



WEBB CENTER

DEL E. WEBB CENTER
FOR THE PERFORMING ARTS

FIND YOUR CENTER

DEL E. WEBB CENTER FOR THE PERFORMING ARTS

VOLUNTEER HANDBOOK

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Welcome to the Webb Center!



Mission

- To present culturally diverse, live performing arts and educational experiences that inspire audiences and artistically transform our community.

Vision

- To make Wickenburg a destination where artists perform, live and create new work in a community that fosters a lifelong relationship with the arts.

Established in 2001, the Webb Center presents professional music, dance and theatre performances to educate and enrich the lives of its patrons.

The Webb Center offers **professional performances** including a variety of performing arts genres that are selected to engage diverse segments of the community, offers adult education opportunities and provides meaningful arts experiences. All ages and socio-economic levels are welcome to participate with affordable adult and \$5 student tickets.

The Webb Center provides free, interactive "**Arts for Kids**" programs to the 3,100 kindergarten through twelfth grade students in this rural area with special performances and in-classroom residency activities. The programs are curriculum-based and coordinated with administrators and teachers to foster impactful arts experiences. The Webb Center also produces its annual summer arts camp, "**Camp Imagination**," for first - twelfth grade students to provide students with an intensive hands-on performing, technical and visual arts learning experience.

Launched in 2009, the Webb Center's nationally recognized **artist residency program** invites an artistic company to live at a guest ranch in Wickenburg while developing a new piece of work. The participants offer free, open rehearsals to educate the general public on their art form and creative process. In culmination, many companies world-premiere their new piece on the Webb Center's stage and then continue to tour it on a national and international level. The main goal of the residency program is to foster a creative, collaborative environment and provide artistic companies with the resources to create new pieces of work that meet the highest standards of excellence; adding to their repertoires and the collective portfolio of American art. The project also makes the arts more accessible by engaging diverse audience members in free open rehearsals and free public performances.

Cathy Weiss, Executive Director
cweiss@dewpac.org
928-684-6639

Stephanie Fornoff, Director of Marketing and Box Office Operations
sfornoff@dewpac.org
928-684-6624

Shelby Fuller, Events Coordinator
sfuller@dewpac.org
928-684-6610

Cindy Carter, Patron Services & Volunteer Manager
ccarter@dewpac.org
928-684-6624

BOX OFFICE
2001 West Wickenburg Way, Suite 3
Wickenburg, Arizona 85390
928-684-6624



MIKE FINLEY, TIM HUFF, & DEVIN FROELICHER

Tim Huff, Technical Director
thuff@dewpac.org
928-684-6684

Devin Froelicher, Sound Technician
dfroelicher@dewpac.org
928-684-6684

Mike Finley, Stage Manager
928-684-6684

WEBB CENTER
1090 South Vulture Mine Road
Wickenburg, Arizona 85390
928-684-6684

VOLUNTEER POLICIES

Before, during and after performances the most visible reflection of the spirit of patron service at the Del E. Webb Center for the Performing Arts is the Front of House Volunteer Staff. It is from you that the first impression of the Webb Center is received. Our patron's welfare, comfort, safety and enjoyment of the theatre are your primary concerns. Volunteers of the Webb Center will at all times behave in a welcoming, courteous, respectful and helpful manner. Volunteers are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred to as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that you, our staff, and our patrons have the best possible experience at the Webb Center.

Physical Requirements:

Volunteers have responsibilities in dealing with the public that we believe can best be handled by adults or very mature teenagers that are high school-aged or older. In addition to provide for the safety and comfort of the audience, they are required and must be physically able to climb stairs, stand for long periods of time, open heavy doors, etc.

Dress:

Volunteers represent the Webb Center to the public, and should be *dressed in a professional manner* that would reflect positively upon the Center and the event. Specifically, volunteers should “dress up” in BLACK and WHITE in a manner appropriate to the event. *Black pants/knee-length skirts or longer, white blouses for ladies and white collared shirts for men.* **Black, closed toed shoes are required.** Please insure that attire is freshly pressed. Also, red vests will be made available to “in house” ushers for easier visibility. Appearance is so important to the Center that volunteers who arrive in attire that is inappropriate will not be permitted to assist. Inappropriate attire includes jeans, t-shirts, ball caps, tennis shoes, flip-flops or otherwise sloppy/overly casual dress. Sorry, no jackets or sweaters. **If you require reading glasses, please have them with you for the evening's performance.** Your inability to read tickets because they were forgotten slows the process down, and makes it difficult to do your duty properly.



