

# TUACAHN VOLUNTEER HANDBOOK

-2021-

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## **VOLUNTEER EXPECTATIONS**

Thank you for your willingness to volunteer at Tuacahn. Our goal is to make sure that everyone who visits Tuacahn has a positive, unforgettable experience. We want our patrons to come back every year and invite their friends and family to do the same. Having friendly, helpful, customer-service-oriented volunteers is vital to Tuacahn's success!

Tuacahn volunteers play a very important role. You are almost always the first faces that Tuacahn patrons will see. YOU represent Tuacahn. Your appearance, how you interact with others (including Tuacahn employees and other volunteers), and how well you fulfill your assignments can determine the kind of experience our patrons will have. We want Tuacahn patrons to receive the best customer service possible and to know that we really care about them and the experience they have at Tuacahn.

Making Tuacahn a positive experience for our patrons can be accomplished when our volunteers are focused on our patrons' needs. A positive impression is left with our patrons when they feel welcomed by every volunteer they see. Volunteers should be greeting and interacting while on their feet, not sitting on the job. Volunteers should NOT be on their mobile devices unless it is an emergency. If so, please let a House Manager know. Seeing volunteers talking or texting on a cell phone is not inviting to patrons who may have questions. We want every patron to feel they can approach any volunteer with their need, question, or concern.

As a Tuacahn volunteer, it is imperative that you: Arrive on time, look professional, smile, always speak kindly to everyone, provide excellent customer service, fulfill your assignments diligently from beginning to end, and--no matter where you are or to whom you are speaking--to speak positively about Tuacahn. House Managers will be watching for volunteers who represent Tuacahn to the fullest extent.

Ask yourself these questions before you commit: Am I a good fit for Tuacahn? Am I positive? Am I at least 21 years old? Am I a people person? Do I smile? Am I friendly? Do I enjoy helping others and going the extra mile? Do I listen, learn, and follow instructions well? Am I in good health? Am I able to fulfill assignments as needed? Do I volunteer because I love Tuacahn or only to see the shows and get tickets? Am I able to volunteer three (3) or more times a month?

## **PREVIEW NIGHT SHOWTIMES**

*Beauty and the Beast*

*Friday, May 7th at 8:45pm*

*Saturday, May 8th at 8:45pm*

*Annie*

*Friday, May 14th at 8:45pm*

*Saturday, May 15th at 8:45pm*

*Million Dollar Quartet (Hafen Theater)*

*Friday, June 18th at 7:30pm*

*Saturday, June 19th at 2pm (Matinee)*

*Saturday, June 19th at 7:30pm*

*School of Rock*

*Saturday, July 17th at 8:45pm*

*Tuesday, July 27th at 8:45pm*

*Thursday, July 29th at 8:45pm*

*Count of Monte Cristo*

*Saturday, July 24th at 8:45pm*

*Monday, July 26th at 8:45pm*

*Wednesday, July 28th at 8:45pm*

## **BROADWAY NIGHT SHOWTIMES**

*June 5th- August 8th at 8:45pm*

*August 10th-31st at 8:30pm*

*September 1st-30th at 8:00pm*

*October 1st-24th at 7:30pm*

## **DRESS POLICY FOR VOLUNTEERS**

Please look professional in your appearance. Volunteers will be sent home if they do not meet our standards.

### **MEN AND WOMEN**

- 1- Pants: Dark blue jeans with no holes or tears on them, or a neutral color pant (tan, black, white, grey, navy, brown)
- 2- Shoes: Either comfortable shoes or sandals

### **MEN**

- 1- Long pants or knee-length shorts
- 2- White collared shirt with sleeves

### **WOMEN**

- 1- Long pants, Capris, skirt or shorts that reach the knee
- 2- White top or blouse (may be sleeveless)

### **VOLUNTEER VESTS**

Must be worn each night and can be obtained in one of the following ways:

- 1- Tuacahn will provide a vest to use the night of the performance
- 2- You may purchase your own vest

## **VOLUNTEER SUGGESTION BOX**

We are always open for any feedback, comments or suggestions. As House Managers may be in the middle of assisting a patron before, during or after the show, we encourage everyone to please utilize this box.

This can also be used should you wish to have a moment to speak with one of the House Managers by dropping a comment in the suggestion box. We will then reach out to you for a possible meeting, if necessary.

The suggestion box will be located inside the House Management closet on the right top corner shelf. Remember, this box may be used to communicate your ideas, suggestions and concerns with management.

## **SCHEDULING**

Tuacahn uses an internet-based volunteer scheduling program. Each individual volunteer will need an email address in order to request volunteering dates and positions. *\*Please note that not all requested dates positions will be approved.*

Once dates and positions have been properly submitted, House Managers will approve or deny any requests. You will be emailed as soon as the request is approved or denied.

It is critical that you use the same email each time you sign in to volunteer. Each volunteer must have their own email and their own profile.

Points and scheduling will be tracked based on the email address used to sign up. If there was a mistake made with crediting/recording your shift, you have five (5) days from the end of that shift to alert House Management of any points discrepancies; after that, we cannot go back in the system to fix it. **NO EXCEPTIONS.**

House Management is always willing to help you get your points adjusted while we are at work. Feel free to ask for help.

