



**VOLUNTEER FRIENDS OF THE CENTER
USHER HANDBOOK**

**Usher Hotline
480-782-2685**



Chandler • Arizona



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Welcome to the Chandler Center for the Arts!

Congratulations! You are now a member of the Volunteer Friends of the Chandler Center for the Arts. We thank you for the gift of your time.

As a volunteer, YOU are the FACE of the Chandler Center for the Arts.

You are often the first person to greet our patrons and the last to bid them farewell when they depart. The service you provide is priceless. We depend on you to be friendly, helpful, and knowledgeable as you represent the primary goal of the Chandler Center for the Arts:

Service to our community

As a volunteer, you help make our patrons' experience unique. Your positive attitude and commitment to excellence in customer service ensures that our patrons have a hassle-free and enjoyable visit. We appreciate your support. We could not do it without you!

Warmest Regards,

A handwritten signature in black ink that reads "TJ Dyer".

TJ Dyer
Front of House Coordinator

All volunteer ushers are required to adhere to the policies and procedures outlined in this guidebook at all times unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred to as needed during the theatre season so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that you, our staff, and our guests have the best possible experience at the Chandler Center for the Arts.



Front of House Staff

Quick-reference and contact information

Front of House Coordinator

TJ Dyer

House Manager

Debra LaPlante

Assistant House Managers

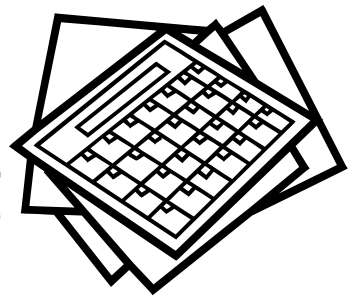
Diane Gaffin

Hanna Leister

Contacting the House Manager:

Usher Hotline: 480-782-2685

For questions or concerns about your schedule, to leave messages when late, or if you are unable to attend due to an emergency, please phone the House Manager at the above number.



You may leave a message at anytime, voice mail is checked daily.

Office Hours

Office hours vary by event schedule and season.

Website

www.chandlercenter.org



Chandler Center for the Arts Vision

The Chandler Center for the Arts is Arizona's leading collaborative arts institution dedicated to reaching out to audiences of all ages with the highest quality of artistic work, to continuously inspire audiences and artists to dream, to discover, to create and celebrate.

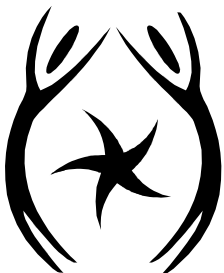
Chandler Center for the Arts Mission Statement

The Chandler Center for the arts serves as a creative driving force, educational resource, and economic engine of entertainment vitality in Chandler by making visual and live performance arts accessible to the entire population.

Friends Mission Statement:

Our mission as Friends and front line representatives of the Chandler Center for the Arts is excellence in customer service. We use our talents to present the Chandler Center for the Arts in the best possible light and uphold this organization's mission with an attitude of gratitude.

It is our goal to ensure that every person we encounter has a pleasant, hassle-free, and memorable experience from the time they arrive at the Center until the time they depart, leaving them looking enthusiastically forward to attending their next CCA event.



We accomplish this goal by a common sense application of our knowledge of the theatre, policies, and job assignments and through our courteous, welcoming and professional interactions with all our customers, both internal and external.

About Chandler Center for the Arts

Background information to help you answer patrons' questions

Evolving from a dream in the hearts and minds of Chandler citizens and city leaders in 1980, to the completion of the 64,000 square foot structure and its subsequent grand opening in 1989, the Chandler Center for the Arts has emerged as one of the most popular arts venues in the valley. The Arts Center came into being as a result of dedicated community commitment and a cooperative effort between the Chandler Unified School District and the City of Chandler and is jointly owned by the two.

