

SANGAMON AUDITORIUM

University of Illinois at Springfield



SANGAMON AUDITORIUM VOLUNTEER ASSOCIATION (SAVA)

TRAINING GUIDE 2009-2010

Dear Sangamon Auditorium Volunteer Association Member,

Welcome to the 2009-2010 season at Sangamon Auditorium, and thank you for donating your valuable time! We appreciate your assistance in providing a quality experience for audiences of all ages as they attend performances throughout the season.

Dedicated volunteers are so valuable to our success. Whether you've been ushering for years or if this is your first time, we want to make sure you have the information you need to feel comfortable in fulfilling this important responsibility.

This training manual is a helpful overview of building information, general guidelines, and SAVA policies and procedures. We don't expect you to memorize all that is printed here, but you will need to be familiar with its contents and principles. You will learn most of the contents of this manual while serving in your volunteer role over the next few months. We recommend reading through all of this information once before your first assigned event each year so you are familiar with any changes that may have been made, and then after that just do a quick review of certain sections as needed.

So, welcome aboard, or welcome back, and thank you for supporting Sangamon Auditorium at the University of Illinois Springfield.

Please contact us through any of the mechanisms listed below if you have questions about any of this information. We welcome your input.

Sincerely,

Mindy McCaffrey
Volunteer Coordinator

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APPENDIX:

Auditorium Seating Chart

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Parking Map

Sangamon Auditorium

The mission of the Sangamon Auditorium is to present and support varied cultural and educational professional arts activities of high quality to the many audiences on campus, in Springfield, in Sangamon County and in the surrounding areas, reflecting a broad representation of music, theater and dance in all their forms.

On February 20, 1981, the Auditorium opened its doors with a performance by Hal Holbrook in "Mark Twain Tonight." Since that time, our patrons have experienced the best in music, theater and dance. In addition to presenting performances by national touring companies, the Auditorium also acts as the performing home for the Illinois Symphony Orchestra and the Springfield Ballet Company. It is also available for graduations, meetings, rentals and seminars.

The Sangamon Auditorium seats 2,018 people on three levels:

| | |
|------------------|------------|
| Main Floor | |
| *Lower Orchestra | 66 |
| Orchestra | 425 |
| Loge | <u>595</u> |
| | 1086 |
| Mezzanine | 564 |
| Balcony | <u>368</u> |
| Total Seats | 2,018 |

**This seating is not available for all performances. Seating capacity without lower Orchestra is 1,952.*

Auditorium Facts

- The Main Floor (Lower Orchestra, Orchestra and Loge) features **continental style seating** which allows a maximum number of premium seats because there is no center aisle.
- On the walls, colorful acoustical banners hang at various levels. These may be adjusted to allow the sound to reverberate easily. Therefore, the house can be "tuned" to fit the requirements of the performance or speaker.
- The distance from the stage to the last seat in the Balcony is a remarkably short **110 feet**.
- The proscenium opening (the wall that frames the stage) is **60 feet wide**.
- The distance from the apron (the front edge) of the stage to the back wall is **47-1/2 feet**.
- The distance from the grand drape to the apron is **20-1/2 feet**.
- Offstage, the distance from side to side is **114 feet**.

Studio Theatre

The Studio Theatre has been designed as a multi-purpose space to accommodate a diverse scope of events. It is essentially a black box theatre equipped with theatrical lighting, a large motorized screen, a sprung floor appropriate for dance performances and four dressing rooms. It is managed, maintained, scheduled and programmed through Sangamon Auditorium and is managed in accordance with all University policies. The Studio Theatre is the home of the UIS Theatre performances and concerts by the UIS Music Program. It is also utilized by student groups, departments, and community organizations for various functions including lectures, movies and dinners.

The Studio Theatre seats 375 people on two levels with 318 fixed seats arranged in a $\frac{3}{4}$ round configuration:

| | |
|---------------------|------------|
| Main Floor | |
| Center Wagon | 60 |
| Right Wagon* | 56 |
| Left Wagon* | 56 |
| Chairs on the Floor | <u>57</u> |
| 229 | |
| Balcony | <u>146</u> |
| Total Seats | <u>375</u> |

**Certain configurations require that one section of the right and/or left wagon is collapsed, removing 16 seats per wagon for a capacity on the floor of 197. Seating capacity without chairs on the floor with full wagons is 318.*

Public Affairs Center (PAC) Building Information

The Public Affairs Center at UIS was essentially a triangle before the Auditorium was added onto its west side in 1981. The three points, or “Towers” as they are more commonly called, contain elevators, stairs, a water fountain and restrooms. Tower 1 is by the coffee shop, Tower 2 is by the House Left entrance and Tower 3 is by the House Right entrance. Patrons can travel to any level of the PAC through any of the Towers.

What’s on each level?

Level One:

Studio Theatre
Valet Parking- Teardrop
Food Emporium
PAC Restaurant
Conference Center
Bursar’s Office
Vending Machines
ATM Machines (in teardrop entrance)
Parking Services Office

Level Two:

Auditorium Lobby
Ticket Office
Coat Check
Lobby Bar
Capital Perks Coffee Shop
Orchestra Seating
Loge Seating

Level Three:

Mezzanine - Rows A-G
Atrium Lounge
Auditorium Office PAC 397

Level Four:
Mezzanine Rows H-R
Balcony Rows A-F

Level Five:
Balcony Rows G-M

Rest Rooms

Located in all towers on all levels – here are some specifics:

Level 1 – located in the corridor between the Food Emporium and Studio Theater

Levels 2, 4, and 5 – located between the inner and outer set of wooden doors to the Auditorium. HL = women’s facilities, HR = men’s facilities.

Please remember – the largest set of bathrooms is located inside the Auditorium on level 3, just up the short flight of stairs behind the control booth. Patrons should be directed here to avoid long lines at intermission.

All restrooms in Tower 1 are wheelchair accessible.

Water Fountains

One water fountain is adjacent to every rest room, except for those located inside the Auditorium on Levels 2 and 3.

Soda Machines

Located on Level 1 in Towers 1 and 2, and in the Food Emporium area.

Stairs

The grand staircase connects Levels 1 & 2 on the HL side across from the Studio Theatre & Capital Perks.

The “inner” red carpeted staircases from Level 2 to Level 5 on both HL and HR inside the Auditorium lounges.

The concrete stairwells in each of the 3 towers from Level 1 to Level 5.

Elevators

Located in all 3 towers—all elevators go from Level 1 to Level 5.

