

# **VOLUNTEER HANDBOOK**



**REVISED 2014**



The broadest and perhaps most meaningful definition of volunteering:  
"Doing more than you have to because you want to, in a cause you  
consider good." -Ivan Scheier

The Orpheum Theatre was described as "a veritable house of  
enchantment" when it opened its doors on August 21, 1916. The  
Orpheum Theatre continues to be a place of beauty and a showcase  
for the arts in western Illinois. Without volunteers it would be  
almost impossible to accomplish a single event inside this  
beautiful vaudeville theatre.

There are so many benefits to being a volunteer here at the  
Orpheum Theatre: meeting people throughout the community,  
forming friendships and bonds with the other volunteers,  
enjoying a performance, and more. As an Orpheum Theatre  
volunteer, you also help save the Theatre roughly \$47,000  
dollars a year by spending a couple of hours at time at the  
Theatre helping out.

Time seems to fly by so quickly these days, and we realize how  
busy and hectic life can sometimes be. The staff and board of  
the Orpheum Theatre thanks you for the time and efforts you  
contribute, whether it's making sure an event runs smoothly or  
helping to make patrons feel safe and enjoy their time in the  
theatre. We are very fortunate to have you spend your time and  
talents as an Orpheum Theatre Volunteer. You are by virtue, a  
part of the Orpheum family and are also the biggest part of what  
makes it shine.

***"Volunteers are not paid- not because they are  
worthless but because they are priceless."***

***Author Unknown***



## **The Orpheum Theatre Ticket Office**

Hours: Monday through Friday, 10:00 am to 5:00 pm  
Address: 57 South Kellogg Street, Galesburg, IL, 61401  
Phone: (309) 342 - 2299

Email: [tickets@theorpheum.org](mailto:tickets@theorpheum.org)  
Website: [www.theorpheum.org](http://www.theorpheum.org)  
[www.facebook.com/theorpheumtheatre](http://www.facebook.com/theorpheumtheatre)  
Instagram: [@theorpheumtheatre](https://www.instagram.com/theorpheumtheatre)  
Twitter: [@theorpheum](https://twitter.com/theorpheum)

## **Orpheum Theatre Staff**

Kevin Maynard -Executive Director  
[Kevin@theorpheum.org](mailto:Kevin@theorpheum.org)

Erin Glasnovich - Operations Manager  
[Erin@theorpheum.org](mailto:Erin@theorpheum.org)

Ross McIntire - Facility Manager  
[Ross@theorpheum.org](mailto:Ross@theorpheum.org)

Tim Holmes - Box Office Manager  
[Tim@theorpheum.org](mailto:Tim@theorpheum.org)



## **MISSION**

The Orpheum Theatre strives to contribute to the region's quality of life by providing entertainment excellence and valuable educational programming while serving as a civic gathering place and tourism partner for Galesburg and its surrounding communities.

## **VISIONS**

**PERFORMANCE** - The Orpheum Theatre will offer or support programs reflective of our community and inclusive of all the performing arts.

**CIVIC** - The Orpheum Theatre will welcome and include persons of all demographic and socio-economic means.

**PRESERVATION** - Preserve Galesburg's historic Orpheum Theatre so it may fulfill its mission for another 100 years.



## Dress Code for Orpheum Theatre Volunteers

- ❖ Orpheum Theatre volunteers must dress as consistently as possible for identification purposes by staff, patrons, other volunteers, and emergency crews.
  - ✓ Black slacks, capris, or skirt
  - ✓ White dress shirt, blouse, sweater, or polo
  - ✓ Black shoes & Black Socks
- ❖ Slacks, skirts, and shirts must be plain solids without writing or prints, neatly pressed and clean. You may wear a black or white sweater or jacket when it is cold.
- ❖ No t-shirts, shorts, or blue jeans may be worn.
- ❖ Attire for Red Carpet Series events allows you to wear red shirts, blouses & polos with your normal black bottoms. You may also wear your normal white with a red cardigan or tie.
- ❖ For events that take place on holidays, you may be allowed to wear more festive attire. Just ask Orpheum Staff if what you have planned is appropriate.
- ❖ Name tags must be worn at all times. If you lose your name tag a replacement one will be ordered at a cost to you. Please leave the name tags in the box so it is easy to find when you need it!

