Volunteer Handbook

Website
www.etsu.edu/martin

Mailing Address
PO Box 70726
College of Arts and Sciences
East Tennessee State University
Johnson City, TN 37614

Important Contact Information
Pamela Adolphi, Assistant Director,
Facilities General Manager - Martin Center for the Arts
w423-439-8333   adolphi@etsu.edu
Anita DeAngelis, Director:   w423-439-5673 deangeli@etsu.edu

Mary B. Martin School of the Arts Office
and Ticket Information

423-439-8587   Gilbreath Hall, Room 211
Open: Monday - Friday 10am-4:30pm
Welcome Volunteers

We are very pleased that you have chosen to give your time volunteering to help the Mary B. Martin School of the Arts. We have a variety of volunteer opportunities for students and community members. In the list below you will find general descriptions of what is involved if you assist us with marketing materials distribution, social media, lobby activities, general office work, as well as a detailed description of the tasks involved as an event volunteer.

To sign up for any of the following volunteer opportunities, please email our Assistant Director and Facilities General Manager - Pamela Adolphi, at adolphi@etsu.edu or call 423-439-8333.

IMPORTANT:
As a volunteer, you are required to complete the ETSU volunteer agreement form, MBMSOTA photograph & video release form, and Volunteer acknowledgment form prior to beginning your volunteer work with Mary B. Martin School of the Arts. For copies of these forms please contact our Assistant Director and Facilities General Manager - Pamela Adolphi, at adolphi@etsu.edu or call 423-439-8333.

Volunteer Opportunities

Marketing Materials Distribution

Distributing posters in the community is an essential part of our marketing effort. We have organized routes, specific businesses, and locations that have agreed to put up our posters. We cover Johnson City, Jonesborough, Elizabethton, and Kingsport*. Most poster runs take about two hours of your time and are best done with two people in the vehicle.

Each distribution run earns two complimentary tickets to the performance of your choice.

Social Media and Lobby Activities

Sometimes we need volunteers to assist us with spreading the word about our events on Social Media. This may include sharing posts from our Facebook, Instagram, or Twitter sites about upcoming events, as well as posting reminders. When appropriate, we may ask you to post or share in the moments leading up to the event itself.

So if you are techy and love to share and post - we need you!
Please follow us on Instagram, Twitter, and Facebook @ArtsAtETSU

We may also have event-related activities in the lobby area from time-to-time. These lobby activities may include fun games, a photo booth complete with props, an information center, and/or other various activities which engage the patrons and connect them to the event.

**General Office Work**

Sometimes we need help with spreadsheets, documents, designing materials for marketing, collating and folding, or preparing mailings and materials for events. If it appeals to you to be a part of our ‘in office’ team on occasion, let us know.

**Event Volunteer**

With your help as an event volunteer, we are more able to attain our goal of having each event run smoothly, safely, and professionally – and all with that friendly, personal touch which makes a difference in any environment. Event volunteers assist as ushers, lobby greeters, house and box office staff, ticket takers, as well as assist with merchandise sales. At each event, the Mary B. Martin administrative staff, House Manager, technical crew, student staff, and volunteers all function as a team – this is the secret of our success and it is what makes it so much fun!

The following guidelines will help you to provide the best service to our patrons. Our goal is to enable you to feel comfortable, competent, and prepared for your role in our event production.

Please take some time to familiarize yourself with this information.

We look forward to working with you during our upcoming season of events.

**General Event Volunteer Information**

**Venues and Parking**

Currently, the Mary B. Martin School of the Arts uses several different venues both on and off-campus for their events. Please see the Mary B. Martin School of the Arts website under Venues & Parking for more information.

https://www.etsu.edu/cas/martin/venue.php

**Scheduling**

Event volunteers are scheduled according to the needs of the particular event and the requirements of the venue. All requests to be scheduled on a particular date/event will be taken into consideration as much as possible.

**Scheduling process:** An email will be sent with all event information for the semester including
the type of event, day/time of the event, and the number of volunteers needed. It will also include a sign-up deadline for each event. This will help with scheduling and organizing our event needs. Volunteers who have signed up for an event will receive an email or phone call approximately 3-5 days before the event with particulars about the event, arrival times, dress code, policies, etc. Reminder emails may be sent periodically.

Once an assignment to a particular event is confirmed by the volunteer, she/he will be expected at that event. **Dependability is a must.** Please take your commitment seriously- our success depends on you 😊.

In case of illness or an emergency contact Pamela at 423-439-8333(o) or 423-956-4516(c).

