

# Plaza VIPs

## Plaza Volunteers in Production



**Contact Info.....2**

**Welcome .....2**

**Program Overview & Benefits .....2**

**Volunteer Policies .....3**

**Volunteer Dress Code .....3**

**Volunteer Positions**

**Event Director.....4**

**Floor Captain.....4**

**Will Call Manager.....4**

**Greeter.....5**

**Lobby Usher .....5**

**Theatre Usher.....6**

**Beverage Salesperson .....6**

**Merchandise Salesperson .....6**

**Talent Liaison Manager.....7**

**Ticket Examples.....8**

**Lobby Usher Cheat Sheet.....9**

**Example of Will Call Manifest.....10**

**Theatre Layout – Main Level.....11**

**Theatre Layout – Balcony Level.....12**

**Example of Beverage Sales Report.....13**

**Example of Credit/Debit Form .....14**

**Notes.....15**

*\*This is a working document and policies may change at any time, without notice\**

## WELCOME!

The Plaza Arts Center thanks you for becoming a Plaza VIP... a Volunteer in Production! We appreciate your interest and willingness to invest your personal time to support this terrific cultural venue and be part of the best group of volunteers in Middle Georgia.

This booklet describes the roles that are necessary for our VIPs to deliver an exceptional experience for every guest attending a show or event at The Plaza and outlines what is expected of the VIP in each role. It also lists all the VIP Benefits!

Again, we sincerely thank you for your time and service. You are very important to us. We couldn't do what we do without YOU!

## PROGRAM OVERVIEW & BENEFITS

The following volunteers are needed at each event:

- |                     |            |                                    |
|---------------------|------------|------------------------------------|
| • Event Director    | 1 Person   | Nicole Richard or Rainey Gallagher |
| • Floor Captain     | 1 Person   | Jude Martincic or Rainey Gallagher |
| • Will Call         | 1-2 People |                                    |
| • Greeters          | 1-3 People |                                    |
| • Lobby Ushers      | 2 People   |                                    |
| • Theatre Ushers    | 4-6 People |                                    |
| • Beverage Sales    | 1-2 People |                                    |
| • Merchandise Sales | 1-2 People |                                    |
| • Talent Liaison    | 1 Person   |                                    |

**TOTAL: 13-20 Volunteers for each event**

Each Plaza VIP will receive:

- Full training
- Materials/Supplies/VIP Badge to wear during Volunteer Duty
- Free ticket to the show for each Volunteer (seats selected by Plaza Staff)
- One free beverage of choice from the Bar
- Annual VIP Dinner Party (for ALL Volunteers)

## PROGRAM CONTACT INFO

Nicole Richard  
TPAC Director  
706-923-1655 (O)  
770-241-2712 (C)

[nicole@theplazaartscenter.com](mailto:nicole@theplazaartscenter.com)

Rainey Gallagher  
EPAF Director  
706-923-1655 (O)  
706-473-0525 (C)

[rainey@theplazaartscenter.com](mailto:rainey@theplazaartscenter.com)

Jude Martincic  
VIP Floor Captain  
706-485-4862 (H)  
706-473-1611 (C)

[judemartincic@gmail.com](mailto:judemartincic@gmail.com)

*\*This is a working document and policies may change at any time, without notice\**

## **VOLUNTEER POLICIES**

- Must be 18 years of age or older to be a volunteer.
- All volunteers must arrive one hour prior to show time.
- All volunteers must check in with the Floor Captain upon arrival.
- Appropriate clothing must be worn (see Volunteer Dress Code section).
- Volunteers are requested to park at Library or across the street at Methodist Church.
- Volunteer assignment process:
  - Call for volunteers will be sent via email notification one week before tickets go on sale to general public.
  - Director determines individual assignments based on event needs.
  - Director sends email confirming assignments two weeks prior to show.
- If volunteer has purchased a ticket prior to being confirmed, volunteer may:
  - Return the free volunteer ticket to be resold and use the purchased ticket
  - Request a refund of the purchased ticket and use the free ticket.
 (Advise TPAC staff of preference when accepting volunteer assignment to allow time for the returned ticket to be resold)
- Volunteers must stay at assigned stations until duty time is over or the Floor Captain releases them.
- Volunteers may not approve a change of the assigned seat on a ticket (including volunteer's own free ticket) without approval of the Floor Captain or Event Director.
- All stations with cash boxes may accept cash, checks made out to "EPAF" as well as Master Card and Visa.
- EPAF Staff or Board Members reserve the right to escort any person, volunteers included, out of building for any disorderly conduct.

