

HARLEQUIN

Volunteer Handbook

Harlequin Productions at the STATE THEATER
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HARLEQUIN

Dear Volunteer,

I am pleased to welcome you to the Harlequin Productions volunteer program. We appreciate your commitment and are grateful that you have chosen to share your time and talent with us!

It is my sincere hope that you find your experience with Harlequin Productions fulfilling and gratifying, and that it provides you the opportunity to develop leadership skills, network, make new friends and promote personal and professional growth.

This Handbook will assist you to successfully serve as a Harlequin volunteer. It provides basic information about our building and facilities, and volunteer roles and expectations. We believe you'll find this guide helpful. Please reach out with any and all questions.

Again, on behalf of Harlequin Productions, I welcome you to our volunteer program.

Cordially,

Ashley Lewis
Volunteer Coordinator

Our Mission:

Harlequin Productions seeks to invigorate, educate, and empower our community and all people to feel more, think more, play more, and judge less through the mirror of real live theatre.

Welcome to Harlequin Productions!

We are a professional, non-profit theatre company offering a year-round season of classics, musicals, and new works. Harlequin Productions owns the State Theater in downtown Olympia where it serves the South Sound region with its resident theatre productions. Harlequin is dedicated to high quality theatrical productions that excite, challenge and enrich theatre artists and audiences alike. Through the intimacy of theatrical events, we explore and strive to illuminate the human condition common to all.

We love our volunteers - and wouldn't be able to do what we do without you! We want you to get the most from your volunteer experience with us, so please take some time to familiarize yourself with this handbook, and of course, let us know if you have questions, comments, ideas or suggestions to share... We want to hear from you!

Meet the Front of House Staff!

Ashley Chandler - 360 786 0151 ext 103

Operations Director

Ashley@harlequinproductions.org

Ashley Lewis - 360 786 0151 ext 102

Volunteer Coordinator/ Front of House Host

volunteers@harlequinproductions.org

AshleyL@harlequinproductions.org

Amy Shephard - 360 786 0151 ext 105

Development and Advertising Sales Coordinator/ Front of House Host

Amy@harlequinproductions.org

Olivia Burlingame - 360 786 0151

Box Office Manager

boxoffice@harlequinproductions.org

Volunteer Code of Conduct

- Perform your duties to the best of your ability while respecting the mission and goals of Harlequin Productions.
- Deal with conflicts or difficulties in a graceful manner as outlined in this manual.
- Practice courtesy, patience and cooperation.
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions.
- Follow through on commitments and advise the Volunteer Coordinator or Box Office if you are unable to work as scheduled.
- Demonstrate respect for the direction and decisions of the House Manager.
- Respect the building facilities and report any issues that may arise.
- Remember that volunteers are a type of employee. It is unlawful to consume alcohol while working for an establishment that holds a license to sell alcohol and violates the stipulations agreed upon to hold such a license, thus putting the establishment at risk to lose said license and hinders the possibility to hold another license in the future.

Volunteer Responsibilities

- Have fun! You are often the first person to engage our patrons in conversation so we look to you to help make their experience here truly memorable and always enjoyable.
- You are our eyes and ears during the performance - we rely on our volunteers to enforce theater etiquette, as least disruptive as possible, and inform us of any potential issues.
- Direct any questions, concerns or emergencies that may arise to the House Manager, who can usually be found in the lobby.
- During the show, volunteers are welcome to sit in the gallery seats. Please shuffle to the end of the gallery row so that any latecomers can be sat as needed.
- After the show, please pick up programs in seating area and bring any Lost & Found items to the House Manager. Leave the garbage behind and notify the House Manager of any large messes.
- Please practice the utmost proper theater etiquette, outlined later in this handbook, as it serves as a model for our patrons.

Volunteer Overview

- Arrive 1 hour and 30 mins before the performance. That means 6:30pm for an 8:00pm evening show, or 12:30pm for a 2:00pm matinee. Please call if you will be late or need to reschedule. The lobby will open 1 hour before the start of the show. We need everyone present half an hour before to be briefed.
- Please remember to sign-in and pick up your name badge at the beginning of your shift. Please make note of any new contact info on the sign-in sheet. Signing in allows us to keep track of attendance, contact info and helps maintain our on-call list. A name tag identifies you to patrons as an authority figure.
- After signing in, please help organize the programs by placing the appropriate inserts within and counting the right quantity needed for that night's audience. The House Manager will have instructions.
- Before the lobby opens, the House Manager will brief you on the performance and assign the duties for the event. ***These briefings are mandatory.***
- Personal items may be stored in the Usher's Closet. This closet is only used by volunteers and staff and is always supervised.
- Volunteers are always welcome to complimentary coffee and tea.