Public phones and first aid supplies

Studio Theatre: Level 1

Tower 2 – campus and pay phone

Studio Theatre House Right Concourse – campus and pay phone

Sangamon Auditorium Lobby: Level 2

Ticket Office - first aid kit

Coat Check – campus phone, first aid kit and AED Machine

House Left and Right – campus and pay phones

Atrium Lounge: Level 3

Tower 2 – campus phone

Public phones and first aid supplies, *continued*

Mezzanine: Level 4

House Left Stand- first aid kit

Tower 2 – campus phone

Balcony: Level 5

House Left Stand & House Right Stand- first aid kit

Tower 2 – campus phone

Smoking Policy

In compliance with the Illinois Clean Indoor Air Act, smoking is prohibited in all UIS campus buildings. This **NO SMOKING** policy includes the Auditorium, lobby areas, lounge areas, restaurant, cafeteria, conference rooms, and restrooms.

The designated smoking area for the PAC is located outside the automatic doors which are on House Left directly across from the patron coat room. During intermission, please have patrons exit through the lobby and proceed through the automatic doors to the designated smoking location.

Voluntary compliance with this policy is expected. If a violation occurs, Ushers are expected to inform the violator and seek voluntary compliance. Disciplinary action by Campus Police in the form of a ticket may occur for continued violations of the policy or for those exhibiting blatant disregard.

Parking Information

FOR PATRONS

Convenient free parking is available in lots B, C, and D. If these lots are full and the event is in the evening, they may also park in lots F, I and A. Valet parking is available at the teardrop entrance for \$8 per car and premium parking is available in lot E for \$5 per car. Accessible patron parking is also available by the Auditorium stage door, with additional spaces in Lot G.

FOR VOLUNTEERS

For parking purposes, volunteers are considered “visitors” and the following policies apply:

- For evenings and weekend events, lots A-I are visitor lots unless otherwise designated. Volunteers may park in these lots. Lot E will, of course, be used for Premium Parking for most events.
- For daytime events such as Class Acts events, lots A, B, C-North, D, and I are visitor lots and are marked as such on the signs. Volunteers may park in these lots.
- Please remember that all residential lots require stickers and are to be used only by residents.

Sangamon Auditorium Volunteer Association (SAVA)

Gifts of time and talent are essential to make Sangamon Auditorium's performing arts programming and special events possible. As a SAVA member, you share in the pride of supporting one of central Illinois' finest performing arts centers while you experience first-hand the excitement and passion that are inherent in live performing arts. Moreover, your role as a volunteer extends well beyond that of Usher or Manager, as you are also an ambassador of goodwill for the University. The highest level of customer service is expected of all SAVA members and is appreciated by our patrons.

Comprised of over 200 men and women of all ages and backgrounds, the SAVA volunteer corps works to strengthen community awareness and public appreciation of Sangamon Auditorium, contributes to its financial strength, and provides appropriate support services to its staff. The Front of House staff depends on SAVA Ushers and Managers to greet, direct, assist and ensure the safety and comfort of patrons attending performances and other events in Sangamon Auditorium and the Studio Theatre. Volunteering at Sangamon Auditorium means involvement with a broad spectrum of programs and activities. Ushers may take tickets, stuff and hand out programs at performances, direct patrons around the facility, lead patrons to and from their seats during a performance, coordinate bus parking for education programs, work in the administrative offices, work on special events and marketing, monitor the Coat Room, lead craft activities during Family Events, open, close and monitor house doors, or assist children as they discover the wonders of music and theater at our special school performances.

SAVA members share a sense of pride in their role and also receive benefits such as:

- Knowing they make a difference in the community.
- Meeting new friends, sharing a common bond.
- Sharing a sense of accomplishment and pride in being a part of the Sangamon Auditorium family.
- Invitations to social activities such as the Annual SAVA Picnic and Cookie Exchange.
- Meals are provided when working certain events which require a time commitment that crosses over a meal period.
- Having the opportunity to experience portions of live productions while they volunteer!

SAVA Advisory Board

The Sangamon Auditorium Volunteer Association is governed by a Board that is elected from the volunteer Usher corps at the Annual SAVA Picnic. Nominations are made and accepted by the Nominating Committee and nominees are then approved by a simple majority vote. The Board consists of the following positions: Chairperson/President, Recording Secretary, Office Volunteer Coordinator, Manager Representative, Usher Representative, Usher Liaison, and Auditorium Director (*ex officio*). All of the board members serve 2 year terms and can be re-appointed to two consecutive terms except for the Usher Liaison which is an annual appointment.

The SAVA Board meets monthly and functions in an advisory capacity. Board members assist with: recruiting and training volunteers; making policy and procedural recommendations to Auditorium staff; serving as the liaison between the Usher corps and Auditorium staff; conducting peer reviews of the performance of new and returning Ushers and Managers; and the planning of social activities.

SAVA Membership Requirements

- New Ushers are required to participate in a New Usher training session and to shadow senior status Ushers during their first 4 or 5 assigned events. The first season for new Ushers will be considered an apprentice period during which time the usher's skills will continue to be developed and evaluated for appropriate compatibility with the volunteer role.
- In accordance with University policy, every SAVA member is required to complete a Statement of Understanding form annually. This form serves as your agreement with the Auditorium and the University to fulfill the requirements and expectations of your role. The Auditorium staff and SAVA Board will evaluate Ushers based on these criteria.
- In order to retain active status in SAVA, a volunteer must return their sign-up sheet in a timely manner and work at least 3 events per semester.
- Attendance at a yearly training session is required of all active SAVA members so that everyone can receive consistent and updated safety instructions.
- For effective and timely communication, please notify the Auditorium office as soon as possible if any of your personal contact information changes, if a new medical condition develops which may impact your ability to complete certain duties, or to request an inactive status designation due to a personal situation which may conflict with the assigned event schedule.

SAVA Roles

1. *New Usher* – a volunteer who has just completed the one initial required training session and is working his/her first season of events.
2. *Returning Usher* – a volunteer who has completed one full season of assigned events, has retained active status by attending the required annual training, and continues to work at least three events in subsequent seasons.
3. *Senior Status Usher* - a volunteer who has worked 15 shows in one year or 25 shows in two years. You must work 6 shows per season or 12 shows per year each year thereafter to maintain this status. Those volunteers who achieve senior status will be recognized at the annual SAVA picnic and given a new nametag which designates this status.
4. *Floor Manager* - to become a Floor Manager, you must be a Senior Status Usher who is either nominated by a current Floor Manager or you can nominate yourself by mentioning your interest to any SAVA board member or the Volunteer Coordinator. The SAVA board will then carefully consider each nomination on an as needed basis. All new floor

managers will go through a training period by shadowing current floor managers in each specific area of Auditorium. After you have successfully served as an assistant in each assigned area, you will be able to serve as a floor manager.

5. *House Manager* – Certain floor managers are selected by the SAVA board and Volunteer Coordinator to become House Managers. You must have served at least one year as a floor manager and have completed a mentoring process with an experienced House Manager before you will be given sole responsibility in this position.