## **VOLUNTEER DRESS CODE**

- VIPs must wear WHITE shirt for all indoor events unless otherwise notified.
- Because volunteers are representatives of The Plaza Arts Center we ask VIPs to dress in nice attire that is appropriate for the event. Examples of wardrobe choices that are discouraged include:
 

– blue jeans	– "mini" skirts/dresses
– tank tops	– flip flops
– shorts	– tennis shoes
- VIP badges will be provided to all volunteers for use during shift
- VIP badges must be returned to the Floor Captain at the end of each shift

*\*This is a working document and policies may change at any time, without notice\**

## Volunteer Positions

**All VIPs Arrive One Hour Prior to Show Time**

**Event Director** (Nicole or Rainey): Manages all aspects of event production and finances

### Tasks

- Manage talent needs during event
- Assist the Floor Captain as needed
- Handle cash boxes at the end of the event

**Floor Captain** (Jude or Rainey): Manages all volunteers and cash boxes

### Tasks

- VIPs check in with this person upon arrival
- Manage all volunteers the night of the event
- Provide supplies to VIPs
- Check all VIP stations throughout the event
- Oversee management of cash boxes
- Deliver cash boxes to Event Director at end of event.

**Will Call:** Manages box office, ticketing, and cash box. Ability to manage patrons and money in a fast paced environment is a must. Stationed in Founders' Hall across from the Board Room, unless otherwise notified.

### Tasks

- Report to Floor Captain upon arrival
- Verify starting cash in box
- Verify that tickets are in alphabetical order
- Ticket Management - Tickets are sorted in alphabetical order by last name
- Three types of tickets at will call:
  - Purchased tickets that are being held for pick up
  - Reserved tickets that are being held for payment
  - General admission tickets for sale at door
    - Always sold at fixed price
    - Select best available for patrons from a presorted stack of tickets
- Remain at station 15 minutes after show begins
- Verify ending cash in box at end of shift by recording on Will Call Report
- Ensure that cash box is delivered to Floor Captain
- **Payment:** Accept MC or Visa ONLY; checks made out to EPAF, and cash

*\*This is a working document and policies may change at any time, without notice\**

**Greeters:** Welcome patrons to The Plaza and manage traffic flow. Must be friendly and courteous at all times. Stationed at Plaza Entrance.

### Tasks

- Report to Floor Captain upon arrival
- Be sure exterior doors are securely fixed in an open position
- Welcome guests to The Plaza
- Advise when theatre doors will open and other special announcements
- Hand out Programs
- Direct patrons to will call, bar, and restrooms
- Keep lobby clear for movement from the entrance to Will Call to the Bar area
- Avoid personal conversations that can create a bottleneck and excuse yourself as politely and quickly as possible if it occurs.

**Lobby Ushers:** Check tickets and guide patrons to the correct side of the theatre to meet Theatre Ushers. Must be friendly and courteous at all times. Must be knowledgeable of theatre layout. Stationed at interior theatre doors. If you require reading glasses, please be sure to bring them the night of the event.

### Tasks

- Report to Floor Captain upon arrival
- Assist Greeters in keeping lobby clear for good traffic flow
- Check tickets and guide patrons into the correct side of the theatre
- Direct patrons to Theatre Ushers

**Theatre Ushers:** Walk patrons to their seats in a fast but courteous manner. Must remain calm, as this is a fast paced position. Stationed on each aisle and on both sides of the balcony. If you require reading glasses, please be sure to bring them the night of the event.

### Tasks

- Report to Floor Captain upon arrival
- Guide those needing assistance to their seats
- During show, will sit in an aisle seat in back of theatre to manage interruptions
- Hold latecomers and others entering theatre during an act until applause or appropriate break
- Enforce show rules regarding use of flash photography and cell phones
- Relocate/manage patrons sitting in incorrect seats; ushers may not approve a change of seating without approval of Floor Captain or Event Director
- Locate Floor Captain for assistance if a patron becomes difficult for any reason

*\*This is a working document and policies may change at any time, without notice\**

**Beverage Sales:** Manages cash box and the sales of rolls of color coded beverage tickets before show and during intermission. Patrons turn in tickets at the bar to purchase beverages. Must be excellent with receiving cash and making change. This is a fast paced position. Stationed in the Gallery, unless otherwise notified.