## Volunteer Responsibilities:

- ❖ All volunteers must arrive at the theatre on time. Special instruction for the performance and positions will be given at the Volunteer Meeting, which occurs thirty minutes prior to when the doors are scheduled to open for the event.
- ❖ It is very important that all volunteers stay for the entire performance and until all patrons are out of the building. We need to have each position covered for the entire evening. *As per fire code, we need to have **one** volunteer per **fifty** people in the theatre.* An emergency can happen at any time and we need to have personnel in position to handle evacuation of the building.



- ❖ You will be assigned various duties when you volunteer. Concession vendor, ticket taker, usher, passing out programs, et cetera. Not every position is the same. Some duties will require you to stay in the lobby 15 minutes past curtain, or require you to miss the end of an act before intermission. *Please do not go into the auditorium before the event has been running for **ten minutes**.* Always remember that our first priority is to maintain professionalism and ensure the happiness and safety of the patrons. A benefit of volunteering is watching the shows for free, but our patrons and their safety must come first.
- ❖ Please familiarize yourself with seating within the theatre. If you need help understanding the seating chart, please contact a staff member or another volunteer. A map is kept in the Volunteer Book for reference when needed.
- ❖ Please make sure you know where particular places are located in the theatre such as restrooms, exits, coat racks, concessions, ticket window, and closets. You are an information center for patrons. However, if a patron asks a question that you are unable to answer, please refer that person to the house manager, or staff.
- ❖ If a patron arrives after curtain, do not allow them to seat themselves. As an usher, you will escort them to their seat during a scene change, momentary pause, or break. If you are unable to get them to their designated or chosen place, then seat them towards the back of the house in an open seat. Explain that during intermission, the patron can move to his/her assigned seat. Remember to use your flashlight for safety reasons.
- ❖ Ushers have the authority and responsibility to stop a patron or group of patrons from disturbing others. If someone is talking loudly, using his/her cell phone, or causing a disturbance of any kind, gently but firmly ask them to stop. If they continue, firmly ask them to leave the auditorium. If you are uncomfortable with the response or they are uncooperative, immediately contact the house manager.
- ❖ Remember there is no smoking allowed in the Orpheum. Illinois State law also states there is "no smoking within 15 feet of a public



entrance." If patrons are outside smoking, politely direct them away from the main doors near the fire escape doors, north past the edge of the building near the bank driveway.

- ❖ **It is the responsibility of the main floor lobby ushers to watch the street and front doors carefully. Opening doors is a courtesy we strongly encourage for our physically challenged patrons.**
- ❖ Before each performance, volunteers should familiarize themselves with their assigned zones. There is a zoning guide in the Volunteer Book.  
Be sure to check the areas:
  - ✓ Look for and check all exits in your zone.
  - ✓ Check the exit doors and fire escapes, in your zone. Be sure they open & do so all the way. Look for debris which could block exits or be a trip hazard in case of emergency or while exiting after the show.
  - ✓ If there are any problems in your zone, i.e. sticking doors, lights burned out, etc., report them to house manager as soon as possible. It will be taken care of as soon as possible.
  - ✓ Plan alternative directions for patrons in case an exit gets blocked during an emergency.
  - ✓ Locate fire extinguishers in your zone.
  - ✓ Check to make sure all lights in your zone are on before and off after your shift.
  - ✓ Check bathrooms in your zone for damage, hiding patrons, lights left on after performance, et cetera. Open and shut all fire exits.
- ❖ **Only the concession vendor and staff** are allowed behind the concession counter. If you need a beverage, the concession vendor, staff or house manager will serve you as soon as patron activity dies down.
- ❖ Volunteers are only allowed refreshments before doors open, when patrons are in auditorium, lobby lights are at half and auditorium doors closed. Remember it is impolite and unprofessional to eat and drink in front of patrons.



