

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").

Ushering Duties:



- Arrive at the theater one hour before show time.
- Introduce yourself to the Team Leader and other volunteers helping at this show. Get your "volunteer" badge and put it on.
- Make sure you are familiar with both Vendini and self-printed tickets and the seating configuration in the main theatre area and balcony area. Review the example tickets and the seating chart included in this document.
- Ask the Team Leader for your flashlight and a seating chart, if needed. Familiarize yourself with the restroom facilities as well. Check the bathrooms for supplies and cleanliness. Report any items needing attention to the Team Leader.
- If the programs have an insert, please assist in -stuffing" the programs. If not, grab a handful of programs to have ready when seating begins.
- Become familiar with the length of the show: the first half; the length of the intermission; (usually 15 minutes); and, the expected ending time.
- Normally, the doors are opened 30 minutes before the show begins. Assist patrons in locating their seats and provide them with a program. You can also mention to the patrons the locations of the restroom facilities. You may also encourage patrons to indulge in our concessions!
- If a patron is in a wheelchair, and must remain in the wheelchair, push the person in the chair to the "phantom" row "A" - house right. If the person has a ticket in a seat, help them to their seat and then put the wheelchair in the utility room just off the lobby - house left. If more than one wheelchair needs to be stowed, fold them up and try to fit in the utility room or we can also use the box office. Let the patron know where you are stowing the wheelchair or walker.
- If you encounter a seat duplication situation. Please take the duplicate tickets (and tell the patrons you will be back in a few minutes with a resolution) to the Team Leader and explain the problem. Make sure to check the date on the tickets. The Team Leader will resolve the situation with the Box Office and return the tickets to the patron so they can all be seated appropriately.

Ticket Confirmation



INSTRUCTIONS

★ Bring THIS PAGE (or just the ORDER NUMBER) and PHOTO ID to event entrance to exchange for tickets.



ORDER #9065526
GUNTER, TERRI

NEED HELP?

HOLLY THEATRE
(706) 864-3759
info@hollytheater.com

Summary

EMBRACEABLE YOU

SATURDAY APRIL 28, 2012

8:00PM

[Add to Calendar](#)



HISTORIC HOLLY THEATRE - DAHLONEGA, GA

DESCRIPTION	PRICE
ORCH CENTER, ROW:H, SEAT:12 - ADULT	\$15.00
ORCH CENTER, ROW:H, SEAT:13 - ADULT	\$15.00
Service Fee	\$0.00
Delivery Method: Hold at venue box office - Will Call	\$0.00
Complimentary	-\$30.00
Total:	\$0.00

Billing

TERRI GUNTER

*** COMPLIMENTARY ***

AGENT HOLLY T
APR 24, 2012 @ 4:44PM Eastern

ALL SALES ARE FINAL. No refunds or exchanges. In the event of a cancellation for which there is no rescheduled date, a refund for this ticket may be issued at the option of the management.

Venue

HISTORIC HOLLY THEATRE [View Map](#)

69 WEST MAIN STREET
DAHLONEGA, GA 30533

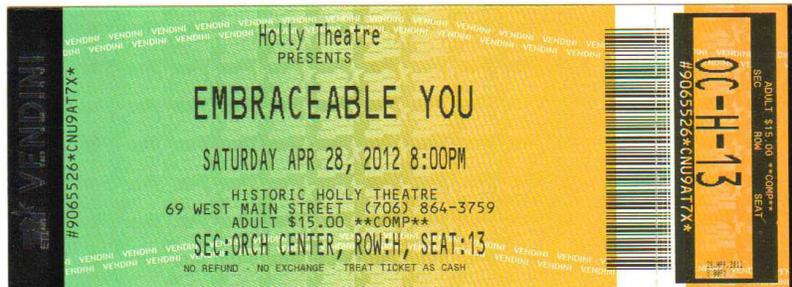
Our theater was built in 1946 just off the square in the heart of historic Dahlonega. With over 750 seats on the main floor and 50 seats in the balcony, The Holly is a wonderful venue for plays, musicals, movies and specialty promotions. We offer regular concessions as well as beer and wine to appropriate guests.