The central feature of the venue, designed by Rossman Scheider Gadberry Shay Architects of Phoenix, is the turntable divisible auditorium, which utilizes two large rotating platforms. These subdivide the large hall into a 350-seat intimate theatre (The Bogle), a 250-seat Recital Hall and an 850-seat theatre, each of which can be used at the same time, independently or combined to make a 1500-seat theatre. Off the main foyer with its majestic crystal chandeliers is the Exhibition Hall, utilized for traveling and permanent visual arts displays. With its notable domed skylight, the hall can also be used for intimate performances and meetings.

On-going programs at the Center include performances and exhibitions by Chandler students, events presented by community organizations, and a schedule of professional touring attractions presented by the Chandler Cultural Foundation.



About the Chandler Cultural Foundation

The Chandler Cultural Foundation is a nonprofit organization which began operations in August 1989. The Foundation is responsible for promoting and operating the Chandler Center for the Arts to benefit the community. The Foundation procures grants, gifts, contributions and other public support and utilizes these funds to support programming and operating costs of the Center. The Foundation also raises money for an endowment fund now totalling nearly \$1.6 million in order to build long-term sustainability for the Center. As the programming entity of the Chandler Center for the Arts, the Foundation is responsible for presenting professional programs that would not otherwise be available in the community.

WHO WE SERVE

Our programs serve the entire Phoenix-metropolitan area and draw an average attendance of 282,000 each year. Due to our location in downtown Chandler, a significant portion of our audience resides in Chandler and the southeast Valley. We take pride in offering quality programming at a highly competitive cost making arts participation accessible to a larger audience. Outreach programs, such as Vision Kidz, Arts Pass and a Free Summer Concert Series are provided at no cost to participants. As a result, we serve a wide audience, ranging from families, to young adults to senior citizens, from all socio-economic backgrounds.

HOW WE ACHIEVE OUR MISSION

Provide Quality, Diverse and Affordable Arts Programs

Because ownership of the Chandler Center for the Arts is shared by the City and School District and the programming is managed by the Chandler Cultural Foundation, operating costs are spread out among several entities. Sharing the costs allows us to keep ticket pricing affordable. Additionally, diverse artistic and cultural exhibits are available to the public at no charge in both the CCA Exhibition Hall and downtown Vision Gallery.

Providing Performance and Gathering Space

The Center hosts nearly 40 performing arts groups in the Phoenix metropolitan area including Chandler Symphony, Desert Dance, and Ballet Etudes. These groups showcase some of the finest talent in Arizona and contribute to the diverse cultural enrichment opportunities at CCA. Civic and private groups also use the Center to engage the community in special meetings and celebrations.

Providing Outreach and Education

Outreach and education broaden community participation in the arts and help to fulfill our mission to serve as an inclusive cultural institution. Arts Pass, Vision Kidz, Free Summer Concert Series, and Community Performing Arts Connection (C-PAC) are programs that support this effort.

Arts Pass provides free tickets to non-profit agencies for their clients who might otherwise be unable to engage in the arts. The Arts Pass program serves 2,000-3,000 underserved citizens each year.

Vision Kidz Workshops at the Vision Gallery are free workshops taught by professional artists, affording children early exposure to the visual arts and the opportunity to create their own masterpieces. It is one of the only free arts education programs available for area children. Geared for students of all ages, workshops are offered in a variety of mediums, such as batik, ceramics, collage, painting, watercolor, drawing, instrument making and so much more. More than 1,200 children benefit each year from the Vision Kidz Workshops.

The Free Summer Concert Series is an annual series of free concerts that has been enjoyed by the public since 1996. Examples of past free concerts include Igor's Jazz Cowboys, Sun Lakes Big Band, San Marcos String Quartet, Nuance Jazz Trio, Tangled Strings, Rhonda Towns, and Sonido Global, to name just a few.

Connecting Kidz



Connecting Kidz brings theatre, music, and dance performances as well as visual arts opportunities to local schools and community organizations. Outreach opportunities include school performances, private jam sessions, master classes, week-long residencies, camps during summertime and school breaks and opportunities to work one-on-one and perform with world-class artists. The newly implemented Youth Advisory Council provides teens with arts advocacy and leadership training.

