

TUACAHN VOLUNTEER HANDBOOK

-2022-

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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 or more times a month?

AMPHITHEATER PREVIEW NIGHT SHOWTIMES

Wonderland

Friday, May 13th at 8:45pm

Saturday, May 14th at 8:45pm

Tuesday, May 24th at 8:45pm

Thursday, May 26th at 8:45pm

Mary Poppins

Friday, May 20th at 8:45pm

Saturday, May 21st at 8:45pm

Monday, May 23rd at 8:45pm

Wednesday, May 25th at 8:45pm

Joseph and the Amazing Technicolor Dreamcoat

Saturday, July 16th at 8:45pm

Monday, July 18th at 8:45pm

Wednesday, July 20th at 8:45pm

INDOOR HAFEN PREVIEW SHOWTIMES

Buddy Holly Story

Friday, June 24th at 7:30pm

Saturday, June 25th at 2pm (Matinee)

Rudolph the Red-Nosed Reindeer

Friday, November 25th at 7:30pm

Saturday, November 26th at 2pm (matinee)

BROADWAY SHOWTIMES

May 13th- August 13th at 8:45pm

August 15th-31st at 8:30pm

September 1st-30th at 8:00pm

October 1st-22nd at 7:30pm

DRESS POLICY FOR VOLUNTEERS

Please look professional in your appearance. Volunteers will be sent home if they do not meet Tuacahn Volunteer dress and grooming standards

MEN AND WOMEN

1- Pants: Dark blue jeans with no holes or tears, or a neutral-color pant (tan, black, white, gray, navy, brown)

2- Shirts and blouses must be white, have no visible brand names or logos, and reach the waist

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

VOLUNTEER VESTS

Tuacahn will provide a vest to use the night of the performance. You will find the vest in the volunteer closet on the left hand side. Sizes are hung with color coordinated hangers (listed below). When you are done for the night, please hang the vest back on the proper hanger with the Tuacahn logo facing the door.

- Orange Hanger= Small Size Vest
- Black Hanger = Medium Size Vest
- Green Hanger = Large Size Vest
- Blue Hanger = XL Size Vest
- White Hanger = 2XL Size Vest
- Pink Hanger = 3XL Size Vest

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 outside the House Management office on top of a desk. Pieces of paper and pencils are provided on the right side of the suggestion box. Remember, this box may be used to communicate your ideas, suggestions and concerns with management. Should you wish to be contacted, please provide your name and the best way to reach you (via phone, email).

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 volunteer shifts will be approved.*

Shifts can be requested on a first-come-first-serve basis. When a shift is requested, it will be removed from the list to prevent double-booking issues. Once you request a shift, you are responsible to attend, even if the system does not show that request was approved. The only time you will not be expected to attend a volunteer shift is if a house manager declines your shift, if you remove your request, or if someone is substituting for you.

Once dates and positions have been properly submitted, House Managers will approve or deny any requests. The system should automatically email you 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 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.**

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

RULES FOR CONCERT SIGN-UP PREFERENCE

In response to volunteer feedback, we have created a sign up preference system for volunteers to sign up during the concert season. To have preference for Fall 2022 concerts, you must complete **at least 30 Broadway shifts and at least three Thriller shifts** in the same season. To receive preference sign-ups for Spring concerts, you will need to complete the minimum required shifts for Fall concert **and an additional three Nativity shifts.**

An early shift and a late shift on the same night will still count as two separate shifts.

Incomplete shifts will not count toward preference sign ups. Arriving tardy, leaving early, not completing assigned tasks, and inappropriate phone use in front of patrons are examples of what will constitute an incomplete shift.

If you complete the minimum shifts required, you will be given early access to sign-ups for three concert shifts. Preference sign-ups can be used for three shifts in three different concerts or you may request two shifts in one concert and use your third and final choice for a separate concert.

VOLUNTEER SUB LIST

There is a volunteer substitute list that will be emailed to all volunteers the first of the month. This is to offer volunteers convenience should they need easy access to the volunteer list. The

purpose of the volunteer sub list is to reach out to others to cover your shift that is less than 24 hours.

VOLUNTEER ESSENTIALS

All volunteers need to know the following information and duties, regardless of where you are assigned. This information will be especially valuable to Street Level Greeters as they are usually a patron's first point of contact.