Dress Code

Female Ushers:

White Blouse with Sleeves
Black or Navy Skirt or Pants
Black or Navy Closed-toe Shoes
Red Usher Jacket
Nametag
Understated Jewelry
Dark socks or hose

Male Ushers:

White Dress Shirt
Tie
Black or Navy Pants
Black or Navy Closed-toe Shoes
Red Usher Jacket
Nametag
Dark Socks

Managers are asked to wear business casual attire with closed-toe shoes and nametag.

Please leave your pocket change at home and avoid wearing any type of clothing, fabric, or jewelry that may make additional noise as this can be disruptive to the patrons. Also, no one is permitted to carry a purse, wear a fanny pack or wear binoculars while on duty. You should avoid heavy perfumes or colognes as the scent may cause an allergic reaction in some patrons or can linger on the shared red jackets.

Sangamon Auditorium provides the red Usher jackets in many sizes for both men and women. Please choose a jacket that best fits you and use the same hanger to store your personal coat during the performance. Jackets must be worn for the duration of the program and the entire time that you are in the Auditorium. If you feel hot during a performance, ask your Manager if you may leave your post to go outside and cool down, but continue to wear your jacket until you are outside. If your jacket is in need of mending, simply turn it inside out before hanging it back onto its hanger in the usher coat room. This will alert the staff to the fact that repairs are needed.

Exceptions to the dress code exist for certain events. For UIS Commencement at the Prairie Capital Convention Center, Ushers and Managers will wear white shirts and khaki pants. For marketing assignments, the Director of Audience Development will dictate any attire guidelines on a per task basis.

Communication Chain of Command

The Sangamon Auditorium Staff on Duty (SOD) will function as the primary Front of House decision-maker for the Auditorium during shows. The Volunteer Coordinator will assist the SOD with pre-show usher responsibilities. The House Manager and/or Assistant House Manager are responsible for the decisions made by the various Floor Managers including: House Right (HR); House Left (HL); Directions (DIR); Coat Room (CR); Mezzanine (MZ); and Balcony (BAL). Floor Managers are in turn responsible for the individual Ushers (New, Returning and Senior Status) working in their section. This chain of command assures that there is feedback on Usher skill development, that there are trained and seasoned individuals on each level of the house, that there is direct and immediate communication among Managers and with the SOD, and that there are sufficient people available to provide assistance in emergency situations.

If there is reason for concern regarding an usher, the responsible floor manager should address the situation first. The House Manager and the SOD have the authority to ask an Usher to leave at any time. If an usher has a reason for concern regarding a manager, there are confidential evaluation forms available in the coat rooms. The Volunteer Coordinator will review the completed forms and determine appropriate follow-up.

Time Commitment

Volunteers should arrive at the Auditorium promptly one-hour and fifteen minutes (1 hr & 15 min) prior to curtain time for most events. This is noted as “call time” on your assignment sheet. Depending on their role for the evening, Managers are expected to arrive one-hour and forty-five (1 hr & 45 min) minutes to one and a half hours (1 hr & 30 min) before the show starts. This allows the necessary time for the manager’s meeting to occur in PAC 397 prior to usher arrival. Event details will be distributed to the managers at this meeting so they can then prepare for the usher meeting.

Please note that by arrival time we mean that you are at the House Left doors waiting to be admitted to the Usher Coat Room; therefore, if it will take you additional time to find a parking space and walk to the Auditorium, please plan for that ahead of time. It is essential that you arrive on time so that you can get ready, help staff programs, and attend the Usher meeting all in the first 30 minutes that you are here. The house will open thirty (30) minutes prior to curtain and the entire staff must be ready to assist the patrons. Ushers who are consistently late will not receive full credit for their shows.

Exceptions to the arrival times exist for some rehearsals, ISO performances which are preceded by Concert Comments, and shows in the Studio Theatre. For rehearsals and most shows in the Studio Theatre, Managers are expected to arrive one hour (1 hr) prior to the start time and Ushers should arrive no later than forty-five minutes (45 min) prior to start time. There will be a few exceptions to the Studio Theatre arrival times due to the nature of the event (i.e. Family Events) which will be noted on your season schedule.

Signing up for events

The following criteria apply to the process of signing-up for and being assigned to events:

- Indicating availability for a particular show does not mean that you are guaranteed to be assigned that show. Auditorium staff will make the final assignments and notify you of your season schedule.
- The rental events are not guaranteed to occur. Contracts have not been signed for these events; however, they have been included on the sign-up sheet as it is believed that they will take place on the date and time indicated.
- When signing up for any show, please note that Ushers and Managers are expected to be present and remain on duty from call time to completion, as determined by the House Manager and SOD, no matter what position they are assigned for the event.
- If an Usher/Manager must leave early, they should notify the Volunteer Coordinator ahead of time, if possible, and the House Manager and SOD before the event. Those who leave early may not be eligible to receive the full point total for that event. This is up to the discretion of the Volunteer Coordinator.
- We ask all Ushers/Managers to provide us with their email address. There will be more communication conducted in the future via email and the internet with Ushers and Managers especially regarding show additions, show cancellations and shows needing additional volunteers. Email addresses are for internal use only and will not be shared outside of the Auditorium staff and SAVA community.
- The maximum number of volunteers needed for a full house is 68 to adequately cover the essential staffing positions in each area.
- Event assignments are based on a point system in which Ushers receive points for the number and type of shows that they work in a season. The point system rewards those Ushers who have worked more shows or less desirable shows. The point system will be the primary mechanism to assign Ushers and will take into account the number of cancellations and no-shows by an Usher. It is also important to return your sign-up sheet by the indicated deadline in order to be fully considered for all requested shows. Please see the section on the point system in this Guide for a complete explanation.
- When you are assigned to work an event, you have made a commitment to volunteer at that time. However, if you are unable to Usher for an event, please find a replacement so that we will have the needed staffing for the event. For high request shows such as Broadway and musical concerts, be sure to call the Auditorium and ask if a sub list exists before you begin looking for a replacement. After you have located a sub, please call that information into the SAVA Hotline at 206.8288. If you do not talk to someone, please leave a message and clearly state your name, the show and the date and call time of the show you are unable to work. Only emergency cancellations should be made within 24-48 hours of an event. Please take the time to call your emergency cancellation into the SAVA Hotline as soon as possible.

- Regular attendance is mandatory. To make the SAVA program work with over 200 volunteers and hundreds of shows of varying interest to them, and to be fair to other Ushers, we must strictly enforce attendance policies. Please call the Volunteer Coordinator if you are unable to keep your commitment for the show season so that we can find replacements for your assigned season events.

Pre-Show Responsibilities

When you enter the Usher Coat Room, please write the time you arrived on the Sign In/Out sheet posted on the bulletin board. Check the message board to see if there is any noteworthy news for Ushers and if there are events which still need volunteer help. Note the floor position area to which you have been assigned. These positions are abbreviated as follows:

HL=House Left

HR=House Right

MZ=Mezzanine

BAL=Balcony

DIR=Directions

CR=Coat Room

(specific duties and positions for each area will be assigned by the floor managers following the pre-show meeting)

After you have signed in, choose a flashlight whose bulb is facing inward. If this flashlight is not working, please turn it around so that the bulb is facing out. It is very important that each Usher have a good working flashlight to use to properly assist patrons in the event of an emergency. You should also take a plastic sandwich bag and a disposable glove (located on the bookshelf in each usher coat room) with you at this time. These supplies will be used to do a quick clean sweep of the Auditorium following the performance.