### Tasks

- Report to Floor Captain upon arrival
- Verify starting cash in box and enter amount on report sheet
- Tickets **MUST** be sold in numerical order
  - \$5 = RED TICKET for mixed drinks and wine
  - \$3 = WHITE TICKET for beer
  - \$1 = BLUE TICKET for water & soda
- Note red ticket numbers used for the volunteers on report sheet
- No refunds, but patrons may use unused ticket(s) at next event
- Advise patrons that Red Wine is **NOT** allowed in theatre. All other drinks are allowed
- Station closes at show time and reopens just before intermission
- May not leave station/cash box without approval from Floor Captain
- Complete report sheet and place in cash box.
- Deliver cash box to Floor Captain
- **Payment:** Accept MC or Visa **ONLY**; checks made out to EPAF, and cash

**Merchandise Sales:** Manages cash box and the sales of talent merchandise before show, during intermission, and after show. Must be excellent with receiving cash and making change. This is a fast paced position. Stationed in the Gallery, unless otherwise notified.

### Tasks

- Report to Floor Captain upon arrival
- Verify cash in box
- May not leave station without approval from Floor Captain
- Cash box must be delivered to Floor Captain if station is unattended
- Station closes at show time and reopens just before intermission
- **Payment:** Accept MC or Visa **ONLY**; checks made out to EPAF, and cash

*\*This is a working document and policies may change at any time, without notice\**

**Talent Liaison:** Assists the Event Director the day before and/or day of the event by greeting talent at their accommodations upon arrival (usually at Cuscowilla) and providing local logistics support and information as needed. Must be very familiar with Eatonton and Lake area. Will be “on call” during daylight hours before show time.

**Tasks**

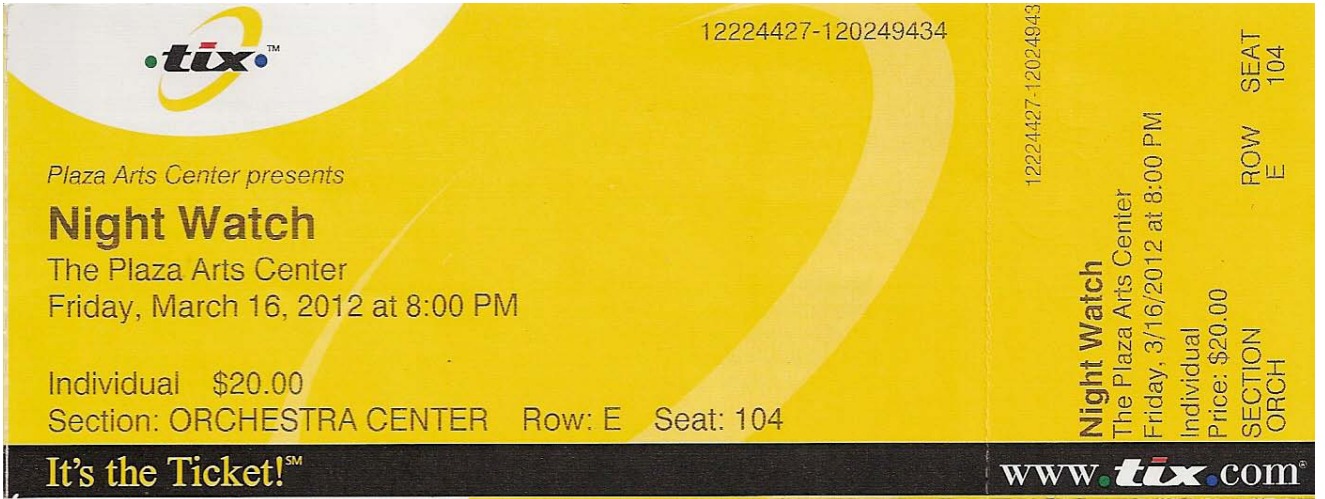
- Greet talent at lodging site and assist with check in if needed
- Deliver a physical copy of itinerary to talent
- Provide talent contact info and cell numbers for Liaison and Event Director
- Direct talent to local eateries, excursions, points of interest, etc.
- Make the talent feel appreciated and important.
- Immediately contact the Event Director if problems arise

**IMPORTANT TO REMEMBER:**

**VIPs MUST ARRIVE AN HOUR BEFORE SHOW TIME AND RETURN ALL MATERIALS, BADGES, ETC., TO THE FLOOR CAPTAIN AT THE END OF THEIR SHIFT!**

# TICKET EXAMPLES

## TICKETS WILL MOST OFTEN LOOK LIKE THIS:



## OCCASIONALLY WE USE IN-HOUSE TICKETS THAT LOOK LIKE THIS:



*\*This is a working document and policies may change at any time, without notice\**



## LOBBY USHER “CHEAT SHEET”

The Lobby Usher tells ticket holders the correct door to use to enter the theater based on their seat location on the ticket. Because they stand with their back to the theater, the usher’s right is the ticket holder’s left and vice versa. This cheat sheet is provided to Lobby Ushers at events as a quick reference guide.