- ❖ Please do not take refreshments inside the auditorium; you are to be on duty. All refreshments must be consumed in concession stand area.
- ❖ Please do not set refreshments by your post when patrons are entering the building, or when you are assisting them. Leave them in concessions.
- ❖ Please store all personal belongings in your car or in the concession closet on the coat rack. Do not store personal items in the concession area. Valuable items should be left in the car or at home.
- ❖ Please pick up large items in your zone before you leave: popcorn boxes, beer bottles, cups and personal trash, and deposit them in the waste receptacles located on each level of the theatre. A team approach works best so work in pairs to make the job quick and easier for everyone!
- ❖ It is the responsibility of the main floor lobby volunteers to watch the street and front doors carefully for patron and theatre safety. Remember to open doors for patrons in need of assistance with a smile and compassion.
- ❖ All event sign-up sheets are located in the Volunteer Book. Please sign your initials by your name, check your phone number, and then sign up for where you would like to be placed on the back side of the sign up sheet.
- ❖ You may not always be able to work in your preferred place. If you have any concerns or questions about your placement, please talk to the house manager, or staff.

### Concession Vendor

- ❖ Please familiarize yourself with items that are available for sale and where they are located. Concession items change as inventory changes. Some items are only sold for certain shows (alcohol, popcorn, et cetera).
- ❖ Tips collected in the tip jar go towards helping to pay for new name tags and other necessities.



- ❖ There must be a concession vendor at the concession stand at all times. If there is more than one vendor for any given show, you may take turns to watch the show. DO NOT leave the concession stand unattended. Ask the house manager to help coordinate breaks so that someone is there at all times.
- ❖ The concession stand is usually open until the show is over unless otherwise directed. Be sure to have everything prepared for intermission sales (popcorn popped, soda in cups, etc.) When it is served, alcohol sales will be stopped approximately 15 minutes prior to the end of the event.
- ❖ ***No one under the age of 21 is allowed behind the concession stand when alcohol is being served.***
- ❖ **Door to concession/closet must remain closed at all times while patrons are present.**
- ❖ If other volunteers need a snack or refreshment, they must be served by a concession volunteer, or staff member, no exceptions.
- ❖ When shutting down concession, the following items need to be completed before dismissal:
  - ✓ Shut ice machine lid and put away ice scoop.
  - ✓ Throw away or save leftover popcorn.
  - ✓ Clean out popcorn machine
  - ✓ Take out trash
  - ✓ Wipe down counter with cleaner and paper towels
  - ✓ Do inventory of candy, put candy away
  - ✓ Turn light off in beer cooler
  - ✓ Inventory beer, wine, and water on appropriate forms
  - ✓ Sweep floor and take out trash
  - ✓ Turn lights off in concession area
- ❖ Remember to card all patrons who purchase alcoholic beverages. **By state law there is a (per patron) drink maximum of 2 servings per single order.**



- ❖ You are responsible for stopping alcohol sales to patrons who seem to have had a little too much. If you feel uncomfortable doing this, please get a house manager, or a security officer as soon as possible. If a patron seems to be inebriated, be proactive and feel free to ask if the person has a driver and offer to call them a cab. After all, we want them to get home safely and return another time. This is something that will be more evident at private parties and wedding receptions, but always be alert for a situation that may be alcohol related.
- ❖ When the concession area is ready to close, please inform a house manager so the area can be inspected, the register closed, and the money counted.
- ❖ Please place all inventory forms in the Volunteer Book under the concessions tab.

#### Merchandise Vendor

- ❖ Make sure that you have a change bag and count the cash before any sales.
- ❖ Check and familiarize yourself with the product and price for the merchandise.
- ❖ Never leave the merchandise table unattended. Send another volunteer to a house manager if you need to step away from your post.
- ❖ If there are more than two merchandise volunteers, you may take your time taking turns on watching the show or taking a quick break.
- ❖ Please keep track of everything that is sold at the merchandise table.
- ❖ At the end of the show make a final inventory of the entire product, count down all money, and fill out the correct forms.
- ❖ A house manager will dismiss you after show.