DIRECTIONS

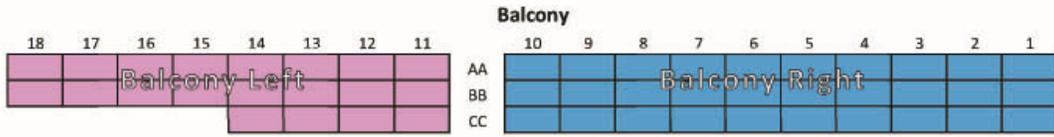
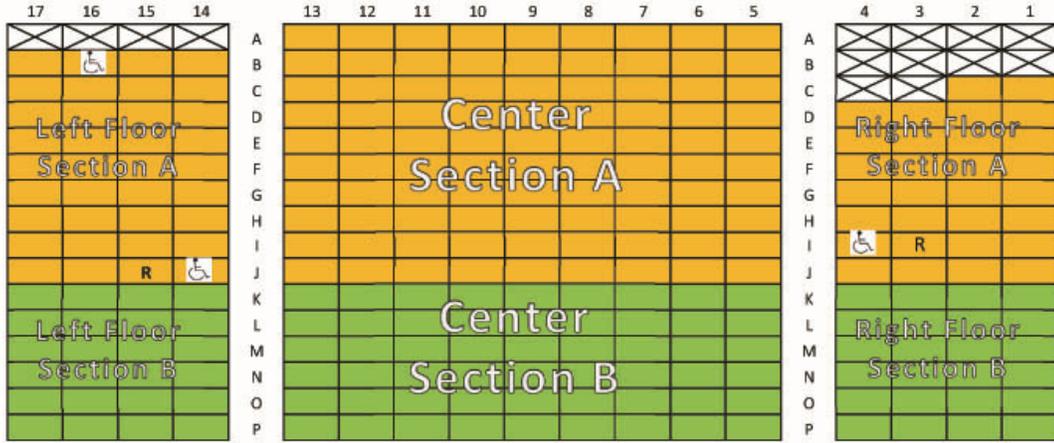
From GA 400N: 11 miles past the outlet mall in Dawsonville, make a left on GA 60N towards Dahlonega. Proceed 5 miles to the downtown square area. Proceed around the gold museum (270 degrees) to West Main Street. The Holly Theater will be on your left.

Conditions of Sale

NO REFUNDS OR EXCHANGES. YOU ASSUME ALL RISK AND DANGER INCIDENTAL TO THE GAME, EXHIBITION, EVENT, OR PERFORMANCE WHETHER OCCURRING PRIOR TO, DURING, OR AFTER SAID SHOW. YOU ASSUME ALL RISK AND DANGER OF BEING INJURED BY THROWN, BATTERED, KICKED, SHOT, ETC. OBJECTS AND YOU AGREE THAT THE MANAGEMENT, ITS AGENTS, AND THE PERFORMERS ARE NOT RESPONSIBLE OR LIABLE FOR ANY INJURIES RESULTING FROM SUCH CAUSES. NO ALCOHOL, DRUGS, WEAPONS, FOOD, OR GLASS CONTAINERS ALLOWED. NO RECORDING DEVICES, STILL CAMERAS, OR VIDEO CAMERAS PERMITTED. NO TRANSMISSION OR AIDING IN TRANSMITTING ANY DESCRIPTION, ACCOUNT, PICTURE, OR REPRODUCTION OF THE EVENT, GAME, PERFORMANCE, OR EXHIBITION. YOU HEREBY CONSENT TO THE REASONABLE SEARCH FOR ALCOHOLIC BEVERAGES, DRUGS, OR WEAPONS. YOU FURTHER CONSENT TO THE USE OF YOUR IMAGE OR LIKENESS INCIDENTAL TO ANY DISPLAY, TRANSMISSION, OR REPRODUCTION OF THE EVENT. MANAGEMENT RESERVES THE RIGHT TO REFUSE ADMISSION OR EJECT ANY PERSON WHOSE CONDUCT IS DEEMED BY MANAGEMENT TO BE DISORDERLY OR WHO FAILS TO COMPLY WITH THE TERMS AND CONDITIONS HEREOF. IN THE EVENT OF A CANCELLATION FOR WHICH THERE IS NO RESCHEDULED DATE, A REFUND FOR THIS TICKET MAY BE ISSUED AT THE OPTION OF THE MANAGEMENT AND MAY NOT INCLUDE ADDITIONAL TICKETING FEES (I.E., TICKETING OPERATIONS FEE, SHIPPING FEES, ETC.).



Historic Holly Theater Main Stage Seating Chart



R = Reserved for Companion of Handicapped Accessible Seat Occupant