### ORCHESTRA SEATS

**ORCHESTRA RIGHT – even #s – LEFT DOOR**

**ORCH CENTER – 101 thru 107 – LEFT DOOR**

**ORCH CENTER – 108 thru 114/115 – RIGHT DOOR**

**ORCHESTRA LEFT – odd #s – RIGHT DOOR**

**Box L – RIGHT DOOR      Box R – LEFT DOOR**

### BALCONY SEATS

**BALCONY RIGHT - even #'s - LEFT DOOR**

**BALCONY LEFT – odd #'s - RIGHT DOOR**

**BALCONY CENTER – 101 thru 107      LEFT DOOR**

**BALCONY CENTER – 108 thru 113/114/115+      RIGHT DOOR**

**BACK ROW F 101 thru 114      LEFT DOOR**

**BACK ROW F 115 thru 128      RIGHT DOOR**

- Orchestra Center, Seats 101-107 – send patrons to YOUR LEFT
- Orchestra Center, Seats 108-115 – send patrons to YOUR RIGHT
- Orchestra Right, Seats are Even #'s – send patrons to YOUR LEFT
- Orchestra Left, Seats are Odd #'s – send patrons to YOUR RIGHT
  
- Balcony Center, Seats 101-107 – send patrons to YOUR LEFT
- Balcony Center, Seats 108-113/114/115 – send patrons to YOUR RIGHT
- Balcony Right, Seats are Even #'s – send patrons to YOUR LEFT
- Balcony Left, Seats are Odd #'s – send patrons to YOUR RIGHT
- Back Row F, 101-114 – send patrons to YOUR LEFT
- Back Row F, 115-128 – send patrons to YOUR RIGHT

Note: “ADA” on a Ticket indicates seats for patrons with disabilities/in wheelchairs. Those seats are as follows

- Orchestra Right, Row B, Seat 2 – send patrons to YOUR LEFT
- Orchestra Right, Row S, Seats 2 & 4 – send patrons to YOUR LEFT
- Orchestra Left, Row B, Seat 1- send patrons to YOUR RIGHT
- Orchestra Left, Row S, Seats 1 & 3 – send patrons to YOUR RIGHT

*\*This is a working document and policies may change at any time, without notice\**

## EXAMPLE OF MANIFEST USED AT WILL CALL

The manifest is a list that provides all the information about the tickets that have been sold or reserved, including the names of the individual purchasing/reserving the tickets, whether payment is due, where the seat is located, etc.

The “Status” column and “Net Price” column show when and how much to collect. See status code explanation below:

