

WELCOME TO THE STATE THEATRE!

Thank you for your interest in becoming a State Theatre volunteer! If you have been a part of the State restoration from the beginning, you know that the re-opening has been due in large part to your volunteer efforts. If you are new to the State, you will be part of something very special – a chance to contribute to the success of this beautiful entertainment venue.

Being a State volunteer is a meaningful commitment. By making such a commitment you become part of a very special group of volunteers which include a variety of people who give time, energy and love to this wonderful historic theatre.

The following pages outline the procedures that ensure the pleasure and safety of those attending events at the State Theatre. All volunteers are responsible for understanding this handbook.

The State Theatre is committed to providing first-class service to all of our patrons and as a volunteer, you play an integral role in helping us achieve this goal by making each event a memorable one.

General Information

Your attitude and appearance towards volunteer work and our patrons should be professional and courteous at all times. We need to make sure that our patrons receive the attention they need and are seated correctly with a program in hand. Being observant of your surroundings will help ensure satisfaction.

Please note that the State Theatre is a smoke free environment.

VOLUNTEER ARRIVAL:

Enter through main entrance and go left to the box office, where the Operation Manager's office is, **collect a volunteer badge and proceed to the theatre** to receive your assignment from the Operations Manager or Head Usher.

PERSONAL PROPERTY:

Volunteers may place their belongings in the Volunteer Closet located in the back of House Right **or in an appointed place of the box office**. This area will be locked and either the Operations Manager or the Head Usher will have the key.

PARKING PASSES:

We do not validate for parking but are currently working on a deal with the local garages – stay tuned.

PHOTOGRAPHY & RECORDING DEVICES:

Unless stated otherwise, Photography and recording devices are strictly prohibited in the auditorium during a performance. Should such a situation arise, ask the patron to put the device away and monitor the situation throughout the performance. If it is used again, the patron must check the device with the Head Usher or Operations Manager and reclaim it after the performance. An announcement will be made at the beginning of each performance and printed on the back of the ticket for photography and recording device restrictions.

EMERGENCIES:

Volunteers should always think SAFETY AND ACCESSIBILITY. In the event a guest trips or falls, or otherwise injures themselves, or needs assistance, please take the following steps:

- 1.) Attend to the patron immediately.
- 2.) Send a second Volunteer to get the Head Usher or House Manager who will handle the emergency procedure.
- 3.) Stay with the patron – If the person has fallen, DO NOT MOVE THEM!

Any emergency that may arise should be brought to the Head Usher/House Manager's attention immediately.

Accidents should be referred to the head Usher/ House Manager. A staff person will complete a report for insurance purposes, as necessary.

IMPORTANT NOTES:

Volunteers should never be on stage, in the green room, in the Front of House position or in the backstage area of the theatre: unless instructed to do so by the House Manager.

Volunteers do not interact with stagehands or road crew in regards to sound, lighting, etc. Concerns should be directed to the Head Usher/ House Manager or the Technical Director.

Once the house is open, do not read newspapers, books or other materials, eat or drink or chew gum while on duty. However, you may have a small bottle of water while at your assigned area – thank you.

The box office will stay open 1 hour after the performance begins.

USHER DUTIES

ARRIVAL:

Volunteers should arrive 1 hour and 15 minutes prior to performance start time, 1 hour and 30 minutes if they are new volunteers to help with stuffing programs, readying the house, receive your assignment for the Head Usher/ House Manager and attend pre-performance meeting.

DRESS CODE:

Volunteers must wear their name badges at all times. The dress code is – all black. This may include any combination of a purely all black top/bottom that you wish and comfortable black shoes. Please make sure all garments are pressed and clean. Please no mini skirts, tank tops, logos on shirts, flip flops or tennis shoes.

USHER MEETING:

A pre-performance meeting will begin approximately 1 hour prior to the opening of the main doors and will provide the ushers with complete information about the event, length of show, approximate time for intermission, late seating arrangements, exiting during performances etc., The main doors open one hour prior to the event start time. The auditorium doors open approximately ½ hour prior to the event start time.

The Head Usher/House Manager will assign ticket takers, door ushers, and house ushers when you check in.