Dress Code

- Business-casual attire. Black or dark colored clothing is preferred. There are tuxedo vests hanging in the Usher's Closet if you'd like to wear one.
- Non slip, closed-toed shoes please
- A name tag should be worn at all times.
- Please limit any use of scents, perfumes, or cologne out of respect for other patrons and staff who may have sensitivities to fragrance.

Scheduling/Calendar

- An email is sent out a week or so before Opening Night of each show.
- Please respond to this email with your schedule requests. Email is our preferred method, but you can also call our Box Office.
- There is a link in the email that allows you to view the online calendar. This is for **reference only**. You do not need to log in and you won't be able to add yourself in. We will personally confirm with you, via email or phone, and add you to the online calendar and the master schedule.
- Schedules are made on a first come basis. If you would like to work with a friend, please put those requests in together.

Volunteer Roles

- **Greeter/Ticket Checkers** - (1 stationed at the handled, glass front door and 1 at the internal Box Office door)
 - Well, Hello! You will be the first person patrons interact with when they arrive.
 - Be available to answer general questions from patrons and direct concerns to the House Manager
 - Please check the Date and Show Title on each ticket. Ensure that only patrons with tickets for that day and show enter the Lobby. If 3 patrons walk in, please physically look at and confirm all 3 tickets. Use the provided clicker to count each patron. Turn the clicker in to the House Manager before being seated.
 - Please direct patrons to the appropriate entrance for their seats. HL or HR
 - At intermission: monitor lobby doors, alcoholic drinks may not leave the building.
- **Usher** - (at least 1 stationed on each side of the house)
 - Before seating begins, station in front of the curtains and pass out programs. Do not let patrons inside the house until the House Manager opens the curtains.
 - Be available to answer general questions from patrons and direct concerns to the House Manager
 - Food is not permitted in the seating area. There are signs located on each side of the house next to the curtains. As patrons enter the seating area, please make sure they do not bring food with them.
 - Once seating has begun, there are a few ways in which an usher can help patrons to their seat. If their seat letter is Row A, B or C, it is easy to direct the patron down the slope, to the front of the seating area. Rows D thru G are easily accessed by going up the stairs. Please familiarize yourself with our seating chart so you can best direct the patrons. Ask open questions such as, “Do we know where we are sitting?” or “Would you like me to show you to your seat?” , that way the patron can express their exact needs.
 - During the show: keep an eye out for late comers, as they may be sat in the extra Usher Gallery seats until they can go to their assigned seat. Also keep an eye out for any disruptions and let the House Manager know as needed.
 - At Intermission: monitor the stage to keep patrons from touching or photographing the set

- **Stage Guard**
 - Before seating begins, station outside the curtains and help the Ushers hand out programs and answer general questions from patrons.
 - When seating begins, station at the front of the stage to deter any patrons from getting onstage or photographing the set. No patrons are allowed to go through the backstage curtains.
 - During intermission, please resume the same post.
 - After the performance, please move down to the front of the stage and encourage any lingering patrons to wait in the lobby for friends and to meet the actors so that the tech crew can shut down.
- **Concessionaires** - (2 for each performance)
 - Please check with the House Manager for specific instructions before the lobby opens
 - Be available to answer any patron questions and direct any concerns to the House Manager
 - Best for volunteers with cash handling/concession experience
 - Familiarize yourself with our menu and pricing. This may change slightly with each show.
 - Concessionaires must be over the age of 21 to serve alcohol. If a concessionair is at least 18 and MAST certified, then they may serve alcohol. No volunteer under 21 and uncertified can serve alcohol. Please check the ID of any patron who appears under the age of 30.

Concessions

Knowing the general concessions menu and pricing will help avoid confusion and mistakes while serving patrons at the concessions counter. Our new Square POS system will add the total for each transaction and also calculate change. The menu may change slightly with each show, as we feature different products in theme with the show. The House Manager will inform you of any changes and also provide instructions for each rotating cocktail or any featured drinks and products. We currently accept cash and major credit cards using the Square. We also have gift cards that are rung in as Gift Certificates in the Square. Harlequin Productions recycles and composts as much as we are able. There are recycle bins next to the trash cans. All the plastic cups can be recycled. Unfortunately our paper cups are not compostable.