**Again, you may not be approved for all of the days and/or positions requested.**

## **IN THE KNOW**

All volunteers need to know the following information and duties, regardless of where they are assigned.

ON TUACAHN PROPERTY:

- *Welcome patrons.*
- *Masks are absolutely required. Masks must be properly worn covering mouth and nose by all volunteers, staff, and patrons.*
- *Contact a House Manager for concerns about masks, seating, medical emergencies, disruptive children, pets that are not service animals, photos being taken, video recording, phone usage, spills, or prohibited items.*
- *Alcohol is not permitted on premises.*
- *Smokers are to be directed to street level, at the bottom of the water runnel and wheelchair ramp, where ashtrays are available.*
- *Watch for glass and alcohol. Should a patron have a cooler, please inform them that it is not allowed in the theater. They may store it in their vehicle. Should the patron not have a vehicle on property, you may ask the Box Office to hold it for them or get a House Manager.*

- *Answer patrons' questions regarding pre-show entertainment, backstage tours (through Zoe), show times, dates, length of shows, intermission (this will be on the whiteboard), Gift Gallery, Tuacahn Cafe, concessions hours, ATM location (inside the Gift Gallery), Meet & Greet after the show, and VIP Lounge for Canyon Club members (donors).*
- *Direct patrons to concessions, Tuacahn Cafe, Gift Gallery, Box Office, Will-Call, ShowCare, VIP Lounge, wheelchair ramp, elevator, restrooms, donation boxes, pre-show dinner, and pre-shows.*
- *Inform patrons in wheelchairs or otherwise unable to use the stairs to use the elevator if their seat is located near Left Overflow. Patrons may store their wheelchairs or walkers under Left Overflow and walk to their seat from Row O.*
- *Patrons may sit around the water feature on the plaza. Walking, climbing or crawling on it is not allowed. If this occurs, politely ask them to refrain from doing so.*
- *Make patrons aware of ShowCare if they appear to have any children under the age of 3 years old.*
- *Advise patrons that there are four (4) aisle entrances and that each person should have their own ticket out and ready to be scanned.*

#### INSIDE THE THEATER:

- *Help patrons locate their seats by checking their tickets to ensure patrons are on the correct aisle and point out their seats. There is no need to walk patrons to their row unless additional assistance is requested. Please remind them to sit in their assigned seats--especially during busy or sold out nights.*
- *Wheelchairs may be placed against the back wall of the theater. Please ensure that wheelchairs are not creating trip hazards.*
- *Walkers may also be placed against the back wall of the theater. If patrons with walkers are sitting in row FF, you may place walkers behind their seat- as long as space is adequate, and they are not a tripping hazard.*
- *Strollers can be placed against the wall behind the patron aisle for easy accessibility so long as they are not a tripping hazard.*
- *Make patrons aware of ShowCare if they appear to have any children under the age of 3 years old.*
- *Keep patrons and their belongings off the stage at all times. Only authorized employees with name badges are allowed. Before the show commences, check the stage for purses, bags, drinks, etc. You may verbally remind them, if necessary.*

### **ASSIGNMENTS/POSITIONS**

When you arrive for your assigned shift, walk through the amphitheater gates and into the storage area located through the double doors on the right. There, you will find the Tuacahn Volunteer closet. This small room stores the volunteer vests, safety wands, safety vests, stop signs, first aid kit, disposable masks, coffee machine, and a computer to check in for your assignment.

The computer in the closet will be set up for you to check in for your shift. Please look for your name and submit accordingly. **You must only check into your own assignment with your own**

**name. Volunteering under another name is prohibited. Please find a house manager on duty if you are substituting for another volunteer.**

Review the handbook in the yellow binder to make sure you know what is expected of you, and do not hesitate to ask questions. Also, a printed sheet will be on the corkboard by the closet with the names and shifts posted for that night.

There will be a whiteboard hanging on the wall with show information, such as the name of the show, the house count, pre-show (if any), buses (if any), hold audience time, etcetera. Please review the whiteboard before heading to your position. If you have any questions regarding the show information, do not hesitate to ask a House Manager.

All food, drinks, jackets, or other personal belongings need to be placed on the top shelf in the Tuacahn Volunteer closet until assignments are fulfilled. Please do not leave personal items overnight. Unclaimed items will be taken to lost and found, located in the Box Office.

**IT IS MANDATORY THAT YOU BRING A SMALL FLASHLIGHT WHEN YOU VOLUNTEER.**

If your assignment does not require a flashlight, you can keep it in your pocket or on the storage shelf. If you are working in an aisle, we have blue flashlights that you must use. These are also found in the House Managers closet. All other positions may use a regular, small flashlight.

There are some volunteer shifts that require training. If you sign up for a training-required position, please arrive a few minutes before your shift start time to allow House Managers ample time to demonstrate a brief training session. The following are training-required shifts: Street Level Greeter, Vip Lounge, Ticket Attendant, and Traffic Control.