ON TUACAHN PROPERTY:

- *Welcome 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 three years old. Pricing is \$20 per child. There will be an added convenience fee for same-day registration.*
- *Advise patrons that there are four aisle entrances and that each person should have their own ticket out and ready to be scanned.*

INSIDE THE AMPHITHEATER:

- *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 three years old. Pricing is \$20 per child. There will be an added convenience fee for same day registration.*
- *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.*

EARLY/LATE SHIFTS

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 vests, stop signs, first aid kit, disposable masks, 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 volunteer 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 outside closet until assignments are fulfilled. Please do not leave personal items overnight. Unclaimed items will be taken to the lost and found area, located in the Gift Gallery.

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. All other positions may use a regular, small flashlight. Personal cell phones may be used as flashlights. If

using your personal cell phone, please set the light at its dimmest. Remember, any inappropriate phone use may result in loss of points.

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, Ticket Attendant, and Traffic Control.

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

SHIFT POINTS

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

EARLY SHIFTS

Position	Points
Aisle 1 Usher	3
Aisle 2 Usher	3
Aisle 3 Usher	3
*Aisle 4 Usher/Ticket Attendant	3
Backup Early Shift	2
Bottom Row Usher	3
Exit Lane Attendant	2
Overflow Usher Left	3
Overflow Usher Right	3
Parking Director	3
Plaza Attendant 1	2
Plaza Attendant-Cafe Patio	2
Seating Director	2

*Street Level Greeter/Traffic Control	3
*Ticket Attendant 1	3
*Ticket Attendant 2	3
*Ticket Attendant 3	3
*Ticket Attendant 4	3
*Ticket Attendant 5	3
*Ticket Attendant Left Overflow	2

LATE SHIFTS

Position	Points
Backup Late Shift	2
Night Bottom Row	2
*Traffic Control (Pedestrian Path)	3

EARLY SHIFT RESPONSIBILITIES (Alphabetical Order)

A=Aisle Ushers (3 points)

Location: *Top of designated aisle*

Duties:

- Review white board for proper holding spots and intermission times.
- Retrieve a playbill cart. Fill the black, plastic totes with playbills. These are all to be found under the awning near the Volunteer Closet. Take the cart to the correct aisles (only Aisle 2 and Aisle 3).
- Carts are to be placed on top of aisle two and aisle three 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 totes to their aisle. Totes are placed on the wall.
- Aisle 4 Volunteers will take four 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 on 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 judgment. 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.*
- *When necessary, use a dim flashlight or the blue flashlight provided by House Management to light up the first few steps of the aisle. Keep the flashlight beams pointed down, and please be extra careful not to shine the light toward patrons.*
- ***Intermission: Please stay in your aisle to accommodate the needs of patrons.***

BR=Bottom Row Ushers (3 points)

Location: Front of stage near Aisle 2 and Aisle 3

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.*
- *Remove both "Do Not Cross" signs from aisle 2 and 3 to store in the cushion closet.*
- *Approximately thirty 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 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 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: 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 return the radio, properly hang your vest up 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 office before you leave.**

ELA=Exit Lane Attendant (2 points)

Location: Entrance to the Exit Lane

Duties:

- 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 (2 points)

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

Duties:

- Approximately thirty 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 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 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 (2 points)

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

Duties:

- *Approximately thirty 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 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 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.***

PD= Parking Director (3 points)

Location: *Bus Parking Location*

The Parking Director is a new volunteer shift added this season. As a Parking Director, will be very busy 15 minutes before and 15 minutes after the show starts. Volunteers for this position should continue to assist patrons with parking 15 minutes after the show starts. Do not leave any earlier. House Management will communicate with you if the show does not start as scheduled.

- Place orange cones out at the split that tells people that bus parking is open for self parking.
- Early in the shift, one person directs cars into the bus parking while the other directs the cars to park on a 45 degree angle to the bus parking lines. Two rows at the top and one against the curb leaving the bottom two empty for cars to safely exit. Any buses should park in the first 2 top rows with cars being parked behind them.
- When bus parking is half full, the person parking cars in the bus lot should move to the south side of the tunnel to get cars to park along the runnel. The south parking normally fills up early.
- When the south side parking lot is full, the person on the south parking lot should direct cars to the north parking lot.
- When the bus parking is full that parking director assistant should put the cones in the empty lane at both ends to prevent cars from parking the exit lane.
- The bus parking person should move to the road and direct cars to park in the empty spaces in the north parking lot, filling up the spots moving down when each lot is full. When all the lots are full, the person should direct people to the overflow dirt parking or parking along the curb on the north side of the street.
- Parking Directors should have a safety vest and wands. Walkie Talkies work great.

- After parking is complete, remove the cones from the bus parking opening up the exit lanes.
- Return the safety wands to a House Manager on duty. Remove the safety vest and properly hand it in the volunteer closet.