Arrival Time:

All volunteers must report to the House Manager – ***1 hour 30 minutes before the event start time.*** At this time you will receive training and instructions as well as position assignments. **Please be on time!** Before we can open the house for the audience, all volunteers are required to be in place depending on the number of tickets sold – **your promptness is important.** We are counting on all confirmed volunteers for an event to be there. If there is an emergency situation that forces a volunteer to cancel at the last moment, she/he shall notify the House Manager or Volunteer Coordinator **at least three hours before** curtain time.

House Manager: Steve and Mary Filbert @ (574) 274-3055 or sfilbert45@gmail.com.

Volunteer Manager: Cindy Carter @ (928) 684-6624 or ccarter@dewpac.org.

Where to Report:

House Manager and ALL volunteers *must park in the WHS general parking area* (in front of the gymnasium) and report to the Volunteer Resource Room. We prefer that you not take the parking spaces closest to the Center as those should be reserved for our older patrons. The Volunteer Room will be secure and you may leave your purses, coats, sweaters, and other items in the locker cubicles. If volunteer computer program is operating, make sure you log in. Please locate your nametag and be ready for your pre-show briefing. It is important to have all volunteers briefed and in their assigned spots one hour before the event.

Pre-Show Briefing:

The House Manager will inform volunteers of their event assignments, who is Lead for assigned areas, approximate length of program as well as intermission, whether or not there will be merchandise, any Meet/Greets or receptions following the program, and any other important information of the show. The importance of volunteer briefings cannot be overstated. All volunteers, even if experienced, are expected to attend the full briefing. You should study or run through the House floor plan and seating arrangement in the area you will be working. Be prepared to go directly to your assigned post immediately following the briefing. Always familiarize yourself with the emergency exits closest to you and review the emergency exit plan for your area.

Volunteer Responsibilities:

The House Manager will assign volunteer responsibilities prior to the event. Assignments can be found posted on the assignment sheet inside the Volunteer Room. Responsibilities include taking tickets, handing out programs or other printed materials, helping patrons' to their seats, spotting empty seats, monitoring outside entrances, opening and closing the entrance doors, answering questions, giving directions, leading in emergency evacuations, dealing with medical emergencies, and assisting clearing debris from the theatre after the event. It is important that all volunteers know the details of their assigned posts and follow the instructions of assigned team leaders. You are important in the Emergency Evacuation procedure and it's important that you be able to fulfill your responsibilities. **If you are signed up to work, you are expected to be at the event the entire time.**

Watching the Event:

Volunteers *have a job to do*, and their primary purpose for being at the event is to perform these duties, *not to be a member of the audience.* **Volunteers will be working during the entire event, not just for the first few minutes.** They are welcome to watch the event from their positions as long as this does not interfere with their responsibilities.

Intermission:

All volunteers must return to their posts to monitor hallways, doors, answer questions, etc. Please remove your jackets or sweaters before returning to your posts. You need to be identifiable at your posts.

After the Event:

All volunteers will return to their posts and assist patrons with doors and exiting the theatre. **All** volunteers will check the theatre after the event to pick up programs, lost items, ticket stubs, etc. Lost items may be brought to the Box Office in the lobby. When the audience has left and the theatre has been adequately cleared of debris, please check with the House Manager for show debriefing. The volunteers will then be released for the evening. Once the computer system is up and running, all volunteers will sign in and out on the computer. This will help keep track of attendance and volunteer hours.

House Rules:

Volunteers must be familiar with the Center's "Theatre Etiquette for our Audiences," and should insure that patrons are following them. These rules are intended to enhance the experience of all our patrons, to insure the safety of patrons and performers, and to protect our theatre from damage. If a volunteer sees someone not complying with these rules, she/he should politely ask them to comply.

Emergency Procedures:

If an emergency situation is spotted, the volunteer has two responsibilities: (1) deal with the immediate emergency her/himself as the situation dictates, and (2) inform the House Manager and ask for assistance if needed. Please refer to the Emergency Action Plan for additional information and procedures.

THEATRE ETIQUETTE FOR OUR AUDIENCES



The Webb Center asks the cooperation of our patrons in observing the following "House Rules" which are intended to enhance the experience of all our patrons.