**REMINDER: Before starting your assigned responsibilities, don a vest and pick up other supplies as needed.**

**ASSIGNMENT/POSITIONS ABBREVIATIONS**

*Please note: Any position with an asterisk (\*) means you must be trained for that particular position before requesting to work the shift.*

**PRE-SHOW POSITIONS**

<b>Abbreviation</b>	<b>Position</b>	<b>Points</b>
A-1	Aisle 1 Usher	3
A-2	Aisle 2 Usher	3
A-3	Aisle 3 Usher	3

A-4	Aisle 4 Usher	3
BES	Backup Early Shift	2
BR	Bottom Row Usher	3
ELA	Exit Lane Attendant	3
OFL	Overflow Usher Left	3
OFR	Overflow Usher Right	3
PA-1	Plaza Attendant 1	3
PA-3CP	Plaza Attendant-Cafe Patio	3
*SLG	Street Level Greeter/Traffic Control	3
*TA-1	Ticket Attendant 1	3
*TA-2	Ticket Attendant 2	3
*TA-3	Ticket Attendant 3	3
*TA-4	Ticket Attendant 4	3
*TA-5	Ticket Attendant 5	3
*TA-LO	Ticket Attendant Left Overflow	3
*VIP-L	VIP Lounge	3

#### LATE ASSIGNMENT POSITIONS

<b>Abbreviation</b>	<b>Position</b>	<b>Points</b>
BLS	Backup Late Shift	2
BRT	Bottom Row Theater	2
*TC-PP	Traffic Control--Pedestrian Path	2

## **EARLY ASSIGNMENT RESPONSIBILITIES** (Alphabetical Order)

### **A=Aisle Ushers (3 points)**

**Location:** Top of designated aisle

**Check in time:** One (1) hour before showtime

#### **Duties:**

- Review white board for proper holding spots and intermission times.
- Approximately 30 minutes before the gates open, retrieve a playbill cart. Fill the black, plastic totes with playbills. This is kept under the awning near the Volunteer closet. Take the cart to the correct aisles (only aisle 2 and aisle 3 have carts).
- Carts are to be placed on top of aisle 2 and aisle 3 against the railing. Volunteers stand on either side of the cart handing out playbills to the patrons.
- After the show commences, return the carts and totes to the storage area under the awning. Keep a few playbills in a tote for late-comers.
- Aisle 1 Volunteers will take six (6) totes to their aisle. Totes are placed on the wall.
- Aisle 4 Volunteers will take four (4) totes to their aisle. Totes are placed on the wall.
- Aisle 4 Volunteers will also watch for the emergency exit path and not allow patrons, tuacahn employees or Volunteers smoke via the path.
- Make sure your aisle is safe and clear of puddles and debris.
- Please hold late-comers at the top of the aisle until there is an appropriate break during the show. Proper hold times will be written on the white board. This is usually after the end of a song, a scene change, or a lighting change. If you are unsure, please reference the white board or use your best judgement. Always feel free to ask a House Manager.
- Should cast members utilize the aisles during the show, patrons must be kept in their seats or at the top of the aisles until the actors reach their destination.
- Use the blue flashlight provided by House Management when it is necessary to light up the first few steps of the aisle. Keep the flashlight beams pointed down. Please be careful not to shine the light toward patrons.
- **Intermission: Please stay at your aisle to accommodate the needs of patrons.**

### **BR=Bottom Row Ushers (3 points)**

**Location:** Front of stage near aisle 2 and aisle 3

**Check in time:** 1 hour before showtime

#### **Duties:**

- One Volunteer will pick up a radio from the House Manager's closet. Please have the radio off in front of patrons. Volunteers will use the radio (set to channel 1) **only** when you need to communicate with a House Manager.
- Approximately thirty (30) minutes before the gates open, place the orange seat cushions on the premium theater seats. The cushions will be located in the water storage room off stage

left. The water storage closet also contains a refrigerator with a map taped to it. That map will be your guide to properly place the seat cushions in the premium seating area.

- Place water bottles (one per seat) in the pocket sleeve of the cushion. If the seat cushion does not have a water bottle pocket, then the water bottle should be placed in the cup holder to the right of the seat. Restock cases of water and any left-over water bottles back in the fridge for the next show.
- Box office staff will set out green cushions in the theater. Please provide one (1) water bottle for each green cushion on the right side of the seat.
- Bring a black, plastic tote filled with playbills to your position as patrons may request them.
- During the pre-recorded announcement (a recording is played right before the orchestra and show start), remind patrons still on their phones to turn them off. If needed, verbally instruct them to not take photos or video recording. After the recording, you may take your seat and turn off the radio until intermission.
- During the show, please sit in the Right or Left Overflow to address potential needs of patrons.
- Bring a flashlight. Remember to keep the flashlight beam pointed down, being careful not to shine on patrons.
- **Intermission: Turn your radio on and return to the bottom row (in front of Aisle 2 and Aisle 3). Keep patrons off the stage and assist patrons' needs, if any.**
- If staying for the remainder of the show, please turn off your radio and return to an open seat at the top of the house or in the Right or Left Overflow just prior to the show starting.
- If leaving after intermission, come back to the top of the House (using the same exit as the Left and Right Overflow rather than Aisle 1 or Aisle 4) after the second act starts. Return your vest, radio and flashlight (if applicable).
- **REMINDER: Turn off the radio after intermission and return it to a charge station in the House Management closet before you leave.**