## Patrons

- ❖ Always greet patrons when they first arrive with a smile and positive attitude. When they leave the theatre always thank them for coming.
- ❖ Never be rude or argumentative toward patrons. They are our customers and they need the best quality and friendliest experience when at the Orpheum Theatre.
- ❖ Always assist patrons when they ask questions. If you are unable to answer certain questions, please find a house manager or another staff member.
- ❖ Patron safety is of the utmost importance.
- ❖ A volunteer is more visible and available than staff, so expect patrons to come to you for assistance; however remember staff is always there to help you serve.

## Handicapped Patrons

- ❖ If patrons in wheel chairs seem in need of assistance, offer to help them to their seats. Do not take the wheel chair and start to push without your help being accepted.
- ❖ Always help open doors, especially the main front doors for handicapped and elderly.
- ❖ If a patron uses a cane, walker, or has trouble walking alone, offer your assistance by asking first. If a patron responds in the affirmative, ask, "May I take your arm?" Do not assume that anyone wants you to touch him or her until he or she has been asked.
- ❖ Please understand that some patrons may need more time than others to be seated.
- ❖ Please note that all handicapped seating is available per show and renter request. Most handicapped seating is available in the first rows left and right or by the stage. Walkers can be stored in the lobby near the doors they enter. Assure them that you will watch over the security of their assistive devices.



- ❖ If you are unable to assist a patron due to physical strength, please ask another usher or please find a house manager as soon as possible.

### EMERGENCY PLANS

#### In case of a tornado

- ❖ As soon as we get official word to evacuate we will try to do so as soon as possible.
- ❖ If no time to evacuate, the production will be halted by announcement over the sound system.
- ❖ Patrons on the third and second levels will be asked to come down to the first floor in an orderly fashion.
- ❖ Safest areas are as follows:
  - ✓ Lobby behind arches
  - ✓ Concession stand
  - ✓ Box office
  - ✓ Outside aisle on main floor
  - ✓ Dressing rooms
- ❖ Volunteers will direct patrons to those areas in an orderly fashion.

#### In the event of a fire alarm

- ❖ Identify the origin or location of the fire.
- ❖ If the fire is small and located in your area, proceed to nearest extinguisher and put it out.
- ❖ If fire is too big to handle on your own, open the exit door in your area and stand near the fire exit.



- ❖ Identify yourself loudly to patrons in your area.
- ❖ Instruct patrons to calmly exit and move away from the building.
- ❖ Ask the first capable person (patron or staff) to stand at the base of the fire escape stairs to assist patrons off the fire escape.
- ❖ If a patron goes for another exit, alert him/her that this is the fastest exit-- do not stop him/her for using another exit.
- ❖ Each usher is given a flashlight. If the power goes out, you will need your flashlight to guide patrons down aisles and out the door. You can use it to help patrons find where you are as well.
- ❖ Not only is patron's safety a number one priority, but so is yours, NEVER TRY TO BE A HERO!
- ❖ When trained professionals arrive, relinquish your authority to that person immediately and exit quickly. Try and find staff members to let them know you are leaving left the building.

#### In the event of patron in distress

- ❖ If a patron becomes ill or collapses, do not attempt to lift or move him/her. Stay with that person and send another volunteer to a house manager.
- ❖ **It is the Orpheum's policy to ask the patron if they need a paramedic or an ambulance.**
- ❖ If they request treatment, then call **911** as soon as possible. The phone is located in the box office. Notify staff that you have made the call.
- ❖ If they refuse treatment or help, respect their wishes, but let staff know there is a concern as soon as possible.



- ❖ If a patron goes into cardiac arrest, send another volunteer to tell the a house manager. She/he will then call 911 and the defibrillator may be used.
- ❖ After an incident, an Incident Report must be filled out by a house manager and volunteers who were involved in incident.