**Dress Code**
Some events will have a prescribed dress code; others will have a casual dress code policy.

In case of a prescribed dress code policy, detailed information will be sent along with scheduling information.

In the case of a casual dress code policy, the volunteer is expected to arrive well-groomed, wearing a dress shirt, slacks or skirt/dress, and comfortable shoes, etc.

**Please, absolutely no flip-flops, holes in pants or other clothing, jeans (dressy blue or black jeans are acceptable), sweatpants/shirts or hoodies, bare midriffs, excessively low cut tops, or miniskirts- thank you!**

All volunteers must wear the Mary B. Martin lanyard and name badge while on duty.

**When to Arrive**
**Arrival times will vary depending on the needs of the event.** Often, event volunteers arrive 90min to 60min before the start of the performance depending on your assigned position. However, we may need volunteers before this and specific arrival times will be sent with scheduling information- please watch for this information/email.

Please sign in on arrival and put on your Mary B. Martin lanyard and name badge. We will have a brief orientation on the particular performance upon arrival. **Punctuality is a must.**

**Personal Belongings**
Please refrain from bringing any unneeded personal belongings to events. Personal items may not be carried on the floor while performing assigned duties. Any personal belongings brought to events must be left in the designated area assigned by the Mary B. Martin staff. Thank you for your understanding in this matter.

**Representing Mary B. Martin School of the Arts**
Please make yourself aware of future Mary B. Martin School of the Arts events, know a little
about our history, and be familiar with our staff. You may be asked questions by our patrons, and you will want to be able to answer in an informed way. A link to our website has been provided below for your convenience. And please remember, you can always refer people to the House Manager or a staff member if you don’t know the answer to a question.

https://www.etsu.edu/martin

The House Managers’ Role
The House Manager and Assistant Director will coordinate on all aspects of the event, including volunteer positions, and the timing and tasks involved with each performance. The House Manager is responsible for communicating directly with the Assistant Director, box office, ushers, and when appropriate, the technical crew, and artists. He/she also makes the final call on show start time, opening and closing of doors, usher assignments, handling of special needs patrons, and any other issues that may arise.

All Event Volunteers should report directly to the House Manager.

General Event Volunteer Responsibilities

Event Volunteer Staff Assignments
Event Volunteers will be assigned by the Mary B. Martin staff as follows. Please note that some variation will be needed depending on the event and venue (not all positions may be assigned for each event).

Box Office Assistants
Box Office Assistants give out tickets held in Will Call, answer questions, and sell tickets. These volunteers may be assigned other duties once the performance starts. Familiarity with the ticketing software may be required. Box Office volunteers need to be comfortable handling money; accuracy is of the utmost importance in regards to this assignment.

Lobby Greeters
Lobby greeters answer questions, assist special needs patrons, and direct patrons to the proper entrance doors. Familiarity with the venue is a must.

Ticket Takers
Ticket takers are needed for ticketed events. They stand outside of each of the designated doors of the event/performance space, one on each side of the door, and tear tickets, giving the larger side to the patron. Ticket takers stay in or near their assigned area during the performance and assist in opening and closing doors at intermission and at the end of the program.

Program Ushers
These volunteers will stand inside the designated doors of the event/performance space, normally one on each side, and give patrons their programs. They may also be required to
answer questions about seating or help with special needs patrons. Program ushers will stay inside the event/performance space during the performance, seated in the back near the door. They help by reporting any disruption or problems in the audience to the House Manager. If applicable, they may also assist with late seating (refer to late seating policy for each event/performance), assuring safety through the use of flashlights if the house is dimly lit.

**Merchandise Sales**
Volunteers will sometimes be selected to sell merchandise supplied by the artist and to act as a host at the merchandise table—requiring a lively interaction with the public. Volunteers must be comfortable handling money. They will be supplied with a form to help keep track of merchandise counts/inventory, cost/change, and revenue from the sales. Accuracy is of the utmost importance. A detailed account of sales and revenue will be required at the conclusion of the event and provided to the artist.

**Load-in and Strike Assistants**
Often times we need volunteers to assist with getting various items to and into the event or performance space and setting the needed items up so they are ready for the event. This may include (but not limited to) box office needs, tables and chairs, lobby decorations, marketing materials, reception needs, artist needs, set and stage decorations, etc. In addition, we also need volunteers to assist with removing all these items from the event and performance space at the conclusion of the event. This is often referred to as strike* and may also require light cleaning in order for us to leave the space in good condition.