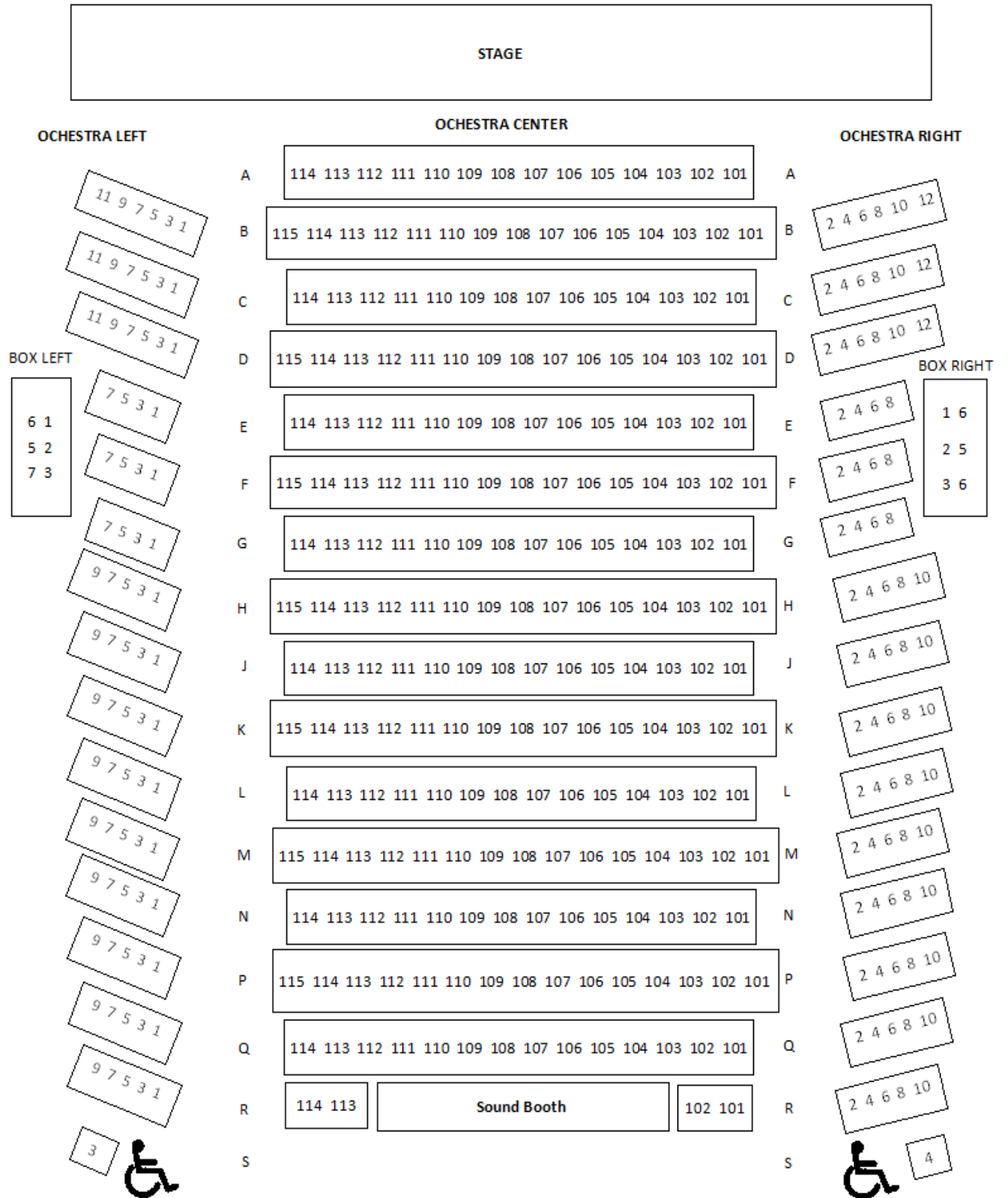
Section	Row	Seat	Customer Name	Status	Net Price
BALCONY CENTER	A	101	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	102	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	103	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	104	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	105	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	106	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	107	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	108	Mangum, Mylle	Reserved	\$62.00
BALCONY CENTER	A	109	Klinck, Knowlton	Sold	\$62.00
BALCONY CENTER	A	110	Klinck, Knowlton	Sold	\$62.00
BALCONY CENTER	A	112	Nelson, Candy and Len	Sold	\$62.00
BALCONY CENTER	A	113	Nelson, Candy and Len	Sold	\$62.00
BALCONY CENTER	B	101	Hudson, Joe and Anne	Reserved	\$62.00
BALCONY CENTER	B	102	Hudson, Joe and Anne	Reserved	\$62.00
BALCONY CENTER	B	103	Hudson, Joe and Anne	Reserved	\$62.00
BALCONY CENTER	B	104	Hudson, Joe and Anne	Reserved	\$62.00
ORCHESTRA CENTER	A	101	Goff, Ann	Sold	\$62.00
ORCHESTRA CENTER	A	102	Goff, Ann	Sold	\$62.00
ORCHESTRA CENTER	A	101	Goff, Ann	Hold	\$62.00
ORCHESTRA CENTER	A	102	Goff, Ann	Hold	\$0.00

### “Status”Codes:

- Sold – Ticket is paid and ready to be picked up
- Reserved - Collect Payment in Net Price column (\$62.00 above)
- Hold – Collect Payment in Net Price column; sometimes that will be \$0.00 which means no payment is due on that ticket (two examples are shown above).

