

I'd first like to thank you for taking the time to be a volunteer for Casa Mañana. It means a great deal to us that you would take your valuable time and choose to spend it lending us a hand.

AGE REQUIREMENTS:

CHILDREN'S THEATRE - All ushers must be at least 8 years old. Ushers ages 8-12 must be accompanied by adult chaperones and restricted to the concourse/programs duties. Chaperones are responsible for behavior and must oversee usher duties. PLEASE NO CHILDREN UNDER THE AGE OF 8 WHILE PERFORMING VOLUNTEER DUTIES.

BROADWAY SERIES - All ushers must be at least 13 years of age.

HOW YOU CAN HELP

- I. **SIGN UP for a show:** Start by going to our website www.casamanana.org and click on the SUPPORT section. From there you can click VOLUNTEER. The next page will contain a "link" button. This will take you directly to the Casa Manana performances. Look at the days, dates and performance times within that show to choose the performances you would like to volunteer. You will also be able to leave notes or comments when you sign up.

You can volunteer for as many performances as you like. If, for any reason, your request is not available, you will be notified as soon as possible to try and book another date. You can even sign up a group at one time. Just make sure we know how many people are attending from your group.

If you need to cancel your performance date, please go online and cancel your name within 24 hours on the assigned date. This helps the staff to properly prepare for the event.

If you have questions, you can email Philip Smerick at philip.smerick@casamanana.org.

- II. **Dress Code:** All Volunteers are asked to wear nice black pants, slacks or skirt with a white collared shirt or blouse and black shoes. You will be issued a RED VEST at the performance. You may also wear red, black and/or white accessories such as a tie, scarf or headband if you so choose. Please no jeans, tennis shoes (unless they are black), flip flops, tracksuits or shorts.

Special groups such as Girl Scouts or other associations are allowed to wear uniform or sashes to the performances.

- III. **Arrival Time:** Please arrive one hour prior to the show for which you are scheduled. The only exception to this is if you are the parent/guardian/chauffer of a child in the performance and are prohibited from getting here until 45 minutes prior to the performance due to the actors call time. **If for any reason you are running late**, please text or call Philip at **214-674-5648** to let him know you are running behind. Once you have committed yourself to volunteer for a show, you are given an assignment. If you are late or cannot make it for any reason, we need to know ASAP so we can reconfigure and reassign your duties for that particular performance.
- IV. **Check In:** At check in, Volunteers are given their badges. If yours isn't laid out for you, please speak with the Assistant House Manager. He/she will check the file box. If it cannot be found a generic badge that just says "Casateer" will be given to you. If you do not have one with your name on it or yours has been lost or damaged, we will make you a new one. Also, at this time, you will receive your vest and assignment for the evening, as well as a flashlight that you will need to keep with you in case of a power outage or to help late seating. Casa Manana Volunteers may preorder a complimentary soda/water and snack to be picked up at the concession stand during the second half of intermission.
- V. **Duties:** There are three different duties while volunteer ushering. These are **Ticket Scanning, Concourse Directing** and **Section Ushering**. For all levels of duties to be covered fully, we need a total of 16 Volunteers per show. A map of the Theatre seating is on the back of your badge.

A. Ticket Scanning:

1. The Ticket Scanners are the first people the patrons encounter before they enter the Audience Chamber. The Ticket Scanners begin their duties **ONE HOUR** prior to the performance as soon as our Lobby has opened to the patrons. This is why it is imperative that you be on time. You will begin your shift acting as "door guards" either at the North or South set of lobby doors. This is simply to keep the patrons out of the Audience Chamber until the Production and House Staff are ready to open the doors for seating. As you are usually the first to encounter the patrons you are often asked a variety of questions. Most of the answers you will already know. The ones you do not, you will be given by the House Manager or the Assistant House Manager before you begin your duties.

The Frequently Asked Questions are:

- a) When will you begin seating?
- b) Where is the restroom?
- c) Where is the Box Office/Will Call?
- d) How long is the performance?
- e) Will there be an intermission?
- f) Can you take food or drinks inside?
- g) Where do I get a program?
- h) Which side do I go in?

How to read a ticket....

Section Row Seat Title
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Date

Once the House Manager has been cleared by the Production Staff to open the Audience Chamber, the House Management Staff will then open the North and South Lobby doors. Please wait for them to open the doors for you. At this time, you will begin to scan tickets and allow patrons in the Theatre. Should the scanners not be working properly, you will tear tickets. Follow these steps when taking and tearing the tickets:

- i) Read ticket carefully to verify correct show title, day, date and time. As we have multiple performances in this venue, it is imperative that ALL of the previously listed information is correct. If any of this information is incorrect, please ask the patron to go to the Box Office. The Box Office will deal with this issue.
- j) Next, if all information is correct, scan the ticket where the bar code is located.
- k) Tickets may also be located on the guest's phone. Please make sure you scan all tickets located on the phone.