### **ELA=Exit Lane Attendant (3 points)**

**Location:** Entrance to the Exit Lane

**Check in time:** 1 hour before showtime

#### **Duties:**

- Set up stanchions for Exit Lane in theater as directed by the Box Office Agent or a House Manager.
- A House Manager will give you a marker to use as patrons exit. Mark the patron with the marker on top of their hand and let them know they need to re-enter through the Exit Lane showing their marked hand or ticket.
- Remain at this position until 15 minutes after the show begins-until all but one of the scanners are taken back to the Box Office.
- **Intermission: Remain at the gate to answer questions and direct patrons to restrooms and concessions. You may also help ticket takers with traffic control outside the women's restrooms on the plaza.**

### **OFL= Overflow Usher-Left (3 points)**

**Location:** Stand at the entrance of the Overflow seating area (Row O)

**Check in time:** 1 hour before showtime

**Duties:**

- *Approximately thirty (30) minutes before the gates open, place the orange seat cushions on the premium theater seats. The cushions will be located in the water storage room off stage left. The water storage closet also contains a refrigerator with a map taped to it. That map will be your guide to properly place the seat cushions in the premium seating area.*
- *Place water bottles (one per seat) in the pocket sleeve of the cushion. If the seat cushion does not have a water bottle pocket, then the water bottle should be placed in the cup holder to the right of the seat. Restock cases of water and any left-over water bottles back in the fridge for the next show.*
- *Box office staff will set out green cushions in the theater. Please provide one (1) water bottle for each green cushion on the right side of the seat.*
- *Bring a black, plastic tote filled with playbills to your position as patrons may request them.*
- *Make sure overflow seats are clean and in order.*
- *During the show, please sit in the Left Overflow area to address potential needs of patrons. Should a patron take photos or video during performance, please alert a House Manager.*
- ***Intermission: Remain at the Left Overflow area to keep patrons off the stage. Volunteers will need to enter and exit the Overflow Left area from the pathway that exits to the VIP Lounge and elevator. Please DO NOT go up Aisle 1 to exit the theater.***

**OFR= Overflow Usher-Right (3 points)**

**Location:** Stand at the entrance of the Overflow seating area (down aisle 4)

**Check in time:** 1 hour before showtime

**Duties:**

- *Approximately thirty (30) minutes before the gates open, place the orange seat cushions on the premium theater seats. The cushions will be located in the water storage room off stage right. The water storage closet also contains a refrigerator with a map taped to it. That map will be your guide to properly place the seat cushions in the premium seating area.*
- *Place water bottles (one per seat) in the pocket sleeve of the cushion. If the seat cushion does not have a water bottle pocket, then the water bottle should be placed in the cup holder to the right of the seat. Restock cases of water and any left-over water bottles back in the refrigerator for the next show.*
- *Box office staff will set out green cushions in the theater. Please provide one (1) water bottle for each green cushion on the right side of the seat.*
- *Bring a black, plastic tote filled with playbills to your position as patrons may request them.*
- *Make sure overflow seats are clean and in order.*
- *During the show, please sit in the Right Overflow area to address potential needs of patrons. Should a patron take photos or video during performance, please alert a House Manager.*
- ***Intermission: Remain at the Right Overflow area to keep patrons off the stage. Volunteers will need to enter and exit the Overflow Right area from the furthest staircase (closest to the grass area). Please DO NOT go up Aisle 4 to exit the theater.***

**PA-1=Plaza Attendant 1 (3 points)**

**Location:** *Top of the main stairs area*  
**Check in time:** *1 hour before showtime*

**Duties:**

- *Be aware of patrons that may not be able to use the stairs. Inform such patrons that they may use the elevator. Patrons may store their wheelchairs or walkers under Left Overflow and walk to their seat from Row O.*
- *Should a patron share a seating concern with you, send them to the Box Office for further assistance.*
- *Inform patrons that there are four (4) aisle entrances and to exit the way they entered. Please remind them to have their tickets out and ready to be scanned.*
- *Ten (10) minutes before the show commences (this will be announced through the speakers) as well as during intermission, relay to patrons how much time is left before the show begins.*
- *Answer patrons questions regarding pre-show entertainment, backstage tours (through Zoe), show times, dates, length of shows, intermission (this will be on the white board), Gift Gallery, Tuacahn Cafe, concessions hours, ATM location (inside the Gift Gallery), Meet & Greet after the show, and VIP Lounge for Canyon Club members (donors).*
- *Remain on the plaza for fifteen (15) minutes after the show starts to assist with late arrivals.*
- ***Intermission: Remain in area. Assist patrons and inquiries about ShowCare. Monitor on plaza if needed.***

