACT INFORMATION**

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## GUIDELINES

The following is a brief list of general policies and guidelines for volunteers for the EACC Fine Arts Center.

- **PATRONS FIRST:** Volunteers will maintain a “Patrons First” attitude at all times. Volunteers shall not eat or drink while patrons are present or when working special events. Volunteers should never cross over a patron to sit at a performance. Volunteers are the “face of the Center” and should always present a professional appearance.
- **TRAINING:** Before working an event, all volunteers must attend an annual informational training session. Attending the session is mandatory to ensure that all policies and procedures remain accurate and consistent, and that all volunteer information is up to date.
- **PROMPTNESS:** Arriving on time for your volunteer assignment is imperative. Please contact the Arts Center Manager if you need to arrive later than your scheduled time. Don’t arrive TOO early, however, as staff members will be busy preparing for the show or event for which you are volunteering.
- **ABSENTEEISM:** When a volunteer is a “no show” it affects our ability to provide the highest quality service to our patrons. Should you be unable to fulfill your volunteer commitment, it is your responsibility to ask a trained volunteer to serve in your place. Please let either the Arts Center Manager know the name of your replacement. (We understand that emergencies arise, but always appreciate advance notification, if possible).

## **WELCOME TO THE EACC FINE ARTS CENTER**

Thank you for your interest in volunteering at EACC Fine Arts Center. The Center is 33,000 square feet with a seating capacity of 1,136 with 13 of these as wheelchair access areas. This handbook contains general guidelines and is designed for your reference.

### **HOUSE RESTRICTIONS**

#### **Phones, Beepers and Alarm Watches**

These devices must be silenced prior to the performance.

#### **Weapons**

Weapons are not permitted on the EACC Campus. If you are aware of someone carrying a weapon, contact Security.

#### **Photography and Recording**

The taking of photographs and the use of recording devices may be prohibited in the Theatre for some events. If a patron is taking pictures, politely state, "I'm sorry, but taking pictures for this event is prohibited." Contact Security if someone refuses.

#### **Smoking**

The campus of East Arkansas Community College is a tobacco-free environment. If a guest is smoking, politely state, "I'm sorry, but smoking is prohibited on campus." Contact Security if someone refuses.

#### **Emergency Exits**

These exits are to be used in the case of an emergency only. Patrons may not exit the fire doors to talk on phones, check the weather, etc.

#### **Food and Beverages**

Food and beverages are not allowed in the Auditorium.

#### **Restricted Areas**

There are several restricted areas where neither patrons nor volunteers are permitted:

- On Stage
- Back Stage
- Sound or Projection Booth
- Ticket Office (Unless assigned)
- Handicapped area (except with proper ticket designation)



**EACC Fine Arts Center**

## **VOLUNTEER BENEFITS**

- Viewing a performance is a benefit but not a guarantee. Volunteers may sit if there are open seats in the back of the auditorium but may not cross over or sit in front of a patron
- Opportunity to purchase tickets before public sale
- Recognition reception for volunteers
- Further the outreach of the *Arts* in this area
- Volunteers assisting in areas related to the performance may be allowed to participate in benefits awarded to Arts Partners

### **Volunteers must:**

- Be 18 years of age or older
- Have a positive attitude and conduct themselves with courtesy and consideration
- Have a helpful friendly demeanor and be able to deal with a cross-section of personalities
- Attend an annual orientation session
- Be able to work all levels of the Theatre and able to evacuate the building in an emergency
- Remain calm in stressful situations
- Follow Theatre guidelines and accept supervision graciously, with a willingness to perform various tasks or positions as assigned
- Have a working knowledge of the Theatre (seating, amenities, Theatre layout and restrictions)

## **DRESS CODE**

It is important that volunteers always dress in uniform so that patrons may easily recognize you as a member of the EACC staff.

### **For Ladies:**

- Solid black slacks or skirt
- Black shoes (no open toe)
- If desired: natural tone or black hosiery (no patterns please)
- Plain white, long-sleeved shirt or blouse with a collar (so that a bow tie can be worn in a traditional manner). No button-down collars. Shirts must be tucked in
- Please, no denim, leather, leggings, shorts, mini-skirts, or blouses with ruffles or trim
- Volunteer nametag
- Volunteers will provide their own small flashlight

### **For Men:**

- Solid black slacks
- Black shoes (no open toe)
- Black socks
- Plain white, long-sleeved shirt with a collar (so that a bow tie can be worn in the traditional manner). No button-down collars. Shirts must be tucked in
- Please no denim, leather or shorts
- Volunteer name tag
- Volunteers will provide their own small flashlight

## COMMON VOLUNTEER POSITION DESCRIPTIONS

**Meet & Greet/Information:** Volunteers will be located at the two main entrances for patron assistance and directions. They will be the information specialists and will direct patrons (if needed) to the restrooms, Ticket Office, coat check, Auditorium entrances (ushers/ticket takers), Art Gallery, and/or the Black Box Theatre.

**Ushers:** Ushers will be in charge of showing patrons to the correct place in the Auditorium/Banquet Hall. They will have the knowledge and understanding of the layout of the venue for each specific production. If the Banquet Hall is in use, ushers will assist patrons to their table. If the Auditorium is in use they will assist patrons to their seats. If needed, they will assist patrons who have disabilities. They will also be in charge of programs at their stations.

**Ticket Takers:** They will be in charge of collecting and/or scanning tickets as the patron enters the Auditorium/Banquet Hall. Once the production is complete they will return the scanner/ticket stubs to the Ticket Office.

**Coat Check:** Volunteers will be located in and near the Coat Check Room to assist patrons with their coats, hats, scarves, and other outerwear. They will check the articles of clothing with a ticket and hang on a hanging rack in an orderly manner. The clothing will receive a ticket and the patron will receive a ticket.