Volunteer Basics

GENERAL VOLUNTEER POLICIES

Volunteers Friends of the Center are representatives of the Chandler Center for the Arts and the City of Chandler and will at all times behave in a welcoming, kind, courteous, respectful, enthusiastic and helpful manner.

PERSONAL RESPONSIBILITY

- Even when on break or watching a performance, volunteers in uniform are representatives of CCA.
- The consumption of alcoholic beverages on the premises is prohibited.
- Any food and beverages should be consumed only on scheduled breaks and in designated areas out of sight of patrons.
- At no time are volunteers to request, take, or accept food, beverages, or other items from vendors, renters, promoters, or caterers *even if it is offered* unless the House Manager or other management invites you.

If food, beverages or other items are offered, please simply say "thank you" and inform the House Manager. If it is determined that there is enough for everyone, the House Manager will invite volunteers to partake.

Volunteers will not always know in advance how long an event will last when signing up. Some events require volunteer services for 4-6 hours.

Please plan for your dietary needs. Always bring a snack and bottled water.

Unscheduled breaks: *If you need a break during your duties, please alert management and we will gladly fill your post.*

PARKING

Weekend and Evening Events:

Please park West of the Fine Arts Building.



School Day Events: During school hours you may park in the South lot if spaces are available. Otherwise, please park **only** in **un-numbered** spaces in the West lot. (Numbered spaces are assigned to CHS students and faculty.)

Handicapped Parking: Permitted with proper placard.

USHER ACCOUNTABILITIES

Greeting and Farewell

- Smile and Greet each Patron with “Good Evening” or “Welcome”
- Bid each Patron “Good Night,” “Thank you for coming,” etc.
- Be patient and courteous at all times
- Speak clearly and make eye contact

Knowledge

- Know location of rest rooms, concessions, portals, water fountains, etc.
- Know the seating layout
- Know and follow procedures
- Know how to evacuate patrons in the event of an emergency

Preparation

Always carry the following:

- Flashlight (always point at the floor, never towards patrons or stage)
- Pen and paper (for taking patrons’ name & number in case of accident)

ACCESSIBILITY

Accessibility: Ticket takers, please check tickets of patrons with mobility issues to ensure they have been assigned seats they will be able to access. If not, please refer them to the box office.

Please keep in mind, accessible needs can include conditions other than wheelchair needs (ie, hearing and visual impairments, obesity, using crutches due to injury, etc). Service dogs are always permitted. Bariatric chairs are available upon request. Hearing devices are available at the House Manager’s desk. Sign language interpreters are available with 10 days notice.

COMMON CHALLENGES

Infants and young children: Lap passes are available for select performances. Otherwise everyone must have a ticket including infants and small children. Refer patrons without tickets for their children to the box office.

No ticket or identification: Determine if the person is a patron or client. Refer unticketed patrons to box office. Refer unidentified clients to the House Manager’s desk.

Illegible tickets: If you cannot read a ticket, refer patron to the box office to get a reprint.

An Assistant House Manager is available to assist with challenges inside the theatre for all Mainstage productions. The House Manager is available in the foyer for all events.

MEETINGS, SCHEDULES AND COMMUNICATIONS

Orientation: *required before volunteering*

New volunteer orientations are held approximately 4 times a year. We appreciate your assistance in recruiting new members on an ongoing basis. Volunteers who are inactive for a year must attend orientation again.

Emergency Evacuation Training: *required once a year*

Emergency Evacuation Training is designed to provide volunteers with the tools they need to evacuate the building in case an emergency alarm is sounded

Quarterly Friends Meetings: volunteers sign up for events at quarterly meetings designed to keep volunteers informed of current issues, procedures, and work opportunities.

Newsletter: *The Starburst Volunteer News* is mailed out prior to quarterly Friends meetings. With each newsletter is a list of upcoming work opportunities.

SIGNING UP FOR EVENTS

Sign up to work events in:

January—March	@	December Friends Meeting
April—June	@	March Friends Meeting
July—September	@	June Friends Meeting
October—December	@	September Friends Meeting



Sign-up sheets are available at quarterly Friends Meetings and in the Exhibition Hall for 4 days after Friends Meetings during the following hours:

10AM to 5PM	Wednesday through Friday
Noon to 5PM	Saturday

Sign up sheets are also available at the House Manager's Desk during event hours on the weekend following Friends Meetings.