You are now ready to proceed to the Auditorium to prepare for the event! If you have been assigned to Directions or Coat Room, please report directly to the patron coat check area to meet with the coat room manager. These ushers are exempt from the pre-show meeting because they need to be in place earlier to assist patrons as they arrive before the house open time. *Please note: usher coat rooms are locked during performances and the ladies coat room is also equipped with lockers for limited storage of personal effects.*

Event Checklists are available for ushers prior to every event on the wall/staircase leading up to the HL loge area. Ushers should check the program stuffing area (white ledges on level 3) to assist with preparing programs as needed for the event. Sometimes there will be an insert to place in the programs. For ease of distribution and to insure proper numbers of programs in each house location, programs need to be counted in stacks of 25. All ushers (except DIR and CR) are expected to assist with these activities until the start of the pre-show meeting.

Pre-Show Meeting

The pre-show Usher meeting is your chance to meet the Staff on Duty (SOD), the House and Floor Managers, to learn more about the event, and to have your questions answered. Sometimes, a representative from the production company may also be at this meeting to inform you of any policies that the company may have. This meeting occurs one hour before the event.

By the end of this meeting, you should know the following information:

- Event running times
- Who the House and Floor Managers are
- The number of patrons expected
- If the lower Orchestra is being used
- If concessions (T-shirts, CD's, and souvenirs) are being sold
- If the lobby bar is open
- If the coffee shop will be open
- If and where any receptions, meet and greets, or group activities are being held
- The types of tickets and ticketing procedures being used for the event
- Any security issues
- Any program changes
- Possible seating problems
- Accessibility reservations
- Whether backstage passes are being used

Additional information to be provided will include the use of strobe lights, the use of fog machines, the photography policy, special holds and late seating restrictions, whether there will be an interpreter, and upcoming shows needing more Usher assistance.

After the pre-show meeting, you will meet with your Floor Manager to be assigned your specific position and duties. Your Manager should provide you with a quick review of the location of the nearest restrooms, drinking fountain, emergency exits and the weather and emergency evacuation procedures for your area. Also, acquaint yourself with the seating and row numbers in your section and check the aisles for debris.

Opening the House and Blocking the Doors

The house doors will remain closed and locked until approximately 30 minutes prior to curtain (or as specified by the renter). Please note that some renters have strict clauses in their contracts about opening the house because admitting patrons prior to their approval may spoil the atmosphere of the event. Under certain contracts (such as Broadway), the Auditorium may be fined a monetary fee if the house doors are opened prematurely.

The process for opening doors is as follows: the Tech Director will meet with the SOD or House Manager and let them know that the house can be opened. This is NOT the authorization for the Floor Managers to have their Ushers open the house! Managers must wait until the House Manager has completed a status check with each level of the


house. The House Manager will then give the directive to open the house. At no time will an Usher open their doors and admit patrons until their Manager has given them the approval to do so.

When opening the house, Ushers should fully open the doors and place wooden blocks parallel to the thin edge on the bottom of the door. It is recommended to use your foot to wedge the block under the door until it is secured. There are different sizes of wood blocks, so please find one with the appropriate fit if you are having difficulty. Please avoid placing the block perpendicular to the bottom of the door. This creates a tripping hazard and could cause injury to other Ushers or patrons.


Types of Tickets and Passes

Sangamon Auditorium’s Ticket Office uses a computerized ticketing system (ProVenue Max) to produce tickets for most events. Reserved seating tickets show the Auditorium level, row letter, and seat number. General admission seating tickets mean that the patrons may sit in any seat on a first come, first served basis—these are generally used for Studio Theatre events.

Reserved ticket example

| | | | | | |
|--------------------------|----------------------|----------|--|--|---|
| Broadway at UIS presents | | | |  | |
| BW1AHS EVENT | Hairspray | | NO REFUNDS OR EXCHANGES Ticket Office One University Plaza, MS PAC 292 Springfield, IL 62703-5407 217.206.6160 800.207.6960 Buy online at: www.sangamonauditorium.org | | |
| ORCH LEVEL | Sunday, Sep 30, 2007 | | 7:00 PM | | |
| G 35 ROW/SEAT | ORCH | G 35 | \$0.00 | | J |
| \$0.00 PRICE | LEVEL | ROW/SEAT | PRICE | | |

General Admission example

| | | | | | |
|----------------------------------|------------------------|----------|--|---|---|
| UIS Sangamon Auditorium presents | | | |  | |
| 0146 V03BDC EVENT | Defending the Caveman | | NO REFUNDS OR EXCHANGES Ticket Office One University Plaza, MS PAC 292 Springfield, IL 62703-5407 217.206.6160 800.207.6960 Buy online at: www.sangamonauditorium.org | | |
| General LEVEL | Saturday, Oct 06, 2007 | | 5:00 PM | | |
| Admission ROW/SEAT | General Admission | | \$0.00 | | M |
| \$0.00 PRICE | LEVEL | ROW/SEAT | PRICE | | |

Sometimes, outside groups make special arrangements with the Auditorium management to print their own tickets. In such cases, sample tickets will be shown and explained at the pre-show meeting. Certain types of events have been permitted in the past to use raffle tickets (patron keeps one stub and one stub is placed in the drop count) or click counters. Exceptions are authorized on a case-by-case basis by the Events and Patron Services Manager.

The Auditorium policy states that everyone who enters the Auditorium must have either a ticket or proper identification. This policy includes babies and small children. Be aware that parents may become defensive when you ask to see an infant's ticket. Whether a child is to occupy a seat or not, he must have a ticket presented on his behalf. Patrons who do not have tickets for their infants should be directed to the Coat Room to receive a nursing child ticket free of charge. Those with older children that can clearly occupy their own seat with a booster cushion should be directed to the Ticket Office.

The Nursing Children Policy:

Nursing children will be allowed in to the Auditorium at no charge for all Sangamon Auditorium sponsored events. However, everyone, even a nursing child, must have a ticket issued from the Ticket Office. The nursing parent or adult (male or female) will pay the applicable ticket price for themselves. A seat will not be assigned to the child.

Backstage passes (Authorized Stage Access lanyards) or "All" access permits are issued to individuals affiliated with the company performing in the Auditorium. These passes are either worn by the individual or shown at the door to gain admittance to the Auditorium and to allow the person to pass through the red curtain to the backstage area.



The SOD is allowed access to the backstage area to assist as necessary with the event. Sometimes, under certain authorized instances, the house manager will be asked to go backstage in place of the SOD.