1. FLASH PHOTOGRAPHY IS NOT PERMITTED IN THE THEATRE: Flashes are distracting to performers on stage, and also create a safety hazard by causing temporary blindness.
2. SOUND RECORDINGS ARE NOT PERMITTED IN THE THEATRE: Due to copyright laws, patrons may not record a performance without express written permission of the performers and prior arrangements with the Webb Center staff.
3. SMOKING IS NOT PERMITTED INSIDE OR OUTSIDE OF THE WEBB CENTER: Arizona state law prohibits smoking on school property.
4. BEEPERS, CELL PHONES, VIDEO RECORDING, TEXTING AND TWEETING ARE NOT PERMITTED DURING A PERFORMANCE.
5. GENERAL AUDIENCE DECORUM: A performing arts theatre is a different venue from a school gym, arena or movie theatre and has a different purpose. Audience members are considerate and respectful of each other and show their approval and appreciation of the performance at appropriate times through applause and positive verbal response. Hats are removed during performances; seats are not crawled over nor are feet placed on top of seat backs.
6. YOUNG CHILDREN MAY NOT BE LEFT UNATTENDED, NOR SHOULD THEY BE PERMITTED TO CREATE DISTRACTIONS: If necessary, ushers may have to ask a parent or guardian to kindly take their child to the lobby.
7. LOST AND FOUND: All found objects will be kept in the Webb Center's Box Office.

VOLUNTEER POST DESCRIPTIONS

HOUSE MANAGER: The House Manager is in charge of volunteer briefings prior to the event, assigning positions, assisting patrons in wheelchairs, answering questions, solving problems, and generally assisting wherever needed. The House Manager is also responsible for remaining in the lobby 30 minutes after the show has started to seat latecomers, as well as monitoring the lights in the hallways and lobby. At their discretion, they may ask another volunteer to assist. If a volunteer needs assistance, seek the House Manager first. If they are unavailable, seek out Stephanie Fornoff, Box Office Manager; Cindy Carter, Volunteer Manager; or Cathy Weiss, Executive Director.

GREETERS: Greeters (depending on availability) will be positioned outside the main lobby entrances. The greeters are the first ambassadors of the theatre that the patrons meet. Please greet them with a smile, a “welcome to the theatre” or an “enjoy the show” type of comment. Their duties will be to greet the patrons, direct those patrons who already have tickets to the ticket taker stations near the center of the lobby. For those patrons who need to purchase tickets or pick them up, please direct them to Will-Call or the Box Office. Greeters will also inform House Manager or Box Office Manager of any latecomers coming across the parking area. After the show begins the greeters may sit in a tan plastic seat located at the top of the stairs along the back walls.

TICKET TAKERS: Ticket takers are positioned at main lobby doors and the stanchions inside the lobby area. Their duties include taking people’s tickets, verifying that the tickets are for that day’s event, directing patrons to the entrance that is most convenient for their seat assignment, tearing off the small ticket stub and placing it in the basket for attendance records. In addition, the ticket takers are often the first or second ambassadors of the theatre that the patrons meet. Please greet them with a smile, a “welcome to the theatre” or an “enjoy the show” type comment. After the show begins, the ticket ushers may sit in a tan plastic seat located at the top of the stairs along the back walls. Your responsibility is to assist patrons up/down those side stairs and along the back of the theatre during the performance. Ticket takers must remove all obstacles to all exits in the lobby once the performance has begun.

INFORMATION/PROGRAM and HALLWAY ATTENDANTS: One program attendant will be stationed at each side of the house (one at each info. portal door). They will hand out a playbill and performance program to each patron and direct them to an usher for seating questions. Again, please greet patrons with a smile, a “welcome to the theatre” or an “enjoy the show” type comment. Once the lights go down to prompt the beginning of the show, the program ushers should close the inner theatre doors and take a seat in the third tan plastic chair from the door on their respective side. Hallway attendants will direct patrons around the corner down to the mid-house ushers for seating. After the show begins the hallway attendants may sit in a tan plastic seat located at the top of the stairs along the back walls.