- l) If there are any problems receiving a check mark signal on the scanner, please direct the guests to the Box Office. They will be able to resolve any problems or reprint tickets. Do not send guests into the Audience Chamber if you receive an “X” signal on your scanner. (sometimes you may need to scan a few times in order to receive the check mark signal.) It is important we receive an accurate count for all performances.
 - m) Tell them to “Enjoy The Show!”
2. Once the show is about to begin, House Management will start closing the doors. Please wait to be released before leaving your assigned post (This may last up to 20 minutes). Once released, you may take your seat to watch the performance. **Please, ONLY sit in seats that House Management has designated for you to sit. NEVER sit in Box Seats, Pit Seats or Wheelchair Accessible Seating unless specified by House Management.**
 3. In the event of a power outage, please use your flashlight to return to the doors where you were previously assigned in order assist with lighting and perhaps facilitating an evacuation of the Theatre.
- B. Concourse Directing:** This job is the most important of all the ushering positions. The job of a Concourse Director, if done properly, alleviates the cross traffic inside the Audience Chamber. This is very important as the aisles in the chamber are narrow and do not have much room for cross traffic. As the patrons enter the concourse, it is your job to greet them and direct them to their correct **Aisle of entrance**. You must ask them to see their tickets, then, based on their seating location, determine which aisle is the closest to their seat. This is why you must either use a map to help you OR be VERY familiar with the sections of the Theatre. Usually, if there are enough Volunteers, there will be 2-3 people at each the North and South concourse doors. You must be as specific as possible when telling them which aisle to go to, i.e. “You will be two aisles to your left.” Or “You need to go three aisles over to your right.” The more knowledge you have of the sections and seat numbers, the easier this becomes. Again, every badge has a map on the back.
- C. Section Ushers:** At this point, the patrons are now inside the seating chamber. They should also be in the correct Aisle and location for their seats. At this point, you will look at their tickets, then, if they are in the correct area, guide them to their section, row and seat. You may do this by:

1. Walking them to their section and row. Time may not always allow this but it should be your first choice while seating. This decreases the risk of patrons sitting in incorrect seats.
2. Gesture with your arm to the section and pointing to the row and seat.
3. Tell them that the Aisle letters located on the ends of the rows and that the seats have number labels on them.
4. Be sure you have verbally told them what section, row and seat they have.
5. Make eye contact. This assures they have heard you.
6. If you have someone who is on the wrong side of the Theatre, send them over to the correct section usher.

The section ushers are posted in 4 specific locations within the Audience Chamber.

1. **Aisle 1-** responsible for all of sections 1 & 5 as well as the higher numbered seats in sections 2 & 6 (including box A) and the lower numbers in the Pit seating (rows AA & BB).
2. **Aisle 2-** responsible for the low numbers in sections 2, 6 & 7 and boxes B & C.
3. **Aisle 3-** responsible for the low numbers in sections 3&8, boxes D & E and the higher numbers in section 7.
4. **Aisle 4-** responsible for the Higher numbers in sections 3 & 8(including Box F) as well as all of sections 4 & 9 and the higher number seats in the Pit seating (AA & BB).

Watching the performance: *Volunteers are never guaranteed a seat to watch the show!* If a show is sold out, Volunteers may have to stand in designated areas to watch the performance. If you want to be guaranteed a seat for a particular performance, you must purchase a ticket at the Box Office.

- D. Concourse Directors and Section Ushers are the last of the Volunteers to be released for the show. We ask that you wait to be seated until **after House Management has released you**. At this time, proceed with your flashlights and caution to the seats previously assigned to you by House Management Staff. If you are not staying for the performance this is your time to also exit the Audience Chamber. **WE ENCOURAGE YOU TO STAY THROUGH INTERMISSION**. If no seats were assigned to you, please sit in any open seating in the upper back portions of sections 5-9. **DO NOT SIT** in Box Seats, Pit Seats or Wheelchair Accessible Seating unless it has been previously cleared by House Management.
- E. Our Volunteers watching the show also help House Management in spotting anyone who may be filming or taking photos during the performance. This is strictly prohibited and needs to be stopped as soon as possible. Our Volunteers have the right to politely tell the patron to please put away their camera, phone, etc., as they are not allowed to be used during the show. If for any reason, you are not comfortable in doing this or the

patron chooses not to comply, please notify House Management immediately and we will take it from there.

- F. At the Intermission, if there happens to be one, we ask that you return to your previously assigned areas (not Ticket Scanners) to monitor and answer questions for the first 10 minutes of intermission. After 10 minutes, you are free to receive your complimentary snack and drink at the concession stand.**
- G.** After the performance, if your badge was not taken at the time you were released, please be sure to return your volunteer badges to the concessions counter and then you are free to go!

Again, we want to thank you for assisting us and hope you will return to volunteer for us many times in the future!

Please fill out a short Information sheet for our records. This is to help us learn more about you. This will also act as an Emergency Contact Sheet should you require medical attention while volunteering. Please note, you are not required to fill out any information you do not feel comfortable giving. Also, please sign the bottom of this page. By signing you are approving that you have read and received the expectation packet and that all information listed below is correct.

Name: _____

D.O.B: _____

Phone Number: _____ **Email:** _____

Place of Employment (if applicable): _____

Allergies: _____

Medical Condition: (example: high blood pressure, diabetes, etc)

- _____
- _____
- _____
- _____

Current Medications (If applicable):

- _____
- _____
- _____
- _____

Emergency Contact #1

Emergency Contact #2

Name: _____

Name: _____

Relationship: _____

Relationship: _____

Phone Number: _____

Phone Number: _____

Signature

Date