Usher nametags allow access to the Auditorium, but not the backstage area. Other University employees should not be utilizing their nametag or I-card to gain admittance to the Auditorium, this includes the valet staff, food service staff and building services staff (except for those who have been contacted by the House Manager or SOD to deal with a maintenance issue in the house). For events where security is pivotal (such as music concerts) private security staff will be hired, but for all other events it is up to the Ushers to enforce these policies and restrict admission to only those patrons with tickets and those service workers who are supposed to be in the house.

Taking Tickets and Seating Patrons

Helpful hints when taking tickets and directing patrons:

- Accessible and special-needs seating is located on the Main Floor in rows J and K, and the last row of the Mezzanine.
- Note whether or not the patron's seats are on House Left or Right. Allow them to enter even if their tickets are on the opposite side of the Auditorium, but explain to them how to cross over behind the sound booth.
- Row S in the Loge section is the dividing line when determining whether to send patrons straight ahead or up the stairs. Rows A-R should go straight ahead and rows S-V should go up the stairs.
- Make sure that you match the number of tickets to the number of people in each group.
- If a patron does not have a ticket, politely direct them to the Ticket Office.
- Consult your floor manager if a patron has the wrong ticket for an event or if there is a duplicate seating issue. The manager will resolve the situation with the ticket office and communicate the solution to the involved patrons.
- A stub count, or drop count, is required for every Auditorium event so that staff may accurately track capacity seating numbers and for emergency purposes.

The ticket taker is the only person who allows access to the Auditorium. Therefore, it is the ticket taker who must prevent patrons from taking cameras, recording devices, pagers, cellular phones, baby strollers or carriers, food, or drink into the Auditorium. Patrons with these items should be directed to the coat check. There are trash cans at each of the Auditorium entrance points for patrons to dispose of unfinished food or drink. The only exception is bottled water with a lid that can be taken into the Auditorium. If a patron is carrying a bag that you believe is suspicious, it is your responsibility to inquire about the contents and remind the patron of the Auditorium policy. Once in a while, an event may allow cameras and recording devices, but you will have been informed of this at the pre-show meeting.

Please greet each patron with a smile and say “hello” or “may I help you find your seat.” Read the patron’s ticket carefully before you start to walk. Once you start to walk towards the patron’s seat, continue walking even if the patron stops to talk. This will encourage the patron to follow you, which will help prevent crowding of the aisles and stairs. Guide the patron to the end of the appropriate row, and double check the ticket to make sure you are in the right place before handing it back to the patron.

If you are escorting a patron into the house who is using one of the Auditorium wheelchairs, please be courteous and wheel them as close to their seat as possible. For general admission events, the Auditorium will try to reserve several additional seats in rows J and K for those needing wheelchair assistance. Please clarify for the patron that you can assist them to and from their seat in the wheelchair, but that they must be able to be transferred to an Auditorium seat for the duration of the program. Because we have a limited number of wheelchairs available and sometimes a high number of requests, we cannot allow patrons to remain seated in Auditorium wheelchairs for the duration of the performance. If you are delivering a patron to their seat via a wheelchair and do not work in that section, please let the Ushers know the location of the person needing a wheelchair so they can assist during intermission and at the performance’s end.

If we have received the request to provide a sign language interpreter, they will be seated on a stool in front of spaces G-I in row K on the HL side. There is a fixed light that shines to illuminate the interpreter and allows the patron to view their gestures and the stage. For some rentals, the interpreter may be placed on a corner of the stage instead.

Late Seating:

You will be informed of the late seating policy for each event at the pre-show meeting. Please use your best judgment as to when it is appropriate to seat late arrivals and try to avoid disrupting other patrons as much as possible.

Once the performance has started, the Ushers will leave only one set of house doors open per side per level. This means staggering the doors by shutting one inner and one outer set of doors so as to reduce any light and/or sound from the lobby from distracting those in the Auditorium. Proper procedure for the Main Floor is as follows: the inner doors that are right in front of the stairs should remain closed and the outer doors that are closest to the side wall should remain open. Please be careful and do not bang the doors as you shut them. To avoid this, pull gently on the crash bar on the inside of the door until the door clicks into place.

On level 3 by the stuffing stations, one inner door can be propped open, but both outer doors should be shut once the performance begins. For the Mezzanine and Balcony, the wing doors should be shut when the performance starts and both of the main side doors should be shut so as to avoid light from the lobby areas from distracting patrons.

Ushers should always use their flashlight to escort patrons to their seats or to an exit after the house lights have dimmed. The flashlight should always be pointed down and your body should be between the audience and the light to act as a shield. One of the primary

functions of the Usher corps is to ensure the safety of the patrons. As the house lights are lowered during a performance and many shows have times when the stage lights are blacked out as well, we need the Ushers to be ultra aware of patron movements. Ushers are assigned positions to assist patrons by providing additional illumination to stairs and aisles. Doing your job well helps prevent accidents and falls in the house.

Usher seating during a performance

Please remember that you are still on duty during a performance. Remain alert, be aware of patron needs, and never take a patron's seat. After all the patrons have been seated, your Floor Manager will let you know when you may be seated. Ushers should sit in designated Usher chairs and stools as they are located as close to positions and service areas as possible. Patrons know to look for Ushers outside of the general Auditorium seating and Ushers should be visible and located in positions where they can be easily seen and found by patrons. In instances when attendance is low and Ushers are plentiful, the SOD may give permission for Ushers to sit in patron seating areas. IF you have been notified it is okay to be seated, please take seats that are on the outside of the aisles and toward the back. Ushers should spread out and sit on the ends of rows only. Ushers should never pass in front of a patron to access a seat.

If you are standing, remember to stay out of the audience sight lines and maintain a professional profile by refraining from leaning on walls, railings, or columns. It is also your duty to keep railings clear of coats, umbrellas, and other items.

At no time will an Usher or patron be permitted to sit on any stairs in the Auditorium. Doing so is a violation of University policy and fire code.

After the performance

All Ushers should be at their assigned posts before the end of the performance. When the house lights come up, you should:

- Smile and thank the patrons for coming to the Auditorium.
- Prevent patrons from going onto the stage or entering the backstage area.
- Use the bag and glove in your pocket to pick up debris and discarded programs.
- Notify your Manager of any stains or spills that need attention from building services.
- Return any unsoiled programs to the program stuffing area (white counters, level 3) and help box them up.
- Empty out your pockets and throw any debris away.
- Put your flashlight back into its proper slot. If it is not in good working order, turn it around so that the bulb faces out.
- Return your nametag to the appropriate place on the rack.
- Give any lost and found items to the Coat Room or your Manager.
- Hang your red Usher jacket back on the correct size hanger, facing the same way as the others. If your jacket is in need of repair, turn it inside out before hanging it up.