HOUSE USHERS: **These ushers receive priority for red vest availability.** Three/four ushers will be stationed by the upper house doors on each side of the theatre. They should work in a rotating team fashion. If one is accompanying a patron to their seat, the others should be at the top of the stairs to assist the next person. After seating patron, usher will continue around to the side aisle and go up, to alleviate congestion at the top of the stairway. Two additional ushers will be stationed on each side of the orchestra section (mid-house) to assist patrons with these seats. Ushers should help direct patrons to their appropriate seats; assist people up/down the stairs and direct people to the side ramps for easier entering/exiting. More importantly, once a show begins ushers should be seated near the doors with a flashlight to escort latecomers to available seats, to catch the door from closing noisily, and to keep an eye on the patrons in their section in case of an emergency. The assigned usher/team leader on each side of the upper sections should sit in the tan plastic chairs closest to the door along the back walls and two orchestra ushers should sit in J23 or J24 if available,

while the other two orchestra ushers will sit in tan plastic chair closest to the corner on respective sides. For sold out programs, ushers are required to sit in tan plastic chairs.

Please be aware that no one is allowed to sit on the stairs. Again, please greet patrons with a smile, a “welcome to the theatre” or an “enjoy the show” type comment. Ask “May I see your ticket?” not “Do you need help finding your seat?” and please escort patrons to their seat rather than pointing to the location.

****REMINDER:** *Front of House Volunteers have a job to do, and their primary purpose for being at the event is to perform these duties, not to be a member of the audience. Volunteers will be working during the entire event, not just for the first few minutes. They are welcome to watch the event from their positions as long as this does not interfere with their responsibilities.*

MEETINGS, SCHEDULES, COMMUNICATION

Orientation/Welcome Back: (Yearly)

Volunteer Orientation will be held in the fall prior to Webb Center season starting, or by date deemed appropriate by staff. **All volunteers must attend orientation before volunteering.** Volunteers will be brought up to date on any changes at the Webb Center, introduced to staff and other volunteers, and recognized for volunteer efforts.

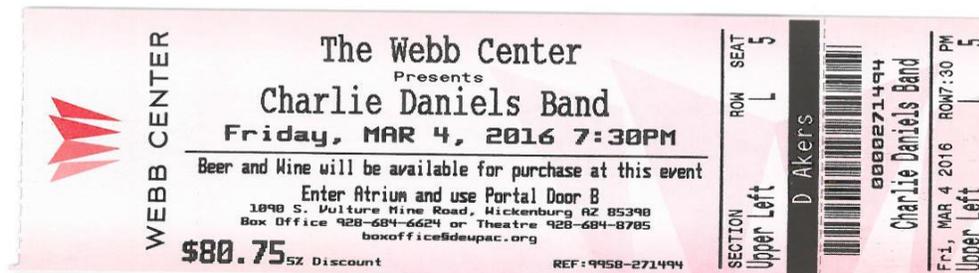
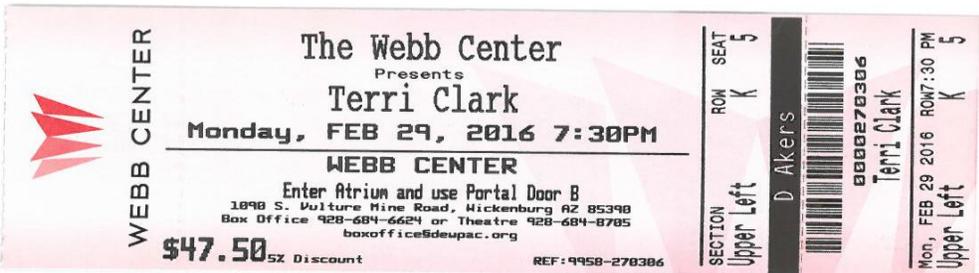
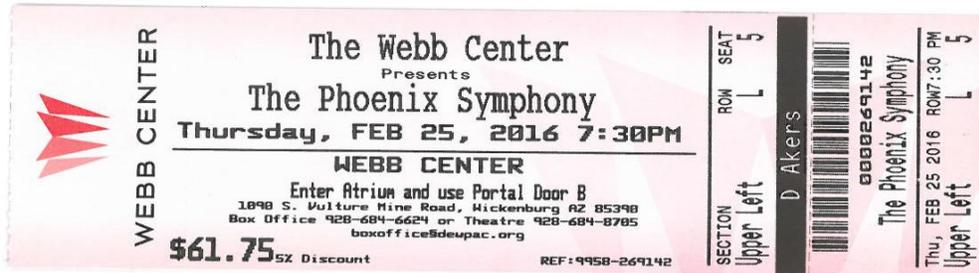
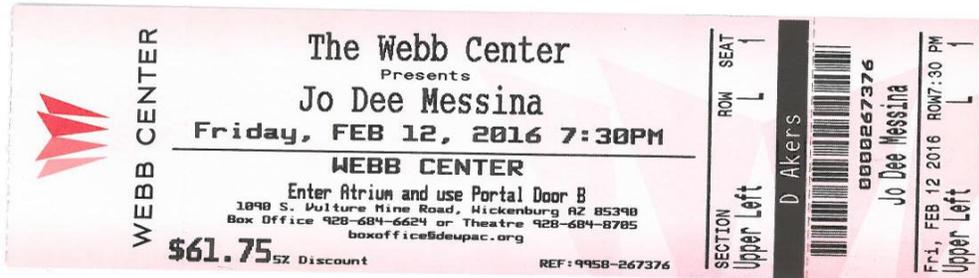


