



House Volunteer Manual

Introduction

Volunteers are the life-blood of the Holly Theatre. We so appreciate the hours of dedicated service you folks provide us. It is hard to image where this theatre would be without our core of volunteers. Thanks to you all!

Because patrons often cannot distinguish employees from volunteers, it is important that we all operate following the same guidelines. This manual is intended to be a helpful guide and answer questions for existing and new volunteers.

Dress Code:

When in doubt, black slacks/black skirt with a white or light colored top is always appropriate. Comfortable black shoes are recommended. Sometimes we will throw in a splash of theme for the show we are doing. Obviously a "professional", neat, and clean appearance is requested to make the best possible impression on our patrons. "Volunteer" badges will be distributed to volunteers for that one night, and it is necessary that we retrieve the badges before you leave. This helps keep our costs down for replacement.



Expectations:

We strive to have a professional, yet friendly, atmosphere for our patrons. Patrons should be greeted warmly, treated with respect, and served enthusiastically. Patrons are our guests (paying guests) and their comfort is our utmost concern. We have formulated a few "house rules" to enhance the positive experience for our guests:



- Please report to the Holly at the specified time to meet the Team Leader and other volunteers helping with the show.

- Unless arranged in advance with the Team Leader, please stay at the Holly for the entire production and assist in the cleanup of the lobby and the theatre once the patrons have left. If you are doing Taking Tickets or Ushering, it is not necessary for you to stay for the duration.





- Please refrain from drinking or eating anything behind the concessions counter when working concessions. It is especially important to refrain from drinking beer or wine in front of our paying patrons, no matter what station you are working. If you wish to purchase an adult beverage, you are free to do so, but wait until the show has started and all of the patrons are seated. Please note, only soft drinks are free to volunteers and no free drinks are to be dispensed to non-working volunteers (family members, etc).

- If you wish to watch the production, please find a seat and stay seated until intermission. It is very distracting to the performers for the lobby doors to be opened and shut (light bleeds). Also, if seated in the theater, refrain from talking. I know this seems obvious, but we have had issues in the past.

- Our theater is not sound proof and the lobby area is completely open to the balcony, so please be mindful if you remain in the lobby during a production, keep your voice low or step out front for conversations.

- We are always searching for new ways to enhance the theatre experience for our patrons, so please do not hesitate to make suggestions. You can e-mail ExecutiveDirector@HollyTheater.com



- One can never have enough volunteers. If you have friends, family members, or neighbors who might wish to lend a hand, please have them log on to our volunteer registration site at: <http://hollytheater.volunteerhub.com> (note: no "www").

Concession Duties:



- **The Concession Volunteer position requires prior training including credit card processing and cash handling procedures.**
 - Arrive at the theater 1.5 hours before show time.
 - Introduce yourself to the Team Leader and other volunteers helping at this show. Get your "volunteer" badge and put it on.
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- Assist in bringing up items from the downstairs kitchen area to the concessions counter. This may include items such as candy, wine and beer, ice etc.
 - Ensure that all machines and surfaces are clean and the counter is well equipped with napkins, cups, and candy.
 - Ensure proper money count (\$200) is in the money drawer. Count money and initial on the sheet the starting count. If you need to leave the counter unattended during the show (e.g., to get more ice downstairs etc.) lock money in the counter drawer OR put it in the money bag and give it to the Team Leader. Either way, give the Team Leader the key or money bag (whichever is applicable).
 - Concessions volunteers should stay available to sell concessions during the first half of the show and through the intermission. Just before the intermission, return to the concessions stand, check your merchandise, get your money situated, and sell, sell, sell!
 - When intermission is over, count all the money, complete the end count, sign the sheet and place the revenue (any cash above the initial float of \$200) it in the money bag. Give the money bag and the cash drawer to the Team Leader.
 - Once people have cleared the lobby, take whatever unlocked items are left back down to the kitchen and put away. All perishables need to be returned to the fridge. The popcorn machine needs to be cleaned **thoroughly**. This helps the volunteers for the next day's show so all they need to do is fill and turn it on when they arrive. Wipe off the counters and put away all excess supplies. Please ensure the kitchen is lightly cleaned up before leaving the downstairs. Give the candy and other products to the Team Leader to lock up in the storage closet.
 - When the show is over and the patrons have vacated the theater, please go through the theater and pick up trash items. If there are any large messes or spills, please report that to the Team Leader. We ask our volunteers to simply pick up napkins, cups, programs; light clean up. Trash bags can be deposited in the large dumpster at the Mexican restaurant next door — El Jimador. We share the expense of the dumpster with them, so it is fine to use it.
 - If you find any "lost and found" items, please give them to the Team Leader.
 - Please turn in your volunteer badge to the Team Leader.