PA-1=Plaza Attendant 1 (2 points)

Location: *Top of the main stairs area*

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.*
- *Greet patrons and inform them to check their aisle number on their tickets. Show where Aisle 1 and Aisle 4 entrances are at.*
- *Should a patron share a seating concern with you, send them to the Box Office for further assistance.*
- *Inform patrons that there are four aisle entrances and to exit the way they entered. Please remind them to have their tickets out and ready to be scanned.*
- *Ten 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. If the patron line is backed up to the stairs, send groups to Aisle 4 to help keep the foot traffic flowing.*
- *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).*
- *Remain on the plaza for fifteen minutes after the show starts to assist with late arrivals.*
- ***Intermission: Remain in the area. Assist patrons and inquiries about ShowCare. Monitor on plaza if needed.***

PA-CP=Plaza Attendant 3-Cafe Patio (2 points)

Location: *Tuacahn Cafe Patio*

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 aisle entrances and to exit the same way they entered. Please remind them to have their tickets out and ready to be scanned.*
- *Ten 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 (2 points)

Location: 10-15 feet behind the ticket attendants

Duties:

- Approximately thirty 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 for easy access.
- Ten 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 Aisle 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 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

Training Required

Duties:

- Retrieve stop signs, safety wands, two wheelchairs and safety vests from the Volunteer's closet. Return these items after the show commences.
- Read the NEED TO KNOW section in the beginning of this handbook.
- 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 judgment and common sense.***
- *Ten minutes before the show commences, 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, safety wands and all other items to a House Manager on duty and report to a House Manager before you leave.*

TA=Ticket Attendants (3 points)

Location: *Inside the theater gate*

Training Required

Duties:

- *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 minutes after showtime.*
- *Open gate entirely when directed by the 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 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 prior to and following intermission to help with traffic flow.***

TA-LO=Ticket Attendant-Left Overflow (2 points)

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

Training Required

Duties:

- *Retrieve a scanner from the Box Office agent 15 minutes before showtime.*
- *Scan tickets for patrons who use the elevator or 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 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.***

LATE SHIFT RESPONSIBILITIES (Alphabetic Order)

BRT=Bottom Row Theater (2 points)

Location: *Left Overflow until show is over*

Duties:

- *Make your way via 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.*
- *Collect the “Do Not Cross” signs from the cushion closet and place them in front of aisle 2 and 3.*
- *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 and return them to the cushion/water storage room off stage left.*
- *Collect any green cushions from throughout the theater. Return them to the seat cushion tree in the plaza. Fill the metal rental cushion tree on the plaza with green cushions. Be sure that “Rental” is facing the public.*
- *After the plaza crowd has sufficiently thinned out, return the red First Aid cart to the Volunteer Closet.*

TC-PP=Traffic Control-Pedestrian Path (3 points)

Location: *Pedestrian Path at Street Level*

Duties:

- *About twenty minutes before the end of the show, gather safety vests, safety wands and stop signs 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 judgment 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.*
- *Whether or not you are required to fill in or assist with a position during a Backup Shift, you will get the two 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 volunteer. Some volunteers miss the beginning of the shows due to having to stay fifteen 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) 652-3200. 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. You will have five days from the shift date to have corrections applied. After five days, we **cannot** get back into the system to adjust your points.

POINT REDEMPTION

Volunteer tickets can be booked any time for Mary Poppins, Wonderland and non-David Archuleta performances of Joseph August 8th – September 15th. All other dates will be booked Two weeks prior to performance dates for Mon – Thurs shows and One week prior to the performance date for Fri and Sat shows.

Summer Broadway Shows

- 8 points – 1 show ticket Monday – Thursday: max 8 tickets per show per season.
- 8 points – 1 Preview show ticket Any Day: max 6 tickets per show per season for Mary Poppins or Wonderland.
- 16 points – 1 show ticket Friday – Saturday: max 4 tickets per show per season.
- Mary Poppins Valid: May 20th – October 10th
- Wonderland Valid: May 13th – October 11th
- Joseph and the Amazing Technicolor Dreamcoat Valid: September 8th – October 12th

Buddy Holly (Hafen Theater)

- 6 points – 1 show ticket Monday – Thursday: max 6 tickets per season
- Valid dates are June 27th - July 28th

Rudolph the Red Nosed Reindeer (Hafen Theater)

- 6 points – 1 show ticket Monday – Thursday: max 6 tickets per season
- Valid dates are November 28th – December 14th

Thriller

- TBA

Christmas in the Canyon Live Nativity

- 2 points – 1 Live Nativity ticket
- 2 points – 1 Old Salty Train ticket
- Valid dates are December 1st – December 14th

All Volunteer tickets will be booked Two weeks prior to performance dates for Monday – Thursday shows and One 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** Mon- Thur and 500 Fri and Sat fixed seats available at the time of redemption. Based on availability. Volunteer points are not valid for Overflow or Lawn seating. Standby tickets are available at show time until all seats are full.