### Emergency numbers

- ❖ Police station - 911
- ❖ Fire Station - 911
- ❖ Ambulance/Paramedic - 911
- ❖ Public Safety - 345-3721

If you have any questions about this handbook or policies about volunteering at the Orpheum Theatre, please contact or approach a staff member. The following pages in this handbook are to help assist you in learning location of seating, restrooms, closets, fire extinguishers, reports, inventory, et cetera.



**LOCATIONS**

Fire Extinguishers

- ✓ ntrance
- ✓ Right stairwell entrance

Balcony

- ✓ Stairwell entrance by light board

Dressing rooms

- ✓ Next to sprinkler room
- ✓ Next to spiral staircase

Stage

- ✓ Stage left by dressing room door
- ✓ Stage right by control panel

Coat Closets

Main Floor

- ✓ Coat rack by lobby right stairwell

Mezzanine

- ✓ Coat closet on house right of mezzanine foyer

Balcony

- ✓ Coat closet center of balcony Foyer

Restrooms

Main Floor

- ✓ Men's and Women's are located in Kensington hallway. Turn right after right staircase to mezzanine.

Mezzanine

- ✓ Women's restroom is located on house left above box office
- ✓ Men's restroom is located on house right above concession

Balcony

- ✓ Women's restroom located next to third floor concession stand

Exits

Main floor

- ✓ Main entrance doors
- ✓ Kensington hallway
- ✓ House left foyer
- ✓ Auditorium left by sound closet
- ✓ 3 Auditorium right

Mezzanine

- ✓ One mezzanine left
- ✓ One mezzanine right

Balcony

- ✓ Two balcony Right
- ✓ Two Balcony left

First Aid kit

- ✓ Box Office
- ✓ Concessions
- ✓ Back Stage

Telephone

- ✓ Box office

Defibrillator

- ✓ Located in box office on top of coat rack.

Flashlights, name tags and Volunteer Book

- ✓ Located behind the counter in concession stand.
- ✓ The volunteer book will also be kept in the ticket office during regular office hours.

Lobby

- ✓ Concession Stand
- ✓ Stairway entrance by box office

Mezzanine

- ✓ Entrance to women's bathroom

Balcony Foyer

- ✓ Left Stairwell e

## Volunteer Name Tags

Name tags are issued as a volunteer gains hours. Engraved name tags will be given to those who are between 50 and 299 volunteered hours. Those that complete 300 or more hours will be rewarded with a Gold engraved name tag. If you lose your engraved name tag we will issue you a temporary name tag and it will be at your cost to get a new engraved one unless you are happy with the paper name tag. Engraved name tags are yours to keep with you or you may store them here at the theatre. Temporary name tags, at the end of your shift please bring the paper part back in the folder alphabetized by first name.

<b># Of Hours Volunteered</b>	<b>Name Tag Received</b>
<b>0 - 49</b>	<b>PAPER NAME TAG</b>
<b>50-299</b>	<b>ENGRAVED NAMETAG</b>
<b>300 +</b>	<b>GOLD ENGRAVED NAMETAG</b>

## Volunteer Complimentary Tickets

As a "thank-you" for all that you do as an Orpheum Volunteer, we are happy to be able to comp tickets for our Red Carpet Series shows. We do this based on the number of hours accrued by every volunteer. You are eligible for two (2) comp tickets for every thirty (30) hours of volunteer service accrued. We keep track of these hours in our office, so if you are ever curious as to how many hours you've banked, stop by or give Tim a call and he can tell you. You may claim your comp tickets during office hours only, or by special arrangement. Please refrain from trying to obtain your comp tickets during events, as they tend to be very busy for the Orpheum Staff. We will definitely get you taken care of during our office hours (Monday thru Friday, 10am-5pm) or we can set up another time that works for you to get your comp tickets.



We are very fortunate that you have decided to volunteer at the Orpheum Theatre. Without our volunteers' talents, service, and dedication, our events would not be successful and patrons would not have such wonderful, memorable experiences at the theatre.

**THANK YOU AGAIN!**