- Contact your Manager for additional duties and to check out with them.
- **Sign yourself out and leave only when authorized by your Floor Manager**

Studio Theatre Performances

Studio Theatre events, although similar in nature to Auditorium events, do exhibit some marked differences.

For instance:

- Ushers will still sign in/out and obtain their red jackets and flashlights in the Usher coat rooms of the Auditorium, but the pre-show meeting will either be held in the Studio Theatre lobby or foyer.
- Event checklists will be on the stairs of the Studio Theatre lobby for Ushers to pick up.
- Tickets are usually general admission.
- There will be at most two Managers, a House Manager and a Floor Manager. The House Manager will assist the SOD in assigning the Ushers to more specific locations.
- Radios will be used by the SOD, Managers and Tech. Instead of binders, there will be clipboards.
- There will be at most 15 Ushers scheduled for Studio Theatre events depending on the audience size and the type of event.
- Ushers will serve in the following positions: Directions, accessible ramp/door, ticket takers, programs, and Balcony and Main Floor seating.
- When seating patrons, be sure to shine light on the stairs and treads as there are no alternating colors like in the Auditorium.
- Always direct patrons to the front or to the seating locations specified by the renter/groups. If it is getting crowded on the floor, direct people to the Balcony only after assuring there will be Ushers upstairs to assist them.

Class Acts Performances

Class Acts Performances are held during weekdays for area school children. There are no tickets for *Class Acts*, but teachers will have a voucher for the group that will be given to House Manager as they enter the building.

1. **Parking** - Lot E is used for buses *only* on days when there are *Class Acts* performances. (UIS staff, faculty, and students are not allowed to use the lot). Patrons arriving in cars must park in Lot D. Directions Ushers in the parking lot help instruct all buses to park facing west. This helps with speedy load-in/load-out of both students and buses.
2. **Special Needs** - Buses/cars carrying students with mobility or visual impairments may unload in the Auditorium receiving and loading area and then proceed to Lot D to park.
3. **Directions Ushers** - Directions Ushers help direct buses into the lot, help direct students into the building from the plaza, and help lead classes to House Left or House Right once inside. The Directions Usher in the parking lot should radio the

House Manager with the names of schools as they arrive. The Directions Usher on the plaza should also let the HM know what school is on the plaza.

- 4. Entering the Building** - Classes/students with mobility impairments enter the lobby from House Left exterior lobby doors. *All* other classes enter from the point plaza doors. This enables the House Manager to identify each school as they enter.
- 5. Not all teachers are familiar with our procedures.** Not all teachers do the ordering for their class. Oftentimes it is the principal, secretary, or another coordinating teacher who make arrangements. Many materials are sent out from the Ticket Office to make teachers aware of procedures including special needs, lunch space, parking, and unloading, etc., but not all teachers receive the information. Given the way mail is distributed at most schools, it is impossible for us to think that we can do much more about this. Please keep in mind that not all teachers will know every procedure. Your patience is appreciated.

Check – In

- 1. Voucher** The House Manager or Assistant HM collects the school’s green voucher and marks them off on the roster. The HM sends the school to the HL or HR doors with a lobby Directions Usher leading the way. (The HM or Assistant HM will assign Directions Ushers during the Usher meeting.) Classes going to the Orchestra/Loge line up in front of the inner wooden doors. Classes going to MZ/BAL line up in front of outer wooden doors.
- 2. Lunches** Schools with lunches may leave them in the lobby under the atrium overhang while they are watching the performance.

Seating

- 1. Seating Policy** “Seating for *Class Acts* is based neither on reservation date nor arrival time. In an effort to seat all patrons as promptly as possible, Ushers seat all three levels of the Auditorium concurrently.” *Please try to seat the Orchestra all the way to the Loge wall before beginning to seat Mezzanine and Balcony.* This helps make our seating more first-come, first-served.
- 2. Special Needs** Rows J & K are reserved for students with mobility impairments. If we are scheduled to have students with visual or hearing impairments or if there is a sign language interpreter, Managers will let Ushers know what areas to reserve for these students. This especially affects the HL Orchestra.
- 3. Front Rows** Because the children are vertically challenged and because they can potentially become frightened; do not seat the front row of the Orchestra, Mezzanine, or Balcony.
- 4. Capacity** The Ticket Office never sells more than 1775 tickers to *Class Acts* shows. This leaves for a little “elbow room” –allowing us to not seat the front rows and to avoid separating classes.
- 5. Grade Levels** On occasion, a *Class Acts* show may attract a wide range of grade levels. When this is the case, we will make every attempt to seat according to grade level so that all students can enjoy the performance.
- 6. Loading** In the Orchestra and Loge, students are loaded in from right and left sides and stop at the indicated mark in the center. In the MZ and BAL, students

are loaded into sections. White tape marks with a number at the end of each row indicate to Ushers how many patrons to seat in that row. Two Ushers should count students as they load in to help get an accurate number. It is important to make sure that there are no empty seats in rows. If at all possible, each group of students or each school will be seated together. If this is not possible, seating is at the discretion of the Usher or Floor Manager.

Monitoring during performance

1. **Teachers are concerned, first and foremost, with the safety and welfare of their students.** This must also be our driving force for compassionate behavior toward the teachers, chaperones, and students. At any given moment, when one of our procedures directly conflicts with a teacher's ability to oversee the safety and welfare of her students, we need to be flexible.
2. **Behavior issues.** It is at the Usher's discretion as to whether or not a child's behavior needs to be addressed. Keep in mind that the children may be very excited about seeing a live performance and that they may get nervous when the lights get dark. They may talk because they do not realize that their conversation is distracting. (It doesn't bother the person on TV!) Many of the students may have never been to a theatre before. Use discretion when correcting their behavior and remember to have patience and be nice and personable to both the students and teachers. Try to help make the show a good experience for *everyone*.
3. **Teachers** Hopefully, the teachers and chaperons will assist you with student behavior. If you have been unsuccessful when correcting a student's behavior, try to identify the student's teacher and ask them to assist you.
4. **Usher's Behavior** Remember to remain a good ambassador of the Auditorium at all times. Seek additional assistance if you need it when dealing with a situation.
5. **Bathrooms** Many entire classrooms may need to use the restroom when they arrive at the Auditorium. The entire class may step to the side and use one of the lobby restrooms. Other teachers may prefer to get their class seated and then let students who need to use the restroom go. When a student leaves the Auditorium to use the restroom, use your flashlight to help light the way. Either follow the students all the way to the restroom door, or make sure that another Usher or teacher is aware that the student is in the restroom.
6. **Evacuation** Your Floor Manager should review evacuation procedures with you and highlight any special instructions based on the age of the audience.