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. Twenty shift points can be used to purchase a vest for next season.

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 (please ensure to have your name tag and vest on... mention you are a volunteer to obtain the discount)

- One 32 ounce soda for \$2 at concession stands and Tuacahn Cafe
- 20% 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/VIDEO 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 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 canceled 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, all volunteers will need to help dry off the amphitheater 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 canceled, the Box Office will close. Handouts will be provided to the patrons while exiting with information and instructions to keep their tickets, as the box office will contact them via email to review 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 half hour before showtime. This depends on stage management and the condition of the house.
- Volunteers are not to drive patrons' vehicles regardless of relationship.
- If a patron is offering a tip, please advise to donate in the donation box on the plaza level.
- 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 Hafen Indoor Theater. 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 Hafen Indoor Theater. 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 for \$20 at the Box Office. Should same day registration occur, an added convenience fee will apply. 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 was established in 1995 and means “Canyon of the Gods”.
- There are 1920 seats in the Amphitheater, 2,134 including OverFlow and Lawn Seating.
- This would be Tuacahn’s 27th season.

Frequently Asked Questions

Q: Where is lost and found?

A: It is located in the gift gallery.

Q: Will my points roll over into the next season?

A: If you have 8 points or more, those 8 points will roll over to next season. Those points will only be used for preview Broadway shows in May and preview Broadway shows in June. If you have 7 points or less at the end of the year, you will lose those points as they will not roll over into the next season.

Q: I signed up to volunteer days ago, but I still haven’t received confirmation. What’s going on?

A: Please note that once you sign up for a shift, that shift will be removed from the list of volunteer shifts for that night. A volunteer will not be able to sign up as you have requested it. Please note that if house management doesn’t approve your shift, please come to volunteer anyway. It may be that house management was not able to get around to it in a timely manner.

Q: When does volunteer registration close?

A: Last day to sign up to volunteer will be September 1st. This will give everyone enough time to try to fulfill first dibs for concerts.

Q: My child is in the show and I’m a volunteer. Can I bring my other children with me while I volunteer?

A: Unfortunately, children are not allowed in the theater without a paid show ticket. We understand theater parents sacrifice a lot while juggling everything else. If there is a conflict of some kind, please email house management. We will do our best to help find a fair solution.

Q: I signed up for Buddy Holly Story/Rudolph the Red Nose Reindeer. Where do we meet?

A: The Hafen Theater is our indoor theater. If you are facing the box office, the Hafen will be located on the left side. Volunteer Check in will be through the double doors, to the right. Office will be on the right hand side.

Q: Do you earn points for concert shows?

A: Volunteers do not earn points while volunteering at a concert as the concert is the reward itself.

Q: I volunteered for a concert. Why didn’t I get points?

A: Points are not provided during concert events as the concert is the reward itself.

Q: How often are the vest laundered?

A: Twice a week. Every Tuesday and Thursday.

Q: Can volunteers accept cash tips from patrons?

A: No, volunteers are not allowed to accept tips. Please refer to the donation box on the plaza level.

Q: Are we able to bring our family/friends to volunteer with us?

A: Yes, we encourage new volunteers to register up until September 1st. They must be 18 years or older and they must watch the orientation videos and sign both forms before signing up for any volunteer shifts.

Q: Can I bring my kids/grandchildren?

A: Children and grandchildren are not allowed during your volunteer shift.

Q: I got tickets for my family with my points, I'm going to volunteer that same night, can I sit with my family?

A: Please understand that we much rather you enjoy the show with your family without having to volunteer. You deserve a night off too! We encourage you to please not volunteer on the night your family/friends are here. It may confuse the patron if they see you scanning tickets then sit next to them during the show.

Q: I just signed up to volunteer by mistake, can you please remove my shift?

*A: You have access to complete this on your profile. Please refer to the step by steps link.****

References

If you notice a discrepancy with your points, please email corrections to house@tuacahn.org.

Tuacahn uses an [internet-based volunteer scheduling program](#).

For information regarding the Tuacahn Volunteer program, concession perks, step by step registration, orientation videos, and forms, please click [here](#).

Refer a friend? Please have them click [here](#) and ask to email house@tuacahn.org to add their email to the volunteer email list.

Orientation videos please click [here](#)