*Please see Addendum - Theatre Talk at the back of this document.

**Additional Event Volunteer Responsibilities and Information**

**Upset Patrons**
Occasionally some problem or conflict will arise that must be handled diplomatically. When this occurs, please be reassuring to the patron and let them know that you are sure something can be worked out. Then contact the House Manager or a Mary B. Martin staff member to resolve the issue. We do not want you to handle any uncomfortable situations on your own.

**Mobility Impaired Assistance**
When needed, assist patrons with mobility impairments and those with mobility equipment such as wheelchairs, transport chairs, scooters, walkers, etc. to the designated areas for mobility-impaired and wheelchair seating. Please note that we are required to provide seating for up to three companions in the adjacent area.

A patron may want to move from the wheelchair, transport chair, or scooter to a regular seat. If so, please be sure the mobility equipment is placed out of the way. Once they have been seated, be sure to get them a program and take their ticket (if applicable).
Once you assist patrons to their seats, please advise them that they can remain in place after the performance, and you will assist them out of the performance space. **Please be prompt in assisting them after the performance.**

**Hearing Assistance**
Depending on the event or performance space, hearing assist devices may be available. You will be notified if there are devices available at the pre-event meeting. When available, please direct all requests to a staff member or the House Manager.

**Late Seating Policy**
For most events, latecomers must stay outside the doors of the event/performance space until there is an appropriate pause in the program for which they may be seated, this is at the House Manager’s discretion. For some performances, this rule will not be enforced. However, in some cases, late seating is prohibited and patrons will not be allowed to enter once the house is closed. You will be notified of the late seating policy for each event at the pre-event meeting before the performance.

**Sound Transfer**
Performance and event spaces may not be soundproof from outside noise in the lobby area. Staff and volunteers are responsible for reminding patrons and guests to keep sound levels down. All volunteers and staff must remain quiet in the lobby areas during performances.

**Emergency Procedures**
During events and performances, be aware of any emergencies or problems that arise in the event/performance space or lobby areas. In case of anything alarming or disturbing, you should contact the House Manager or a staff member immediately. When appropriate, return to your assigned area. Program Ushers, please be aware of anything occurring in the performance space. If you need to report something, be sure to return to your assigned area (only if it is appropriate to do so) at a suitable place in the program in order to be available to assist other patrons as needed.

In case of a medical emergency, imminent danger, or other safety emergencies please call 911 immediately.

For Campus Security call Department of Public Safety at 423-439-4480.

**Event and Performance Etiquette**
◆ Please be on time.
◆ Food and drink are prohibited in most performance/event spaces. There are some exceptions to this policy. In the event of a No Food and Drink policy, ask patrons to please discard the items in the provided trash cans. Volunteers, once patrons are present, please do not eat while on duty.
◆ All tobacco products (including dip, cigarettes, cigars, and e-cigarettes) are prohibited in all performances and event spaces. ETSU is a Tobacco-Free Campus, please see ETSU’s full Smoking/Tobacco Policy online at:
All cell phones and electronic devices must be turned off or silenced. Volunteers must not use cell phones while on duty (unless a call needs to be made in response to an emergency at the performance/event; or if you are one of our Social Media volunteers). Cell phone use or texting by audience members is also prohibited. If this becomes a problem, notify the House Manager.

Late seating policy: you will be notified of the late seating policy for each event at the pre-event meeting before the performance. Please see Late Seating Policy above for more information.

Infants and toddlers policy: some events and performances prohibit infants and toddlers from attending. You will be notified of the policy at the pre-event meeting before the performance. In the event infants and toddlers are allowed, if you notice a baby or toddler disrupting patrons during any performance, please notify the House Manager.

Recording and photography policy: audio recording, and still or video photography is strictly prohibited at all performances and events, except when previously arranged. If this policy is suspended for an individual event, you will be notified of this at the pre-event meeting before the performance.

During your volunteer shift, please be careful not to make socially inappropriate remarks or jokes, and please do not discuss religion or politics.

Absolutely no soliciting during events and performance, or with artists while representing the Mary B. Martin School of the Arts.

We hope you have fun volunteering for our events and enjoy working with your peers. However, your first responsibility is to aid in the smooth management of the event and to respond to the event patrons. Please do not let socializing distract you from this focus. It is a busy time for the Mary B. Martin staff as well; please understand that we may not have time to chat.

Pre-Event Meeting
Volunteers will be given or reminded of the following information upon arrival.