**PA-CP=Plaza Attendant 3-Cafe Patio (3 points)**

**Location:** *Tuacahn Cafe Patio*  
**Check in time:** *1 hour before showtime*

**Duties:**

- *Stand by the double glass doors of the Tuacahn Cafe patio to greet patrons. Answer any questions and direct them where they need to go.*
- *Inform patrons that there are four (4) aisle entrances and to exit the same way they entered. Please remind them to have their tickets out and ready to be scanned.*
- *Ten (10) minutes before the show commences (this will be announced through the speakers) as well as during intermission, relay to patrons how much time is left before the show begins.*
- ***Before Show and Intermission: Please have a House Manager show you where the light switch and button is located to turn on/off the patio lights and open/close gift gallery blinds. Turn off the lights and close the blinds once the theater announcement is made. Open the blinds and turn on the lights when intermission starts. Once again, turn off the lights and close the blinds when intermission is over.***

**SD/A=Seating Director/Assistant (3 points)**

**Location:** *10-15 feet behind the ticket attendants*  
**Check in time:** *1 hour before showtime*

**Duties:**

- *Approximately thirty (30) minutes before the gate opens, take the red First-Aid cart from the House Manager's closet and move it to the wall in front of Aisle 1.*
- *House Management wheelchairs should be placed by the volunteer closet. Please move them next to the First-Aid cart.*
- *Ten (10) minutes before the gate opens, please assist patrons who are in need of assistance to get to their seats.*
- *Ask patrons if you can help them locate their seats. Direct them to the correct aisle. Note that this position is repetitive but helpful for first time patrons. Many patrons may not ask for help but will respond when asked.*
- *Watch for patrons who are staring at their tickets or looking confused. This is a good time to anticipate their needs and offer your assistance.*
- *Watch for special needs patrons and walk them to their seats if needed. Special needs patrons usually have inappropriate seats and need to be reassigned. Help them get in contact with a House Manager (near Aise 1 or Aisle 4). If a House Manager is not available, have the Box Office agent page them on the radio.*
- *House management should be alerted about any patron attempting to enter with a baby or non-service animal.*
- *Direct patrons who are leaving the theater to have their hand marked at the Exit Lane.*
- *Remain in your area 15 minutes after the show starts to assist late arrivals.*
- *Bring a flashlight, as it will be needed to read tickets.*
- ***Intermission: On a busy or sold out night, all SD/A volunteers will go to the high school restrooms. Please stay on the top level of the high school and direct traffic to restrooms. If restrooms are not being used that night, remain in that area and help direct patrons when needed.***

### **SLG=Street Level Greeter (3 points)**

**Location:** *Street level on crosswalk*

**Check in time:** *2 hours and 15 minutes before showtime*

**\*Training Required\***

#### **Duties:**

- *Retrieve stop signs, safety wands, and safety vests from the Volunteer's closet. Return these items after the show commences.*
- *Get a radio from the House Manager's closet and turn it to channel 1.*
- *Set up green cones in the pedestrian path area.*
- *Check the trash container that is located in front of the stairs and notify maintenance if it needs to be emptied. Alert a House Manager if you notify maintenance, so they can follow up.*
- *Accommodate the needs of the pedestrians and vehicles as best you can.*
- *Communicate with drivers and patrons at appropriate times (limit blocking traffic, etc). **Use good judgement and common sense.***
- *Ten (10) minutes before the show commences (this will be announced through the speakers) as well as during intermission, relay to patrons how much time is left before the show begins.*
- *Remain in your area 15 minutes after the show starts for late arrivals.*

- *Return the radio and all other items to the House Manager's closet and report to a House Manager before you leave.*

**TA=Ticket Attendants (3 points)**

**Location:** *Inside the theater gate*

**Check in time:** *1 hour before showtime*

**\*Training Required\***

**Duties:**

- *Set up stanchions as directed by the Box Office agent or House Manager.*
- *About 15 minutes before the gate opens, a Box Office agent will bring you a scanner to review the information you will need for the night.*
- *There will always be a Box Office agent near, should you need any assistance with the scanner.*
- *Once the show begins, the Box Office agent will leave one scanner with a volunteer for late arrivals and take the rest of the scanners back to the Box Office.*
- *Ticket attendants are responsible for returning the late arrivals scanner to the Box Office fifteen (15) minutes after showtime.*
- *Open gate entirely when directed by House Manager.*
- *Scan the barcode and check tickets.*
- ***Do not let patrons pass through without scanning their ticket.***
- *Patrons may use their smartphones as a ticket. Scan the barcode on their screen. If the smartphone only shows a receipt for the tickets, please send them to the Box Office.*
- *All patrons must have a ticket. Do not keep ticket stubs. Return tickets to patrons.*
- *Notify the Box Office agent if a ticket scans red.*
- *Children under three (3) years old are not allowed in the theater. Alert the Box Office agent or a House Manager.*
- *All Ticket Attendants will remain at the gate at least 15 minutes after showtime.*
- ***Intermission: Set up the women's restroom near the Box Office with stanchions prior to and following intermission to help with traffic flow.***