Emergency Action Plan/Training: (Annually or Bi-Annually if needed)

The Webb Center has implemented an Emergency Action Plan (EAP), which all staff and volunteers must complete. This plan is for the protection, safety, and well being of the staff, volunteers, and patrons of the Webb Center. It identifies necessary staff and volunteer actions during fire and other emergencies. Education/Training must be provided so that all staff/volunteers know and understand the EAP. A copy of this plan will be made available to all staff and volunteers. A copy will also be maintained at the Box Office as well as the Theatre. Annually a mock emergency will be staged to train staff/volunteers. This training will be in association with the Wickenburg Police Department and the Wickenburg Fire Department. Volunteers will be requested to complete CPR and AED training.

Newsletter: (Monthly)

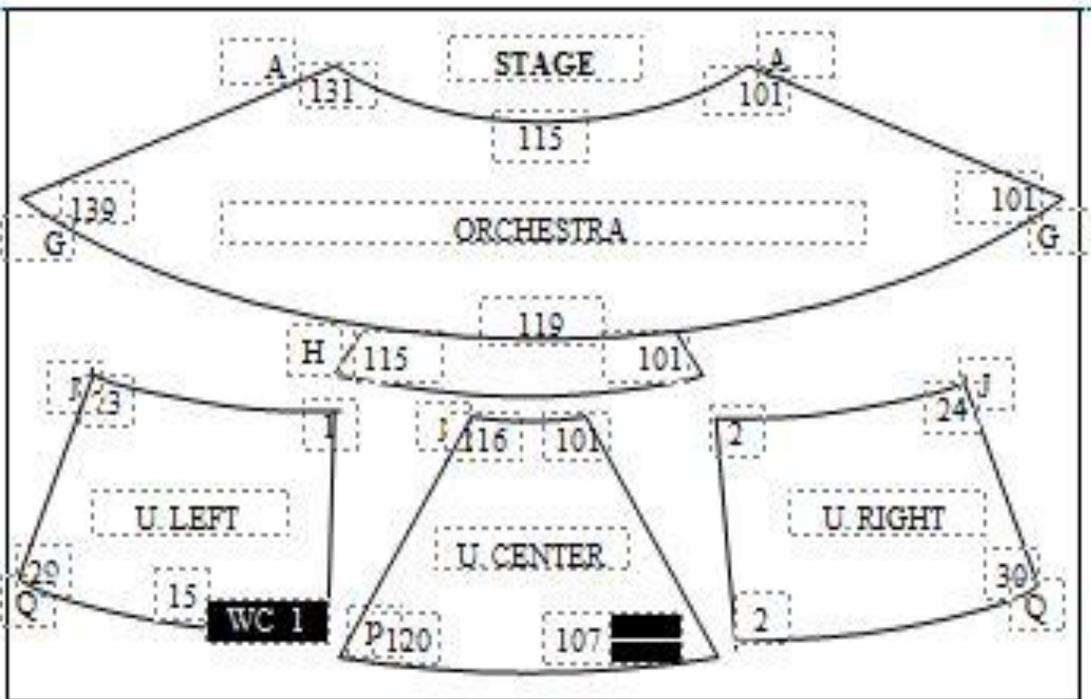
Newsletter will be posted on the Volunteer page on the website by the first week of every month. The Volunteer Manager and House Manager will work to keep Volunteers apprised of upcoming events, changes, needs, and will recognize you...the Volunteers!



Webb Center Ticket Samples

W E B B C E N T E R S E A T I N G C H A R T

STAGE



We hope you enjoy being a Webb Center Volunteer!