- Explanation of the contents of the program
- Start and end time of the performance
- Time and length of intermission
- Types of tickets and how they should be taken
- Review of Emergency Procedures
- Late Seating Policy
- Infants and Toddlers Policy
- Food and Drink Policy
- Hearing Assistance availability
- Building information (see list below)
- Updates from the House Manager

Knowledge of the Building
Please make yourself familiar with the event/performances spaces:

- Will Call and Ticket sales area
- Restrooms
- Handicapped Access – Entrances, restrooms, seating
Water Fountains
Entrances and Exits (emergency)
Fire Alarm pull stations
Fire Extinguisher locations
Nearest AED (Automated External Defibrillator)
Parking

Summary of Event Coordination

SPECIFIC ARRIVAL TIMES WILL VARY - YOU WILL BE NOTIFIED.
At times specified for the event: Box Office Assistants, Lobby Greeters, Merchandise Sales, Social Media and Lobby Activities, Load-in volunteers, Ticket Takers, Program Ushers, and other volunteers arrive. Sign in, put your name badge on, and meet with House Manager. Report to the assigned area at the conclusion of the pre-event meeting.

At 45 mins prior to the start of the show:
Box office and lobby open; Lobby activities, ticket sales, Will Call pickup, and merchandise sales begin.

30 minutes prior to show time (or on House Manager’s call): House Manager/s opens the House for seating. Ticket-takers take tickets. Program Ushers assist patrons as needed and hand out programs. Any questions should be addressed to the House Manager.

At scheduled start time (curtain): Volunteers should remain at their assigned areas until the House Manager invites them to be seated (if applicable). When possible, volunteers will be invited to see some or all of the performance, but no one is guaranteed a seat for any performance. Ushers should sit in the closest possible seat to their assigned area and all volunteers should sit in the back. The House Manager or staff will close the doors prior to the start of the performance.

Late seating policy for each event may be different. This will be covered in the pre-event meeting. Be sure you know what the policy is for the particular event/performance.

At the start of intermission: Ushers should open house doors and return to their assigned area to offer assistance and give information as needed (such as directions to the restrooms) at the beginning of intermission. All volunteers should be at their assigned area for the duration of intermission (unless otherwise instructed).

Intermission is usually 15 minutes. The House Manager will determine the endpoint of intermission, and signal it by flashing the house lights or ringing a chime.

At the end of the event: Strike all event needs.
Once the house has emptied, Ushers and Ticket Takers will pick up discarded programs, ticket stubs, and trash, and leave any Lost and Found items with the House Manager. When able, please recycle items.
Box Office, Lobby Greeters, and Social Media/Lobby Activities volunteers will pack up and clean assigned areas as appropriate.

Strike volunteers, assistance staff with backstage clean up as needed. Please remember, we must wait until the dressing room/s is cleared and the artist has removed their personal belongings before we can enter to clean.

Note: volunteers are not permitted to go backstage unless specifically requested to do so or as assigned.

All Event Volunteers- please check with the House Manager or Assistant Director prior to leaving for the evening, once you are cleared to leave, please sign out.

Addendum – Theatre Talk

**House:** The auditorium where the audience sits.

**House Open:** Patrons may be seated.

**House Closed:** Patrons are seated and the performance is ready to begin (in some cases, late seating is prohibited and patrons will not be allowed to enter once the house is closed- please refer to the late seating policy for each event).

**FOH:** Front Of House is the part of a performance venue that is open to the public and may include the house, lobby, and box office areas.

**Lobby:** This is where patrons purchase tickets and wait for the house to open.

**Performance:** Refers to each individual show.

**Technical or Tech Crew:** These are the people who run the technical aspects of the performance (sound, lights, etc.).

**Stage Manager:** This person oversees the coordination between the performers, the technical crew, and the house and ticket office staff.

**Booth:** Where stage managers and technical crew work during performances.

**Curtain:** This refers to both the drape that separates the audience from the stage AND also means the start of a performance.

**Curtain Call:** When actors come out at the end of a performance and take their bows.

**Run:** This refers to the duration that a particular show is featured on stage.

**Set:** The scenery, furniture, etc. that makeup what the audience sees on stage.

**Prop:** Anything an actor picks up with their hands and moves around the stage.

**Load-in:** This refers to the set up for a performance. May include FOH, stage, set, costumes, and technical needs.

**Strike (load-out):** When you tear down the set, or you remove something from the set/stage-you “strike” it. It also refers to the loading-out or removal of all performance needs.

**Theatre:** The formal study of the art of performance.

**Theater:** The place where theatre is performed.