**TA-LO=Ticket Attendant-Left Overflow (3 points)**

**Location:** *Entrance to the Left Overflow (down the steps on Row O, closest to VIP Lounge)*

**Check in time:** *1 hour before showtime*

**\*Training Required\***

**Duties:**

- *Retrieve a scanner from the Box Office agent 15 minutes before showtime.*
- *Scan tickets for patrons who use the elevator or come up the walkway to enter through Row O.*
- *Every patron **must** have a ticket that comes through your line.*
- *Wheelchairs/walkers may be placed under the bleachers of Left Overflow.*
- *Contact a House Manager for medical concerns, emergencies, spills, prohibited items or ticket issues. Bottom Row Ushers and VIP Lounge volunteers have radios.*
- *Stay in position during the first fifteen (15) minutes of the show to assist with late arrivals.*

- *Sit in the Left Overflow area for the rest of Act 1 and watch for late patrons.*
- *Keep an eye out for any photography or video recording during the show. Please alert a House Manager should this occur.*
- ***Intermission: Stand at post. Direct Canyon Club members to the VIP Lounge.***

### **VIP-L= VIP Lounge (3 points)**

**Location:** *VIP Lounge Door*

**Check in time:** *1 hour before showtime*

**\*Training Required\***

#### **Duties:**

- *Pick up your VIP list from a House Manager and a radio from the House Manager's closet.*
- *If necessary, assist in cleaning and setting up the VIP Lounge with tablecloths, chairs, music, centerpieces etc.*
- ***Smile, be courteous, be helpful, and be polite.***
- *Lounge use is only for Canyon Club members and their group. Should a group approach you, only one of them needs to be on the list for all to have access.*
- *Patrons may enjoy the amenities inside the VIP Lounge-including the VIP restrooms-before the show.*
- *Ten (10) minutes before showtime, politely update the patrons with how much time is remaining for show to begin.*
- *Answer any question they may have.*
- *Contact a House Manager on the radio for any emergency, spill, question or concern.*
- ***Intermission: Stand at the door for the entire intermission. Check for Canyon Club members on the list before giving them access to the Lounge. After intermission, assist with returning centerpieces, tablecloths, and sofa covers, and help with any clean up, if needed. Maintenance will finish cleaning up and putting the tables and chairs away.***

### **LATE ASSIGNMENT RESPONSIBILITIES (Alphabetic Order)**

#### **BRT=Bottom Row Theater (2 points)**

**Location:** *Left Overflow until show is over*

**Check in time:** *30 minutes BEFORE end of show*

#### **Duties:**

- *Make your way via the VIP walkway to the Left Overflow area and remain there until after the music director has been recognized. Stay in the theater until all patrons have safely exited.*
- *Watch for patrons attempting to exit via the stage. Patrons may exit the theater through Row O, between the overflow seating. From there, they can use the stairs up to the Tuacahn Cafe or use the walkway.*
- *If necessary, one BRT volunteer should help retrieve wheelchairs/walkers from under the Left Overflow bleachers.*

- After patrons have exited the bottom rows of the theater, collect the orange seat cushions from the premium seating area. Return them to the cushion/water storage room off stage left.
- Remove playbills and other litter from the seat cushion pocket and drop on the floor to be swept.
- Remove water bottles from seat cushion/cup holder. Place opened bottles on the floor. Sealed/unopened water bottles may be returned to the refrigerator in the cushion/water storage room. Please be sure that the water bottles are **sealed**.
- Collect any green cushions from throughout the theater. Return them to the seat cushion rental box in the plaza.
- Fill the metal rental cushion tree on the plaza with green cushions. Be sure that "Rental" is facing the public.
- Should you find any orange cushions in the rental box, please remove and place them in the water storage room by stage left.
- After the plaza crowd has sufficiently thinned out, return the red First Aid cart and wheelchairs to the House Manager's office.
- Return the AED to the administration office. Place it in the right corner on the floor by the entrance.

#### **TC-PP=Traffic Control-Pedestrian Path (2 points)**

**Location:** Pedestrian Path at Street Level

**Check in time:** 30 minutes BEFORE end of show

#### **Duties:**

- About twenty (20) minutes before the end of show, gather safety vests, safety wand and stop sign from the Volunteer's closet.
- Set up cones to restrict vehicles from crossing the pedestrian path.
- After the theater crowd has almost cleared, remove and return green cones.
- Accommodate the needs of pedestrians and vehicles as best as you can. Communicate respectfully with drivers, patrons, and fellow volunteers.
- **Use good judgement and common sense.**
- Once pedestrian traffic has almost completely cleared, return all items back to the Volunteer's closet.

#### **BES/BLS=Backup Early Shift/Backup Late Shift (2 points)**

**Location:** Volunteer Closet

**Check in time:** BES 30 minutes before show/ BLS 30 minutes before end of show

#### **Summary:**

- Backup shifts are to ensure proper staffing should the need arise for more volunteers to assist on busy nights or in the event that someone calls out.
- If you sign up for the late backup position, please show up 30 minutes before the show ends. A House Manager will direct you what position to fill if any.