Load-Out

1. **Special Needs** Allow students with mobility impairments and their escorts to exit the Auditorium first.
2. **Lobby** Discourage classes from exiting through the lobby unless they are going to eat lunch. Classes should exit out the HL & HR glass doors. Some classes may need to use the restroom before they leave---some have come from over an hour away! Follow manager directions for assisting the students with exiting the MZ and BAL.
3. **Curtain Call Chat** There might be a brief post-show discussion following some performances. You will be informed at the Usher meeting if there is a discussion. The discussion will take place one minute after the end of the curtain call (they

can still stand up and stretch if they need to...) and then the chat will begin almost immediately. The chat will not last more than 5-10 minutes.

Survey

All teachers attending *Class Acts* are asked to return a survey with any comments or suggestions about the program. These are used to help refine our process and the series. Please note that all schools must make choices regarding the best use of their limited field trip money. If we lose a school or class because of poor customer service, in the end it is the children that lose out. It is refreshing to know that so many schools do have a longstanding commitment to our programs. Please show your appreciation for these schools. We hope you will encourage teachers or parents from non-participating schools to attend Class Acts.

Usher Lunch

If there are 2 performances, lunch for Ushers will be served in an assigned location, usually the PAC Food Emporium on Level 1 and usually between the two performance times.

Emergency Procedures

MEDICAL:

If you are a witness to or are called to the location of someone who has fallen, been injured or appears to be in need of medical assistance, remember that swift, calm and logical action is essential.

If the victim is not breathing:

- And you are certified in CPR, do not hesitate to act and tell someone around you to either call 911 or get another Usher to call Campus Police and bring a Manager to the scene.
 - The Auditorium is equipped with an AED Unit (Automated External Defibrillator). It is located on the East wall of the House Left Lobby near the Coat Check. Contact the SOD if usage of the AED is necessary as they should be CPR and AED certified.
- If you are not certified in CPR, ask for help from those around you and tell someone to call 911. Then either get another Usher to bring a Manager to the scene or go to the nearest campus telephone and call “67777” to report the incident to Campus Police.

If the victim is breathing:

- Establish the exact location of the victim and their apparent condition (chest pains, trouble breathing, loss of motor control/trouble speaking, etc.).
- If the situation is critical, go or send another Usher to the nearest campus telephone to contact the Campus Police at “67777.”
- If the situation is not critical, ask another Usher to find a Manager and contact the SOD. You should stay with the person until the Manager and SOD arrive. The SOD is there to comfort the family, find out what happened, to get information for a report and to contact Campus Police.

If there has been a fall:

- Establish the exact location of the victim and their apparent condition (are they bleeding, are they conscious, does anything appear to be broken). Ask another Usher to find a Manager to contact the SOD.
- You should stay with the person until the Manager and SOD arrive. The SOD is there to comfort the family, find out what happened, to get information for a report and to contact Campus Police.
- If warranted, the SOD (or the Manager in their stead) will radio campus police or call them at “67777”.

In case of a minor injury or illness, first aid care may be administered by the SOD, technical director or member of the stage crew (several are trained paramedics).

In any case, report **ALL** incidents to your Floor Manager (who will notify the House Manager and/or SOD) for further evaluation. **Never admit fault on behalf of yourself or the University or state that the University insurance will pay.**

FIRE EVACUATION:

Please remember that as an Usher, you play an extremely important role in assisting the public during an evacuation to the nearest safe exit. Remember that emotions and tensions will be high, so it is important for you to remain calm. Assure the patrons that the Auditorium staff are handling the emergency and begin to evacuate your patrons to the nearest safe exit.

Please note that the backstage staff are responsible for evacuating the stage and guiding performers and the stage crew to the nearest safe exit.

An announcement such as this might be heard from the stage in the event of a fire:

Ladies and Gentlemen, your attention please. (pause and repeat)

There is a situation that requires the evacuation of the Auditorium and the surrounding building. We must interrupt the performance and ask that you exit the Auditorium to a designated safe area. Please follow your Ushers and exit the Auditorium calmly and in an orderly fashion.

- *Do not use the elevators*
- *Do not retrieve your items from the coat check*
- *Do not exit into the parking lots to retrieve your cars until instructed to do so by Auditorium staff or Campus police.*

Please remain in the safe area to which you are led until the “all clear” is given. Thank you.

Fire Evacuation Points to Remember

- When fire alarms sound or there is an announcement to evacuate, **all** exit doors must be opened.
- Insist that everyone leave as quickly as possible. Patrons should not stop for belongings at the coat check.

- **DON'T open hot doors...** Before opening any door, touch it near the top to see if it is hot. A fire on the other side will blast through the slightest opening with tremendous force.
- Do not allow patrons to rush, and be firm in discouraging any pushing. However, ask patrons to move as quickly as possible and keep to the right going down the stairs so as not to block a path in for emergency personnel.
- Do not let patrons in the Orchestra go up the stairs onto the stage as a means of evacuation as they have the potential to get lost backstage.
- Direct those on levels 3, 4, and 5 to exit down the backstage or house alcove stairs to the second level. From there they should proceed straight out of the building.
- Do not allow patrons to use the backstage stairwell unless an Usher is already positioned on level 2 of each stairwell to direct the evacuation and prevent patrons from getting lost backstage.
- In case of heavy smoke, have patrons stay low to the floor, less than 3 ½ feet above it.
- Watch for patrons, such as those in high heels, who are likely to trip.
- After everyone has exited the Auditorium, all of the doors must be closed to help prevent the fire from spreading.
- All patrons must be evacuated before Auditorium staff and Ushers, except for those designated to lead patrons to the designated meeting location.
- Once everyone is outside, stay with the group that you ushered out. It is important that you keep people from going to their cars and leaving. Traffic could obstruct fire trucks and emergency vehicles from reaching the area.
- Remember, under any circumstances during an emergency, never use the ELEVATORS!
- **Please note that the meeting area for an evacuation of the PAC building is on the grassy areas east and west of the teardrop.** If it is raining, or the temperature prohibits meeting in this location, then patrons may be guided to University Hall Building (UHB).
- Patrons are not allowed to return to the Auditorium until the all clear is given.

Disabled Patrons: On levels 3, 4, and 5, any person who cannot use the stairs to get out of the building, or those who are injured and cannot exit the building should be directed to the exterior landing near the windows. This allows the fire department to access the patron(s) from multiple directions. DO NOT break the windows, as falling glass is a serious threat to patrons and fire fighters. If you have patrons that you are not able to evacuate, go **IMMEDIATELY** to the meeting location by the teardrop and report the following to the Campus Police incident commander:

1. How many patrons are still in your area of the building.
2. What level they are on.
3. What area they are in.
4. The nature of their impairment(s).
5. Physical description of the patron(s).

WEATHER EVACUATION:

Weather situations will be communicated to Auditorium and Usher staff in one of two ways: through the Weather Watch system radio located in the Coat Room, from where the Coat Room Manager will contact the SOD via the radio, or a direct statement will be issued through the radio dispatch system by the Campus Police. Once the SOD has been notified, he/she will communicate with the Technical Director to immediately halt the performance and raise the house lights.