- *Sign-ups are not accepted by phone, fax, email, drop off, or mail. If you are unable to sign up in person, please have a friend sign up for you.*
- *If there is a show you would like to see, it is strongly suggested that you do not sign up to work that event but instead purchase a ticket as there is no guarantee seats will be available inside the theatre.*

Work Schedule:

Please check in and be ready for the pre-show meeting no later than:
1 hour and 30 minutes before show time for Main Stage performances and
1 hour and 15 minutes prior to Recital Hall & Bogle (Little Theatre) shows
*If you are unsure of check in times, please refer to your assignment sheet.
If you are unable to be on time, please notify the House Manager as early
as possible. (Usher Hotline: 480-782-2685)*

Preshow Meetings:

A brief pre-show meeting will be held at check-in time prior to every event. Duties and assignments will be given and opening, closing, intermission and emergency evacuation procedures will be reviewed.

Huddles:

Huddles are an opportunity to familiarize yourself with the duties of your post. *Please learn the names of your teammates.* This will help you assist the patrons more effectively.

Breaks:

Break times vary depending on the event and the post you will be working. Details provided per event at pre-show meeting.

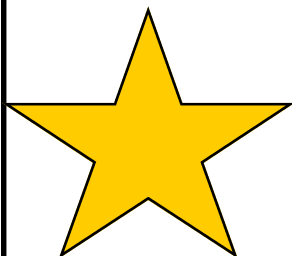
General break policy:

If there is an intermission, you may take a break *following* intermission. If there is *no* intermission, please coordinate with teammates.

Front of House staff checks with volunteers periodically. Should you need to leave your post for any reason, please alert management.

FRIENDS RECOGNITION AND SOCIAL EVENTS

Our Friends work hard to create a pleasant and welcoming environment for our guests so we plan regular social events where YOU are OUR guests. Each April we host our annual Friends' Appreciation Dinner and in the fall we have our annual Birthday Party. Potlucks and other fun activities are interspersed throughout the year.



Five Star Service Alerts: Patrons and staff are given the opportunity to recognize volunteers' outstanding customer service by filling out a Five Star Service Alert. Volunteers receiving Five Star Service Alerts are recognized in the quarterly newsletter.

Volunteer Dress Code

A dress code is designed to facilitate the ease with which patrons can identify volunteer staff.

In order to maintain a consistent and professional appearance, please observe the following Friends dress code:

WOMEN:

- Solid white dress blouse/shirt with a collar
- Solid black or navy dress pants
- or $\frac{3}{4}$ length solid black or navy skirt
- Solid black or navy suit jacket
- Dark hosiery
- Black closed toe comfortable shoes



MEN:

- Solid white dress shirt with a collar
- Dark tie
- Solid black or navy jacket
- Solid black, navy or gray pants
- Black closed toe comfortable shoes

Required Accessories: flashlight, nametag and a smile

*For matinee performances, short-sleeved white dress shirts/blouses with collar are permitted and jackets are optional.

Inappropriate attire:

- Please no polo shirts, t-shirts, mini-skirts, jeans, sports or athletic apparel.
- No sweaters, scarves or large jewelry.

Management is solely responsible for determining if clothing is too revealing, unprofessional or inappropriate. Management has the right to modify dress code on an individual and as needed basis to allow for medical conditions, extreme heat and other considerations.

House Rules and Policies

Recording Equipment



Policies concerning flash cameras, video cameras and other recording devices vary by artist and renting organization. Often union and copyright regulations prohibit the use of recording equipment. When such equipment is permitted, it must be battery operated, without electrical cord running through the aisles. Ushers should report such violations immediately to the House Manager.

Aisles Must Remain Clear at All Times



City of Chandler fire codes require this to be enforced. Wheelchairs, crutches, strollers, baby carriers, bags, etc, may be checked at the House Manager's desk or be kept in designated areas. Management assumes no responsibility for items lost or stolen.