**Will Call/Ticket Office:** Volunteers will be located in and near the Ticket Office to assist Patrons by selling, printing, and dispersing tickets to patrons. They will be properly trained to work the Vendini ticketing system and must be experienced before selling tickets the night of the production.

The Will Call area will be set up in the Lobby or at the Dutch door of the Ticket Office where that volunteer will dispense tickets to the correct patrons by checking their ID. Some tickets will require signatures and the volunteer will be responsible for collecting these. All signatures will be turned in to the volunteer in the Ticket Office.

**Art Gallery Assistants:** Volunteers will be located at, or near, the entrances to the Art Gallery to assist patrons with information about the exhibition. Informational flyers will be available for patrons. Volunteers will assist those with disabilities and insure the safety and protection of the art. The Art Gallery assistant will work during normal business hours when artwork is displayed and during productions.

**Office Assistants:** They will assist during regular business hours with office requirements. Often times they will help with marketing campaigns, such as, stuffing, addressing, and stamping envelopes, writing letters, filing, data entry, collating, or transporting mail.

**Other:** If a volunteer wishes to help in fields not listed they may do so with equal rights, privileges, and training in their desired field. Please let management know of specialty fields.

## ARRIVING FOR A SHOW

**ARRIVE ON TIME:** The call time or arrival time for volunteers is generally one (1) hour before starting time.

- ✓ Sign in & pick up your vest, identification badge & bow tie.
- ✓ It is recommended that you keep personal items brought to the Theatre to a minimum.

- ✓ A briefing will be held before each show. Changes may be necessary due to cancellations or alterations in the performance. It is imperative that all volunteers be present for the show briefing. Depending upon the performance, volunteers may be allowed to work if the briefing is missed.
- ✓ After the briefing, proceed with the Arts Center Manager to your assigned area. The Arts Center Manager will make emergency exit, aisle or floor assignments and give further instructions.

## **WORKING A SHOW**

### **Before the Show**

- ✓ Before patrons enter the building, check emergency exits making sure the exits are not blocked, become familiar with the seating pattern (row and seat numbers) and Theatre amenities in your area; help staff programs as needed.
- ✓ All volunteers will be positioned at their assigned area to assist the patron. Ushers please stand outside your assigned door.
- ✓ Meet & Greet/Information will assist Patrons in information of restrooms, Will Call/Ticket Office or to the Auditorium entrance.
- ✓ Most volunteers are expected to stay the full length of a show. This is necessary for the safety of our patrons. Some exceptions may apply
- ✓ Auditorium doors are to remain closed during this time.

### **Seating Patrons**

- ✓ Patrons are allowed to enter the building 45 minutes before a performance begins.
- ✓ Doors to the Auditorium will open 30 minutes before the performance.
- ✓ Ticket Takers will scan each ticket as the patron comes to the door. Check the ticket stub for the following:
  - Show title
  - Date and time of the performance
  - Grand Orchestra, Orchestra, Gallery
  - Row designation & seat number
- ✓ Ushers: Ask to be of assistance. If the patron indicates a need for help, offer a program while the Ticket Taker is checking their ticket stub.
- ✓ Always extend the courtesy of escorting a patron to their seat. Simply pointing is not sufficient. Always use your full open hand to direct a patron. A friendly “May I help you?” is appropriate and appreciated.
- ✓ All guests must have a ticket for a seat regardless of age.

### **Seating Latecomers**

- ✓ Ushers should politely ask late patrons to remain in the Lobby until an appropriate break in the performance. At the appropriate time, the latecomers may be seated. This is where your flashlight is a must.

### **Duplicate Tickets**

Occasionally, you may have two parties of patrons with identical tickets. Handle duplicate tickets in this manner:

- ✓ Check the tickets of the patrons already seated against the tickets of those who have just arrived. Make sure the tickets are indeed duplicates; check the performance date, time, section, row, and seat number.
- ✓ Please do not use the word “duplicate” to the guest. Simply say, “I’m sorry there appears to be a problem with your tickets, but please let me verify this with my supervisor.”
- ✓ If the tickets are duplicates, ask the seated patrons for their tickets. Take these tickets and escort the second patrons with their tickets to the Arts Center Manager who will double-check the tickets and will intervene at this point.

### **During the Show**

Please be reminded watching the show is a perk! It is encouraged but not to the exclusion of your duties. Seeing the performance is not a guarantee, and it should not be a primary expectation while working. Remember, you are not a part of the audience, but are offering service as an official representative at all times.

- ✓ Please remain mindful of the audience during a performance. You are there to catch potential problems before they are underway or as they develop. It is imperative that you remain in your assigned area.
- ✓ When seating ends, please refrain from repeatedly going in and out of the Auditorium or talking inside of the Auditorium. These things top the list of patron complaints!

### **Intermission**

- ✓ Open the Auditorium doors when the House lights come on and stand by your assigned door.
- ✓ Be alert for ticket jumpers (patrons moving into better or more expensive seats). Patrons should remain in the seat they purchased. Volunteers are unable to allow patrons to change seats.
- ✓ Be courteous when requesting patrons to discard their open drinks before entering the Auditorium (bottled water is allowed).
- ✓ Please remain at your door until the House lights are dimmed. At this time, close the Auditorium doors for the start of the second act.

### **After the Show**

- ✓ At the end of the performance, return to your assigned area. If patrons wish to leave before the performance ends or during curtain call, stand to one side and allow them to pass. Doors must remain closed until the House lights come on. When the House lights come on, open the doors and remain standing.
- ✓ As the House clears, check your area for lost articles. If any items are found, take them to the lost and found located in coat check. Pick up usable programs and return them to the proper location.
- ✓ After completing your assigned duties, return your vest and bow tie.