- *This position does not guarantee a shift. If you sign up for an early Backup Shift, and there is no position to fill, you are free to go, or you may stay and enjoy the show in the designated volunteer area.*
- *If there is not a position to fill, House Management will call and/or email you so you do not need to make the trip to Tuacahn.*
- *Whether or not you are required to fill in or assist with a position during a Backup Shift, you will get the two (2) points for showing up. However, should House Management make an effort ahead of your shift to inform you that the Backup Shift will not be needed on the night you are assigned, points will not be awarded, even if you show up.*

## **WATCHING TUACAHN SHOWS**

An overlooked reward for volunteering is the opportunity to see the shows as often as you work. Some volunteers miss the beginning of the shows due to having to stay fifteen (15) minutes after the show starts to anticipate late arrivals, but, nonetheless, they can still enjoy the show after these duties. For those who would like to see the show from beginning to end, volunteer points can be redeemed for show tickets.

It is critical that volunteers set a good example when sitting in the theater, which includes not talking, not using their mobile device for texting, photos or video recording, etcetera. Volunteers sitting or standing in the back of the theater will refrain from talking amongst themselves, as it may disturb others. If you would like to chat with each other, please do so out in the plaza once your duties are fulfilled.

Should you be sitting in the Left Overflow to watch the show, please enter and exit through the VIP walkway. Do not enter or exit through Aisle 1. This only applies on the night you volunteer. Should you be attending a show on a non-volunteer night, please use the proper patron entrance through the main gates and utilize the proper patron exits as well.

The following also apply only on the night you volunteer: Should you be sitting in the Right Overflow to watch the show, please enter and exit through the staff stairway. Do not enter or exit through Aisle 4. If you sit in the back of the theater, do **not** climb over or squeeze past patrons to get to better seats. Should you be attending a show on a night that you are not volunteering, please use the patron's entrance through the main gates and utilize the proper exits as well.

## **VOLUNTEER POINTS**

As a way of saying thank you for your time and dedication in volunteering at Tuacahn, points will be provided for each position you fill (excluding concerts or certain special events).

Volunteers will be credited points each time they volunteer based on the type and number of assignments fulfilled. Points will be recorded on the volunteer website at the end of each night. You will have daily access to your earned points by checking the Volunteer website.

**Points will be deducted by a House Manager if volunteers do not fulfill their assignments accurately, arrive late, or leave early.**

Once points are available for redemption, Volunteers may redeem them in person at the Box Office or by phone at (435) 652-3300. The Box Office will deduct redeemed points from the Volunteer website so that your points are constantly up to date.

**\*Points are not provided during concerts/special events as the show itself is the reward.\***

If you notice a discrepancy with your points, please email corrections to [house@tuacahn.org](mailto:house@tuacahn.org). You will have five (5) days from the shift date to have corrections applied. After five (5) days, we **cannot** get back into the system to adjust your points.

## **POINT REDEMPTION**

### Summer Broadway Shows

- 8 points = 1 Show ticket for Monday – Thursday: max 8 tickets per show/per season
- 8 points = 1 Preview show ticket Any Day: max 6 tickets per show/per season
- 16 points = 1 Show ticket Friday – Saturday: max 4 tickets per show/per season

### Valid Broadway Show Dates

- Beauty & the Beast: May 7<sup>th</sup> – August 20<sup>th</sup>
- Annie: May 14<sup>th</sup> – June 30<sup>th</sup>
- Count of Monte Cristo: July 24<sup>th</sup> – September 29<sup>th</sup>
- School of Rock: July 17<sup>th</sup> – September 28<sup>th</sup>

### Million Dollar Quartet (Hafen Theatre)

- 6 points= 1 show ticket Monday – Thursday: max 6 tickets per season

### Valid Show Dates

- June 21<sup>st</sup> - July 8<sup>th</sup>

### A Christmas Story (Hafen Theatre)

- 6 points = 1 show ticket Monday – Thursday: max 6 tickets per season

### Valid Show Dates

- November 29<sup>th</sup> – December 9<sup>th</sup>

### Thriller

- 6 points = 1 show ticket Monday – Thursday: max 6 tickets per season

## Christmas in the Canyon Live Nativity

- 2 points = 1 Live Nativity ticket
- 2 points = 1 Train ticket

### Valid Dates

- December 2<sup>nd</sup> – December 14<sup>th</sup>

All Volunteer tickets will be booked **Two (2) weeks** prior to performance dates for **Monday – Thursday** shows and **One (1) week** prior to the performance date for **Friday and Saturday** shows.

**Monday - Thursday Example:** *If you would like to watch a show on Thursday, May 27th, you must contact the box office two weeks prior to May 27th. In this case, that will be no sooner than Thursday, May 13th. \*Per availability\**

**Friday and Saturday Example:** *If you would like to watch a show on Saturday, July 17th, you must contact the box office one week prior to July 17th. In this case, that will be no sooner than Saturday, July 10th \*Per availability\**

Tuacahn reserves the right to restrict the redemption of the Volunteer Reward Shift for any performance when there are fewer than **250** fixed seats available at the time of redemption. Volunteer points are not valid for Overflow or Lawn seating.