Late Seating



Late seating is at the discretion of House Management. We make every effort to seat latecomers, however, entry may be delayed or denied. Latecomers are generally seated in the back of the theatre at appropriate points in the performance to avoid disruption to audience members.

Coat Check

Chandler Center for the Arts does not have a coat check. However, patrons may leave items at the House Manager's Desk. Chandler Center for the Arts assumes no responsibility for items lost or stolen.

No Patrons Permitted On or Backstage

At times an usher will be stationed near doors leading to the green room to ensure the privacy of the performers. Patrons wishing to meet performers should be notified if there will be a "meet and greet" following the performance. Otherwise they should be directed to the exterior green room door and instructed to wait outside.

If at any time you feel that you cannot handle a situation on your own, please notify House Management immediately. The Arts Center staff is there to support you!

Health and Safety



- Ushers will alert management if at any time they note a tripping hazard or other health and/or safety concern.
- Ushers are not to give medication of any kind to patrons.
- Volunteers should not assist individuals in wheelchairs moving to fixed auditorium seats.
- Do not allow patrons to pull wheelchairs up steps to reach a higher seat.

Medical Emergencies

In case of a medical emergency, immediately summon the House Manager or nearest CCA staff person on duty.

- In the event of a fall when a patron states that they are not injured: First ask the patron if they are alright. If they say yes, you may ask permission to assist him or her in getting up. Get patron's name and phone number and report it to the House Manager.
- In the event a patron has an accident that results in bodily injury, ask the patron if they need medical assistance. Do not move the injured person. Get their name and telephone number. Be sure someone is with the patron and summon the House Manager.
- In the event a patron has experienced head trauma or is rendered unconscious, ***immediately summon the House Manager or nearest CCA staff member.*** Paramedics will be called and a trained staff member will render aid until paramedics arrive.

USHER PHYSICAL REQUIREMENTS

There is a physical requirement for ushering. To ensure your safety and the safety of our patrons:

Ushers must be able to open portal doors and move quickly up and down the stairs. In the event of an emergency, an usher must be able to quickly obtain assistance in medical matters and assist in evacuation.

Emergency Procedures

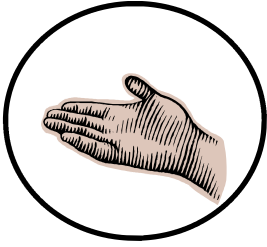


In the event of a general alarm, the lights automatically turn on throughout the building. White strobes flash. An alarm sounds. Then an automated recording announces: "Attention! Attention! An emergency has been detected in the building. Please exit using the stairwell. Do not use the elevators." It continues the announcement, flashing and alarming until it is reset by authorized personnel. Once the alarm is reset, the lights go back to their previous settings.

- In the event of a general alarm, all ushers on duty should report to their assigned position.
- Inside ushers: lead the Patrons to the nearest exit and out of the building
- Portal ushers: open doors and remain there until everyone is out of the theatre. When the theatre is empty, close the doors and exit the building.
- Outside door ticket takers: open doors and direct the Patrons away from the building to the right or left parking lots. When the theatre is empty, close the doors and exit the building.
- Ushers are to move the audience as far away from the building as possible so as to not obstruct the driveways. Keep Patrons away from the building and entryway so as not to block emergency vehicles. If people are attempting to leave in cars, request that they remain out of the way.

Important Notes:

- *Volunteers are not permitted to stand inside theatre on sold out shows*
- *Only volunteers assigned to evacuation duty are permitted inside theatre during performances unless there are enough available seats for all volunteers to enter and be seated without disturbing patrons*
- *When seats are available, all volunteers are to wait a full 20 minutes before entering unless otherwise instructed by management. Please be seated at the back of the theatre at appropriate points in the performance so as not to disturb the audience according to late seating policy.*



Volunteer Usher Post Descriptions



Outside Door Ticket Taker

- Check for correct date, time, and performance on ticket
- Tear off and keep right side of ticket, give left side of ticket to patron
- Direct patron to correct portal
- Direct patrons without tickets to Box Office
- Direct unidentified staff to House Manager's desk
- Remain at post for 30 minutes to assist latecomers.
- Return to post and prop doors at intermission and again at the end of the show.

