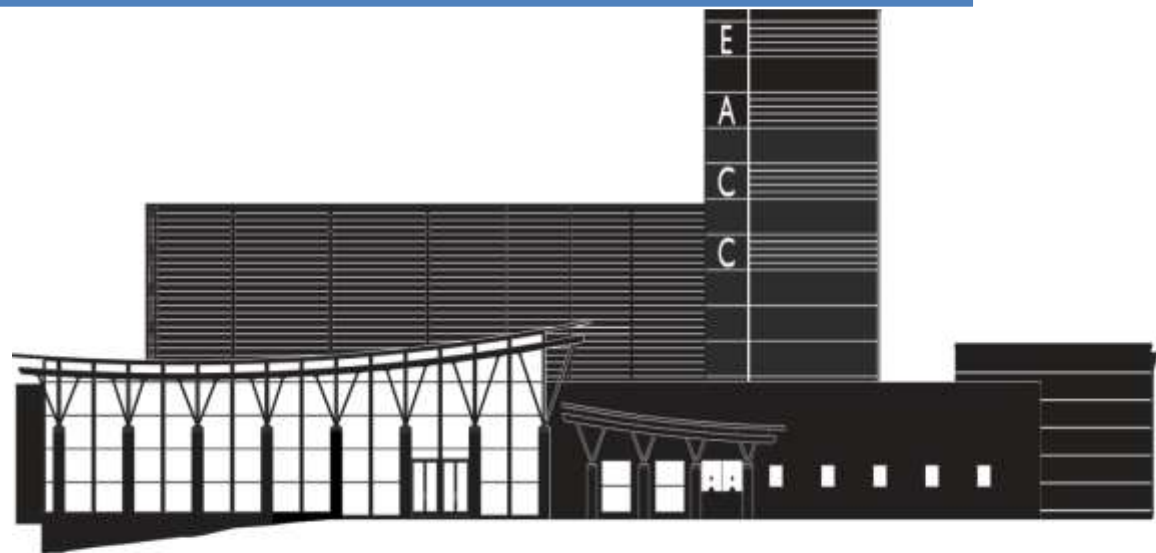


Arts Partners

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 or sit in front of a patron. Volunteers are the “face of the center” and should always present a professional appearance.
- **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 please inform the Arts Center Manager. (We understand that emergencies arise, but we must have advance notification.)
- **TRAINING:** Before working an event, all volunteers must attend an annual informational training session. Attending the session is mandatory to ensure that all policies, procedures, and emergency procedures remain accurate and consistent, and that all volunteer information is up-to-date.
- **EMERGENCY STATIONS:** All volunteers are to familiarize themselves with their duties and positions in the case of an emergency. An Emergency Handbook will be given to all volunteers along with their designations.
- **FLASHLIGHTS:** All volunteers are required to have a small flashlight. A pen light or a small beamed “Mag-light” is acceptable. Use it in a manner that will light a pathway or direct a patron. It should always be pointed at the floor. Never point it into the patron’s face you are assisting or any other patron’s.

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 the Arts Center Manager.

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 the Arts Center Manager 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 the Arts Center Manager or Security if someone refuses.

Emergency Exits

These exits are to be used in the case of an emergency only. Patrons may not exit these doors to talk on phones, check the weather, etc. Examples are the North Lobby Doors and the backstage hallway doors.

Food and Beverages

Except for bottled water, 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 spaces (except with proper ticket designation)

Handicapped Seating

There are 13 wheelchair accessible areas: 5 spaces in the Auditorium and 7 in the Banquet Hall. No one may sit in these places unless they are in a wheelchair. In the case of a sellout, the

Arts Center Manager will determine if chairs can be placed in these areas for non-handicapped patrons.

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
- Recognition reception for volunteers
- Further the outreach of the *Arts* in our area

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 handle a cross-section of personalities
- Attend an annual orientation and emergency procedures 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)
- Shirts must be tucked in
- Please, no denim, leather, leggings, shorts, or mini-skirts
- 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)
- 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 in the South Lobby 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 their correct seat(s) 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 (if available) 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 underway 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, umbrellas, 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.

Dependent upon the Performance: the Will Call area may be set up in the South Lobby, under the exterior portico, or at the Dutch door of the Ticket Office where that volunteer will dispense tickets to the correct patrons by checking their ID.

Art Gallery Assistants: Volunteers will be located near the entrances to the Art Gallery to assist patrons with information about the exhibition. Informational flyers may be available for patrons. Volunteers may assist those with disabilities and insure the safety of the art.

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 the Arts Center Manager know of any specialty fields you wish to pursue.

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.

- ✓ After the briefing, proceed 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 or cracked open, become familiar with the seating pattern (row and seat numbers), and handicapped areas.
- ✓ All volunteers will be positioned in their assigned area to assist the patron. Ushers please stand near 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.
- ✓ Patrons are allowed to enter the building 1 hour before a performance begins but the Auditorium doors are to remain closed during this time.

Seating Patrons

- ✓ Doors to the Auditorium will usually open 30 minutes before the performance. Verify with the Art Center Manager before doors are opened.
- ✓ Ticket Takers will scan or tear each ticket as the patron comes to the door. Check the ticket stub for the following:

- Show title
- Date and time of the performance
- Row designation & seat number

- ✓ Ushers: Ask to be of assistance. 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 patrons must have a ticket for a seat regardless of age.

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 intervene at this point.

Seating Latecomers

- ✓ Dependent upon the performance there may be late seating restrictions. Volunteers will be notified of this during their briefing.
- ✓ 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!

During the Show

Seeing the performance is not a guarantee, and it should not be a primary expectation while working. Remember, you are not 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.
- ✓ Patrons and volunteers must use the double set of doors when entering or exiting the auditorium.
- ✓ The doors in the Banquet Hall area should NOT be used.

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 alert for patrons trying to enter or exit the North Lobby doors.
- ✓ Be courteous when requesting patrons to discard their open drinks before entering the Auditorium (bottled water is allowed).
- ✓ Please remain in your assigned area 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, direct them to the double doors. 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 ticket office. Pick up usable programs and return them to the proper location.
- ✓ After completing your assigned duties and verifying that patrons have safely exited the Fine Arts Center, return your vest and bow tie.

Thank you all for being part of the advancement of the arts!
Have a great season!