Menu:

<p>Foods.....\$2.00 Halls cough drops Assorted Cookies - From Wagner's Bakery (allergy warning: cookies may contain nuts) Assorted Truffles - From Bittersweet Chocolates Assorted Nuts</p> <p>Non Alcoholic Beverages.....\$2.00 Soda - Pepsi, Diet pepsi, 7up, Rootbeer Izzie's Sparkling Juices - Apple, Peach, Clementine, Blackberry Spiced Cider Hot Cocoa Hot Tea Batdorf and Bronson Coffee</p>	<p>Beer.....\$5.00 Hale's Red Ale Hale's Pale Ale Locust Dry Cider</p> <p>Wine.....\$7.00 Red Blend - Townshend Red Table Sauvignon Blanc - Leese Fitch Chardonnay - Ryan Patrick Brut - Pierre Chainier</p> <p>Rotating Featured Wine.....\$10.00</p> <p>Rotating Featured Cocktail.....\$10.00</p>
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Theater Etiquette

Cell phones and Electronics:

Please silence or turn off all cell phones and beepers, please no texting or calling during the performances. There will be a reminder for the patrons during the curtain speech.

Cameras and Recording Devices:

The use of cameras, with or without flash, or other recording devices is strictly forbidden. Only the resident staff may document performances. If any patron is seen photographing or recording the performance, please remind them of our policy.

Children and Youth:

Some productions may be inappropriate for children under 12, though discretion is left to the parent. Disruptive children should be escorted to the lobby. No babies in arms. No children under 5 admitted.

Smoking Policy:

Smoking is not permitted inside the State Theater. Patrons may smoke 25 feet outside of the lobby doors.

Food and Drink:

Food is not permitted in the seating area. Water and beverages in cups are allowed. Cough drops should be unwrapped prior to the start of the performance.

Latecomer seating:

Latecomers will be seated, at the discretion of the House Manager, in the Ushers Gallery, or if seats are available in Row G, whichever is least disruptive. Some productions have their own policy for latecomer seating, the House Manager will inform the group of any special instructions.

Under no circumstances, should a patron be allowed to seat themselves in the dark, once the show has started.

If a patron leaves their seat during the show (to use the restroom, use their phone, coughing fit, etc.), please keep an eye out to catch them when they return and have the patron wait in the gallery for a less disruptive moment in the show, during applause or a scene change.

Assisted Listening Devices:

Harlequin Productions offers enhanced hearing headsets or T coils for patrons with hearing disabilities. These are stored behind concessions. The House Manager will set these up for patrons who inquire.

Walkers/wheelchairs:

Should a patron have a walker, please escort them to their seat and inform them that we will park their walker at the back wall, near the stairs.

House Information

Each volunteer should be familiar with this **basic information** about the State Theater:

Restrooms are located downstairs in the lobby, to the left of the Concessions counter. There is an additional, all-access restroom located on the first floor, near the left entrance to the house.

Designated wheelchair seats are located in Row A on both HL (A21) and HR (A20). They can be removed if necessary and companion seating is available. Arrangements are usually made in advance, but occasionally there may be Rush tickets purchased by a patron with those needs. The House Manager will inform the group of any advanced arrangements.

There is a First Aid Kit behind the concession stand and also one in the Box Office. There are also flashlights behind the concession stand and also on each side of the Ushers Gallery.

There is a fire extinguisher behind the concession stand. There is also a fire extinguisher on each side of the house, tucked in the wall cubby near the stairs. There is also a fire extinguisher located next to the entrance to the Box Office.

Emergency Procedures

In case of a power outage, we have emergency lights that will turn on in 5 minutes. The Stage Manager will make an announcement if we lose power for more than 5 minutes.

In case of a fire, the House Manager and volunteers will lead everyone out through the front glass doors in the Lobby in an orderly fashion. In the event the fire is located in the Front of House, patrons will be lead out through the backstage doors.

In case of an earthquake, duck and cover until all movement has stopped. There will be an announcement by the Stage Manager to evacuate through front Lobby doors. House Manager, Volunteers, and Stage Crew will meet in the Reef parking lot.

Seating Map

Seating Rows are arranged alphabetically, the first row nearest the stage starts with A and the last row at the top of the seating area is G. Seats are numbered with 1 in the very center of the HC section. Odd numbers continue on the HL (3, 5, 7) side and even numbers continue on the HR (2, 4, 6) side. Side aisle seats begin with either 20 (HR) or 21 (HL).

Please familiarize yourself with the following seating chart. The two wheelchair seats are circled in red. A21 on House Left and A22 on House Right