An announcement will come from the stage as follows:

Ladies and Gentlemen, your attention please. (pause and repeat)

Would the Ushers please rise and prepare for emergency procedures. An emergency exists within the building that the University views to be serious in nature. We must interrupt the performance and ask that you exit the Auditorium to a safe area, away from glass and windows. Please follow your Ushers and exit the Auditorium calmly and in an orderly fashion.

- *Do not use the elevators*
- *Do not retrieve your items from the coat check*
- *Do not exit into the parking lots to retrieve your cars until instructed to do so by Auditorium staff or Campus police.*

Please remain in the safe area to which you are led until the “all clear” is given. Thank you.

Once the announcement requiring evacuation has been made, all patrons must be evacuated to Level 1 to the Studio Theatre and the Studio Theatre Concourse area using the backstage and tower stairwells.

Remember:

- It is important that Ushers remain calm in an emergency situation.
- During an evacuation for severe weather, it is imperative that patrons not be allowed to exit through any doorway that leads to glassed-in areas. Do not allow patrons on levels 3 or 4 to exit through the side doors to the lounge areas as these contain windows.
- All patrons must be evacuated before Auditorium staff and Ushers.
- Never use the elevators during an emergency. If power is lost, you could become trapped.
- Disabled patrons who are unable to use stairs to reach Level 1 will be escorted to the nearest interior restroom or usher coat room as appropriate for their seating level. Positions and descriptions of these patrons will be immediately reported to the command post.

BOMB THREATS:

If a suspicious object is located within the building, the evacuation procedures will be the same as for a fire emergency.

Any person working in the Coat Room or answering a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information from the caller as possible. When you receive a call, it is important to keep the caller talking and to remain calm. All Managers have a Bomb Threat Form in their binders and additional forms are located near the Coat Room phone.

When a bomb threat is received by phone, immediately hold up the bomb threat sign (located in the top center drawer of the Coat Check desk). This will alert someone standing by to call the campus police on the phone next to the house entry doors or from the ticket office.

The bomb threat sign reads:

I AM ON THE PHONE WITH A POSSIBLE BOMB THREAT
CALL CAMPUS POLICE AT 67777
GET THE STAFF ON DUTY
DO NOT USE PORTABLE RADIOS FOR CONTACT

Use the Bomb Threat Form to gather as much information as possible.

Staff on Duty will communicate with Campus Police by phone to determine the level of the security risk using the information gathered from the form and the person who is receiving the call.

Once the SOD is instructed to evacuate the building by Campus Police, he/she will communicate with the Technical Director to immediately halt the performance and raise the house lights. Ushers should then follow the fire evacuation procedures to clear the building.

*Ushers should follow these same protocols for an emergency situation during a **Studio Theater performance**, with just these 2 exceptions:*

- 1. Patrons should remain seated during a weather emergency as they are already in the safe location.*
- 2. ALL patrons, including disabled, are evacuated during fire alarms or bomb threats, using the accessible entrance located on the main floor of the Studio Theater.*

Point System

The point system is a way to determine show/event assignments for future seasons by rewarding those who have worked more shows or less-desirable shows through the allocation of points. Volunteers will be able to earn points for each event worked. Each season during the sign-up period, those Managers and Ushers with the highest point totals from the previous season will be given priority when making show assignments for the more popular, highly requested events. Other criteria include the timely return of the sign-up sheet and the number of shows a volunteer was scheduled for that weren't worked/ or for which they cancelled during the previous season.

The Volunteer Coordinator will determine a point value for every Auditorium and Studio Theatre event. These point values will be indicated on the sign-up sheet. Points are assigned to events based on the popularity of the type of show and relative ease of scheduling ushers, the time commitment involved for a volunteer who is scheduled to work the event or activity, and the location/ unique attributes of the event and correlating volunteer duties.

Although point values are at the discretion of the Volunteer Coordinator, the following general rules will apply:

- Broadway and ISO events = 1 point
- Class Acts and Studio Theater events = 2 points
- Graduations, dance recitals, SBC, and other rental events = 3 points
- Premium Parking and Bus Parking for Class Acts = 5 points
- Office work and marketing assistance = 1 point per hour worked

Ushers will earn the full point total for an event if they arrive on time, complete all duties as assigned, check-out with their floor manager, and sign out on the attendance sheet. Any exceptions to this standard behavior may result in the usher receiving less than the full amount of points assigned to a particular event as deemed appropriate by the Volunteer Coordinator.

If you are unable to work an event and cancel your commitment by notifying the Volunteer Coordinator ahead of time, you will simply NOT receive the points for that event. There are no negative points and there will be no deduction from your already accumulated point total – but there will be no earned points for the cancelled event. Simply stated, you earn points for the events you work!

You may earn .5 point for finding your own replacement for an event. Please call the Volunteer Coordinator BEFORE you begin calling subs – many times there is a waiting list for an event and we can give you the appropriate names and phone numbers to contact. Once you have secured a replacement and notified the Volunteer Coordinator of such, you will be awarded the .5 point.

Point totals for individual ushers/managers are maintained in the SAVA database and may be checked at any time by contacting the Volunteer Coordinator.

IRS Deductions

This information is provided for the benefit of Ushers who itemize their income taxes and may be able to take advantage of one or both of these tax laws:

Out-of-Pocket Expense:

You may deduct some amounts you pay in giving services to a charitable organization. These may include amounts you pay for transportation from your home to the place where you serve. You may deduct reasonable payments for necessary meals and lodging while you are away from home overnight giving your services to a qualified organization. However, you may not deduct the value of time or services.

Car Expenses:

You may deduct out-of-pocket expenses directly related to services you give to a charitable organization, such as expenses for gas and oil for your car. You may not deduct any part of general repair and maintenance expenses.

If you do not want to deduct your actual expenses, you may use a standard rate of 12 cents/mile to figure your contribution. You may not deduct depreciation and insurance.

Auditorium Staff Roster

1. Administrative Office Staff

Director – Robert Vaughn
Director of Audience Development and Communications – Carly Shank
Associate Director of Marketing – Bryan Leonard
Events & Patron Services Manager – Jennifer Millitello
Event Assistant/Chief Clerk – Wendy Summers
Volunteer Coordinator – Mindy McCaffrey
Development Assistant – Brandy Stabler
Administrative Aide – Alice Bettis
Account Technician III (functions as business manager) – Briana Bolton
Graduate Assistants and Student Workers As Needed

2. Ticket Office Staff

Ticket Manager – Shannon Zillion-Smith
Ticket Sales Assistants (full-time staff) – Mandy Buchanan, Michelle Yenerall
Student Ticket Sellers As Needed

3. Technical Staff

Director of Stage Services – Scott Madaski
Assistant Director of Stage Services – Wesley Abbott
Stage Hands – (As Required)

4. Valet Parking Staff

Manager - Jennie Davis
Valet Parkers - (As Required)