Programs

- Stuff and arrange programs when necessary
- Stand next to program table
- Hand out programs *upside down so writing is facing patron*

Portal Door Usher

- Direct patron to proper aisle and give name of usher who will help them
- Close portal doors as directed by sound technician or management
- Work with aisle ushers to seat late arrivals following start of show
- Open doors and remain at post at intermission and at performance end

Inside Theatre Usher

- Always face portal doors and move forward to greet patrons
- Move up and down the stairs: do not make patrons come to you
- Direct patrons to their seats
- Work with aisle ushers to seat late arrivals following start of show

Seat latecomers in the rear of the theatre until intermission, if possible.

- Scan your area for lost items at the end of performance. Turn in to House Manager
- If you are assigned inside the house during performance, you are responsible to communicate with staff and assist patrons in case of an emergency/evacuation. Only authorized persons are permitted on stage— (ie. Staff, artists, invited patrons) Please assist patrons up and down stairs if they are invited onstage.

Balcony Usher

- Direct Patrons to seats
- After performance begins, assist late arrivals for 20 minutes or longer if necessary

Left Front Exit Door (B-9)

- Patrons can exit this door but cannot get back into the theatre
- Stay close to post during performance in case of emergency evacuation

Exhibition Hall

- Be available and prepared to answer questions about the exhibit
- Be aware of the alarmed door and keep patrons from that area
- Be at your post at intermission

Concessions

- Check the work assignment map at the pre-show meeting
- If assigned to concessions, check with Concessions Manager immediately after pre-show meeting and huddles to find out your assignment

Promotional and General Information Table

- Hand out materials about the Center and upcoming programs
- Sell designated items
- Assist in the sorting and counting of tickets
- Familiarize yourself with upcoming events so you can answer patrons' questions

Box Office Hours and Policies

Box Office Hours:

Monday - Friday: 10am - 5pm

Saturdays: Noon - 5pm

Purchase Tickets Online: 24 Hours a day: www.chandleraz.gov

In Person: 250 North Arizona Avenue Chandler

By Phone: 480.782.2680

Box Office Policies:

- Box Office Window Opens One Hour Prior To All Ticketed Events
- Everyone (including infants) Must Have A Ticket
- No Refunds Or Exchanges
- Ticket Orders Processed 14 Days Prior To An Event Will Be Placed In Will Call
- Programs Are Subject To Change And/Or Cancellation
- Handling Fee: A \$4 Handling Fee Per Order Applies
- Latecomers Seated At Management's Discretion
- No Cameras And/Or Recording Equipment
- Accessible Seating Available Upon Request
- Sign Language Interpreter Upon Request 10 Days Prior To Event
- Assisted Listening Devices Available At The House Manager's Desk



Volunteer Agreement Letter

I, the undersigned, do hereby acknowledge that I have received, read, and understand the policies, guidelines, and procedures outlined in my volunteer usher handbook. I understand that I have made a commitment to Chandler Center for the Arts and I will fulfill my commitment to work as an usher.

I agree to follow the policies and guidelines detailed in this handbook when working at Chandler Center for the Arts, and willingly accept the consequences of failure to do so, which may include refusal of my services as a volunteer and dismissal from the usher program at Chandler Center for the Arts.

I further acknowledge that I understand how to contact the House Manager during the season.

I also willingly disclose my mailing address, email address, phone number, and name to the House Manager at Chandler Center for the Arts for the explicit purposes of facilitating my role as a volunteer usher. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement as a volunteer with Chandler Center for the Arts.

Name _____

Address _____

Home Phone _____ Work Phone _____

Cell Phone _____ Email _____

(Be sure to notify the house manager if your contact information changes)

Can we call you as a last-minute substitute usher? Yes No

Signature _____ Date _____

Please sign and turn in to the House Manager at the end of orientation. You will not be permitted to work as an usher if we do not have this form on file. Thank you for your commitment and the gift of your time!