



Volunteer Usher Packet 2013-2014 Season

Greetings!

Thank you for your interest in volunteer ushering at the San Francisco Playhouse! We absolutely could not do what we do without your generous gifts of your time and energy. This packet should contain all of the information you need to get started, you should've also received a link to access VolunteerSpot which allows you to schedule shifts with ease! If you have any questions, please don't hesitate to email us at usher@sfplayhouse.org Welcome to the family!

Cheers,

Kirk

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Dori

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VOLUNTEER RESPONSIBILITIES

1. Arrive 1 hour and 15 minutes before curtain, check in with the Box Office or Front of House manager. You may leave your things in the Box Office, where they will be secure during the performance.
2. You'll receive a quick briefing regarding how full the house will be, whether we'll be using the balcony, special groups etc.
3. Then you'll be assigned to one of a number of stations:
 - a. Lobby Greeter- Pass out programs and welcome patrons just inside the lobby doors, assist patrons with finding restrooms, water fountain, bar, etc.
 - b. Theatre Door- Scan patron's tickets as they enter the auditorium. Make sure they're in the right place/date, etc. Then direct to appropriate aisles.
 - c. Usher- Assist guests with finding their seats in either the orchestra or mezzanine sections.
 - d. VIP Lounge- Stand by the VIP doors to ensure that only invited guests enter the lounge. Also provide assistance to Lobby Greeters.
 - e. Other positions as required.
4. After assisting at your assigned position for approximately one hour, you'll be directed to find available seats in the theatre. Seating is at the discretion of house management. Enjoy the show!
5. If there is an intermission- we will ask you to return to your assigned posts to answer questions, etc. You can coordinate with your fellow ushers to take a restroom break.
6. Following the performance, we'll ask you to assist with cleaning up the auditorium and you'll be released for the evening by the Bartender/House Manager.

GENERAL POLICIES

- Dress Code- Beginning with this season, we will ask volunteer ushers to wear ALL BLACK while working. No jeans or t-shirts, please use your best judgment and wear something "nice."
- You are welcome to half price non-alcoholic beverages and snacks to enjoy during the performance, however volunteers are prohibited from drinking alcohol during their shift.
- No cell phone use, eating, drinking, or chewing gum while working.
- Please bring a small flashlight to help with seating and in case of emergency.
- You MUST stay after the performance to assist with cleaning the auditorium, not doing so may result in being asked not to return.
- San Francisco Playhouse reserves to ask Volunteer Ushers not to return should they not follow policies, repeatedly show up late, or for any reason deemed appropriate by management.

IN CASE OF EMERGENCY- Should there be a power outage, earthquake or other emergency that requires stopping the performance or evacuating the auditorium- we will depend on you to assist in that process. Please be sure that you know the location of Fire Exits, etc. The House Manager will be happy to point them out to you if you're unaware.

SCHEDULING A SHIFT:

1. Use the link provided by us to access sign-up for the current show. NOTE: EACH SHOW WILL HAVE AN INDIVIDUAL SIGN-UP LINK.
2. Enter your email address twice and click 'Submit'.
3. A Calendar will open up showing all of the dates available, select a date.
4. Click 'Sign Up Here' then use the +/- to indicate the number in your party, then click 'Save and Close' at the lower right.
5. The system will ask for your first and last name, enter it. (If signing up 2 or more, format like so- First: 'Tennessee and Stephen' Last: 'Williams and Sondheim')
6. **MAKE SURE TO** uncheck the box that reads "I want to receive special offers from VolunteerSpot sponsors" *You'll only have to worry about this the first time you use VolunteerSpot.*
7. Click the large CONFIRM button at the top of the calendar, then click CONTINUE towards the bottom of the next page.
8. You're done! You'll land on a page that will confirm your commitment and even give you easy links to add the shift to your Google, Outlook, or Apple calendar. You'll receive an automated email confirmation immediately, which will also contain a link allowing you to change or cancel your commitment. VolunteerSpot will also send you an automated reminder two days before your shift!

Scheduling Policies

- *Changing/Canceling:* Whenever possible, always try to stick with the date you committed to originally. If you must cancel a date, please make every attempt to do so sooner rather than later so we can plan accordingly and sign up for another date if you're at all able. *Your email confirmation provides a link allowing you to "Change your Commitment"*
- *Scheduling by Phone:* Due to the small size of our staff, we can no longer accommodate scheduling requests via phone. Should you not have regular email/internet access- please find a "buddy" who can assist with setting up shifts for you.
- *No-Shows:* Should you schedule a shift and not show up without contacting us, or repeatedly arrive late, we reserve the right to ask you not to return as a volunteer.