Volunteer Shift points are earned May – December and can only be used for the same season with one exception: If there are more than 8 shifts left in a volunteer account on December 31, it will be carried over to be used for the preview performances the next year OR as determined by Box Office management.

## **CONCESSIONS POLICY**

Concessions discounts are only available on the nights you Volunteer. Please do not visit concession stands during peak time or when lines are long.

- One (1) 32 ounce soda for \$1 at concession stands and Tuacahn Cafe
- A 32 ounce refill will be 50 cents at concession stands and Tuacahn Cafe
- Ten percent discount at concession stands and Tuacahn Cafe
- Concessions will fill your personal water container for free
- No further discounts on any other concession items**

## **DISCIPLINARY ACTIONS**

Though you are volunteering your time to Tuacahn, as an organization, we need to make sure we have responsible, helpful, and kind people surrounding our employees and patrons.

Points will be removed if a volunteer is late, no-shows, or talks impolitely to a patron, a Tuacahn employee or another volunteer. You will be notified should this occur. A coaching session will be scheduled to address the issue/concern. Please know these sessions will be kept confidential to work personally with the volunteer in hopes for improvement. Should a second issue/concern or major infraction be brought to a House Management's attention, the volunteer may be removed from volunteering for the rest of the season.

Should a volunteer be permanently removed for the season, they will have two weeks from the day they were removed to redeem their points. Once the two weeks pass, they will no longer have access to their account nor points.

## **PRIMARY HOUSE RULES**

NO PHOTOGRAPHY is allowed during the Broadway performances. Patrons may take photos before and after the show. Please notify a House Manager if someone is taking photos during the performance. If any patron claims that they are press or media, ask for their pass. Should they fail to provide one, get a House Manager.

TEXTING is distracting to patrons and is not allowed. Please notify a House Manager if someone is texting or otherwise using their mobile device.

NO ALCOHOL OR GLASS CONTAINERS are allowed in the amphitheater. Alcohol is not allowed on the premises. Please notify a House Manager if you see alcohol or suspect a problem.

CHILDREN under the age of three (3) are not allowed in the amphitheater for Broadway productions. Disruptive children should be taken to the plaza. Please notify a House Manager if a parent is not taking their disruptive child out on the plaza level.

NO SMOKING is allowed on the plaza or in the theater. Smokers are to be directed to street level, at the bottom of the water runnel and wheelchair ramp, where ashtrays are available.

## **INCLEMENT WEATHER**

If conditions make it unsafe to start or continue a performance, Tuacahn will hold the show/event for a minimum of 20 minutes. At that time, conditions will be re-evaluated and a decision by Stage Management and Box Office will be made whether to continue with the performance/event. Some events may continue in the rain. Events are never cancelled in advance.

If a show is held temporarily, volunteers should help patrons exit the theater safely. If it is raining, discourage patrons from blocking the tops of the aisles in the theater as that traps others in the rain. Encourage patrons to exit to the plaza until all are out of the rain.

If a show starts or resumes after the rain, volunteers will need to pass out paper towels for patrons to dry off their seats. Umbrellas may be used when a performance is stopped, but should not be open during a performance. Please notify a House Manager if a patron has an open umbrella and is blocking the view of those behind them.

If a performance is cancelled, the Box Office will close. Patrons should be advised to hold onto their tickets and Tuacahn will inform them via email of their options. If a patron does not have email, they may contact the Box Office directly via phone to reschedule or make other arrangements. **NEVER TELL A PATRON THEY WILL RECEIVE A REFUND!**

## **EXTRA INFORMATION**

- The amphitheater gate will open one hour before showtime. This depends on stage management and the condition of the house.
- A plaza pre-show will be performed before most Broadway shows on the plaza stage. Plaza stage is upstairs in the plaza area between the concession stand and the high school. Pre-Shows start one hour before showtime.
- Valet parking is provided for concerts and Broadway productions unless otherwise stated. Valet parking is provided by Fabulous Freddy's for \$10 per vehicle and is located in the circle drive in front of the high school. Please note, valet is \$8 should patrons include valet during their online ticket purchase process.
- ShowCare is an on-site licensed child care service provided by Tuacahn during the Broadway performances for ages infancy to seven years old. It is located to the left of the Gift Gallery by the stairs and elevator. ShowCare is purchased at the Box Office. It opens 30 minutes before show time and closes 30 minutes after show. A ShowCare monitor is available on the plaza for parents to observe their child during intermission.
- There is an ATM located in the Gift Gallery.
- Donation boxes are located at the top of the plaza stairs and by the water feature.
- Tuacahn High School is a charter school for the performing arts. There are over 400 students attending grades 9-12.
- Tuacahn was established in 1995 and means "Canyon of the Gods".
- There are 1920 seats in the Amphitheater, 2,134 including OverFlow.
- The VIP lounge is for Canyon Club members only. It is located in the new dance studio under the Tuacahn cafe. It is open one hour before showtime and 15 minutes during intermission. It can be accessed by the elevator, the stairs just outside ShowCare, or the stairs off the Tuacahn cafe patio.
- This would be Tuacahn's 26th season. However, as we did not have a full season in 2020 due to COVID, we are celebrating this year as our 25th season.

