

Wayne Theatre  
Ambassadors Training

WELCOME

- Thanks for coming
- Emphasize importance of ambassadors for the Wayne Theatre
- Communication with you via email/Volunteer Spot for needs for each show
- Sign up for areas you are interested in working

ATTIRE

- Dark navy slacks and white shirts (button down for men).
- If anyone wants to wear a jacket, it should be dark navy to match
- Tie/scarf provided by the theatre. Men all tied the same way. Women's choice of style

PARKING

- Behind the office, behind the theatre
- Handicap parking \_\_\_\_\_

ARRIVAL

- Standard arrival time is 1.5 hours prior to the show (5:30 for evening performance beginning at 7pm) for everyone except concession workers. Concession workers arrive at 5:15. Exceptions to these times will be communicated individually
- Enter through the handicap accessible entrance
- Leave coats and purses at home, in your car, or last resort in the box office.
- Get nametag and sign in at the box office. Double check your assignment.
- Pre-performance meeting at 5:40 prompt. Pre-performance meeting will cover: ambassador captain on each floor for the evening, whether or not there will be a meet/greet with the artist after the show, signature drink for the evening, performance specifics (including whether or not patrons will be allowed to come and go at will during the performance) a secondary station assignment (ex. merch table)
- Arrive at work station at 5:55 and mentally note where your closest emergency exit is located.
- Front doors open 1 hour prior to the performance. Auditorium doors open 30 minutes prior to the performance

RESPONSIBILITIES OF EACH POSITION

CAPTAIN

GREETERS (3 – two at the front door and one at the handicap entrance)

BOX OFFICE – (3 – one at each front window and 1 at the handicap window and assisting in will call envelopes) requires separate computer training

TICKET SCANNERS/HAND OUT PROGRAMS (2)

- Replacement tickets will be issued at the box office

- Positioned in the middle of the lobby
- Direct patrons to appropriate side of the auditorium when the doors open
- Downstairs
  - Seats 1-9 (stage right side); Seats 10-17 (stage left side)
- Upstairs
  - Seats 1-7 (stage right side); Seats 8-13 (stage left side)

#### USHERS

- One usher at the auditorium door. Prop door open 30 minutes prior to performance. Look at ticket to make sure they're entering the correct door. Pour glass-bottle drinks into a plastic cup.
- One usher in the aisle close to stage looking forward. Assist patrons with finding row/seat.

#### CONCESSIONS – requires ability to use credit card scanner

- Smile, friendly, and the ability to work quickly.
- Save conversations for other settings
- 15 minutes of precious time!
- Check IDs when serving alcohol
- Downstairs
  - 1 popcorn (popcorn person arrives at 5:15 or earlier for evening shows); begins the popping; boxes up popcorn for transport to the mobile bars upstairs
  - 1 beverages (spirits are only served upstairs)
  - 2 snacks/cashiers
- Upstairs
  - 1 volunteer at each of two mobile bars (cashiers)
  - 1 floater to replenish bars

#### ELEVATOR

- 1 upstairs and 1 downstairs
- Assists patrons with elevator access
- Makes sure no patrons go backstage

#### LOWDERMILK LOUNGE

- At select performances
- Stands at the bottom of the steps to the lounge to check names of the list of invited guests

#### MERCHANDISING – requires ability to use credit card scanner

- Specific needs per show

ONCE SHOW STARTS.....

- Popcorn person and 1 cashier remains in concessions. Popcorn person continues to pop popcorn to restock for intermission. Others sell during performance and restock for intermission.
- Mobile bar volunteers remain in position. Sell during performance and restock for intermission.
- All other volunteers check bathrooms. Empty trash. Use rolling trash cans for emptying. Downstairs rolling trash will be stored in closet under historic staircase. Upstairs rolling trash will be stored in catering kitchen. Restock bathroom supplies.
- Report to floor caption. If seats are available, you may watch the show til intermission.
- During intermission: back to stations (only one greater in the lobby, other two will help with merch tables)
- At end of performance: go to positions and thank patrons for coming. Box office will be selling tickets to other performances if people want to buy on their way out, once auditorium is cleared, pick up trash and popcorn between rows, trash in the bathrooms

Also note -- 4 first aide kits: 1 in the box office, 1 in concessions, 1 in the catering prep room, 1 in the director of production's office backstage.

Accident report form is located in the box office and must be completed for any fall, etc. even if the person says they are ok. If they refuse, we still document what was observed. Contact the Captain, they will follow through with the front of house staff on duty.

You are the most important part of this operation and not just while you're here in the building, but also when you leave. We ask each ambassador to recruit another ambassador or two. Bring the people from your civic groups, churches, etc.

Volunteer incentive program and we are keeping track of hours.

THANK YOU!!!!!!!!!!!!

TOUR