*\*This is a working document and policies may change at any time, without notice\**

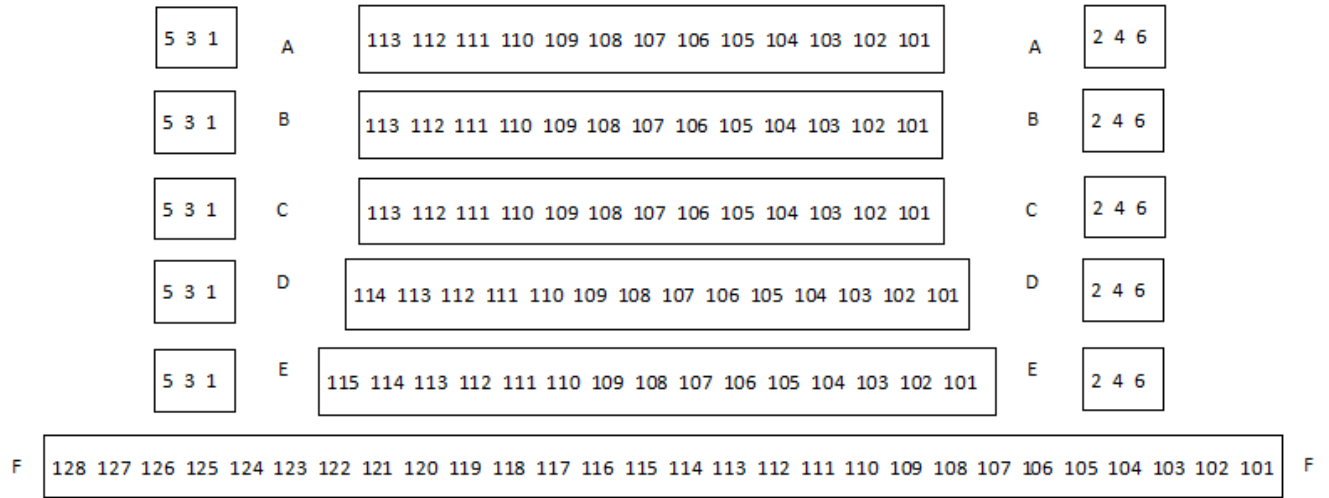
# THEATRE LAYOUT – MAIN LEVEL



*\*This is a working document and policies may change at any time, without notice\**

# THEATER LAYOUT – BALCONY LEVEL

## BALCONY



*\*This is a working document and policies may change at any time, without notice\**

## BEVERAGE SALES SHEET

This is the spreadsheet we use to calculate beverage sales. It shows how we track how much cash should be in the cash box and why it is so important to keep drink tickets in numerical order.

**The VIP will enter the information in red on the sheet.**

EVENT NAME		DATE		
Sample Event Name		5/10/13		
<b>(VOLUNTEER ENTERS INFO IN RED)</b>				
Starting Cash in Box				\$ 260.00
Total Beverage Sales				\$ 569.00
Tips				\$ 29.00
Total in Cash Box				\$ 858.00
<b>TOTAL BAR REVENUE</b>				<b>\$ 598.00</b>
<b>(VOLUNTEER ENTERS INFO IN RED)</b>				
	<b>STARTING #</b>	<b>ENDING #</b>	<b>TOTAL SOLD</b>	<b>REVENUE</b>
<b>QTY \$5 DRINK TICKETS SOLD (RED)</b>	223064	223161	97	\$ 485.00
<b>QTY \$3 DRINK TICKETS SOLD (WHITE)</b>	845120	845140	20	\$ 60.00
<b>QTY \$1 DRINK TICKETS SOLD (BLUE)</b>	909554	909578	24	\$ 24.00
				\$ 569.00
<b>Total number of red VIP tickets used</b>	<b>20</b>			
<b>SPECIAL NOTES:</b>				

*\*This is a working document and policies may change at any time, without notice\**

## EXAMPLE OF CREDIT/DEBIT FORM

The Plaza accepts both MasterCard and Visa for credit card charges. The VIP will use this form for all credit card payments.

Please follow the instructions below carefully to ensure that The Plaza staff can properly process the charge after the event.

	
<b><u>Credit or Debit Card Form</u></b> <b>FOR SHOW OR DRINK TICKETS</b>	
NAME: _____	
ADDRESS: _____	
CITY: _____	
STATE: _____	ZIP: _____
TELEPHONE: _____	
<b>**We only accept MC and Visa**</b>	
CARD NUMBER: _____	
EXP. DATE: _____	
3 DIGIT SECURITY CODE: _____	
TOTAL AMOUNT OF PURCHASE: _____	
CUSTOMER SIGNATURE: _____	

### Instructions for charge card payment:

- Have the patron fill out the form. This is for security purposes and also allows you to continue to serve other patrons.
- Make sure the form is completely filled out and is clearly legible
- Place all charge forms in bottom of cash box

*\*This is a working document and policies may change at any time, without notice\**

## **Notes**