The Head Usher/ House Manager will also arrange rotations for volunteers to monitor the lobby and lounge areas.

If you are unable to fulfill your commitment, it is your responsibility to obtain a substitute and notify the House Manager (by phone or email) in a timely manner. A current list of Volunteer phone numbers/emails is attached.

TICKET TAKERS:

Ticket takers ensure that no one enters the main entrance without a valid ticket. **Children age 3 and older must have a ticket.**

- 1.) Ticket takers help open the house, prop open the main doors when needed, validate tickets and greet patrons.
- 2.) Check the patron's ticket for the correct performance, date and time (sometimes a performance is twice daily, so make sure they came to the right show!), and scan the ticket.
- 3.) Keep the flow of traffic moving into the house.
- 4.) All ticket issues should be referred to the box office door inside the lobby.
- 5.) At show time, ticket takers will close the main doors. Ticket takers may be assigned additional duties at this time if necessary.
- 6.) At the show's end, hold/prop open the main doors for patrons.

HOUSE USHERS:

Familiarize yourself with the seating of the theatre on the level that you are working to avoid errors.

Read/scan tickets and take entire party to their row and direct them to their seat numbers. Make sure you return ticket to patron.

If possible, stand one row below patron's row and direct them to their assigned seat. If the patron states they do not need assistance, allow them to seat themselves.

Ushers may solve seating problems or problems of any other nature, referring the most complex to either the Head Usher or the House Manager as necessary.

DOOR USHERS:

Ushers stand outside aisle doors until notified.

Do not open the doors until notified by the Head Usher/House Manager.

Welcome patron

Direct patron to first house usher.

DURING PERFORMANCE:

Volunteers may sit after all late seating is complete if seats are available (although seats are not guaranteed for any performance, but more than likely we will find you a spot if you want to see the show). Ushers should be aware that during the performance, they are still responsible for their assigned area.

Unless otherwise stated, Only ushers are allowed to stand in the aisles. Ushers should not enter or exit during a performance.

INTERMISSION:

During intermission, the door ushers should open the house doors as soon as the house lights come up and stay at their assigned posts. Ticket takers should return to their posts. All ushers are to direct patrons to restrooms, water fountains, concessions, etc.

Do not remain seated during intermission.

LATE SEATING:

Each event will have its own late seating policy. The House Manager/ Head Usher will notify the ushers of the late seating policy at the pre-performance meeting.

END OF PERFORMANCE:

At the end of the performance scan aisles for programs and dispose as instructed. Check the building for spills, damages, stragglers and lost items and report them to the House Manager. Always sign-out and return name badges at the end of your shift.

All ushers should always be aware of the noise level in the lobbies and in the house to eliminate distraction to the patrons and entertainers.

HOUSE INFORMATION

Each Volunteer should be familiar with the basic information about The State Theatre:

Restrooms:

Restrooms are located in the Lower Lobby to either side of the lobby.

Disabled Seat Locations:

We have disabled seating located in various spots throughout the theatre, although none on the balcony level. We also have companion seating available. Arrangements are usually made in advance for companion seating, let the House Manager/Head Usher know if you need companion seating for anyone.

Drinking Fountains:

Drinking fountains are located in the lobby between the Women's restroom and the Handicap restroom.

Concessions:

There is one main concessions shop off the main lobby and sometimes concessions will be sold in the upstairs lobby as well. This will be discussed at the meeting before each show commences. Often times souvenirs will be sold out of the lobby as well.

Lost and Found Items:

Lost items are to be turned into the House Manager.

Emergency First Aid:

A First Aide Kit is located on all levels of the theatre: There is one First Aide Kit located in the following areas:

Orchestra Level:

main concessions, box office, employee closet back of house right.

Upstairs Lobby:

Kitchen

FACT SHEET

Year Built:

Architect:

Decorative:

Grand Opening:

Date Closed:

Grand Re-Opening:

Cost:

Original Seating:

**Refurbished
Seating:**

Building Size:

Stage Specs:

Performance Systems:

Programming: The restored theatre will host Live Performances (theatre, music, dance), Children's programming, Cinema (classics, independent, film festivals, etc.), Corporate and community events (fund-raisers, meetings, etc.).

Tours: