Title: Volunteer Ambassador

Reports to: Volunteer Coordinator and the scheduled Ambassador Captain

General Requirements:

Must be at least 16 years of age – no exceptions

Must have a valid e-mail address

Must have attended an Ambassador Orientation

Must have accomplished 20 hours of volunteering at the New Century Theatre or non-theatre events.

Volunteer attire:

- Please note the attire when you sign-up. I will always specify the dress code.
- When you hear or see the words ‘standard volunteer attire’ it means a clean white dress shirt with long-sleeves and a collar, solid black slacks or skirt and closed toe black shoes. You may also wear a black or white sweater over the dress shirt or blouse.

Ambassador Duties:

Arrive at the theatre 75 minutes before curtain time and meet the Captain at the designated place in the theatre. (The Captain or Trust Staff member will have communicated with you prior to the event). You will be introduced to each other, sign in, be assigned a duty for the evening by the Captain (see list of duties below).

Ambassador Positions:

Front Door Greeter (1 person)

This person needs to be a people person. During warmer weather dates, the door greeter will be at the street door, opening it for patrons, welcoming them, answering questions (curtain time, restroom info). During the colder or inclement seasons, this person should be located just inside the inner lobby doors, preferably at the VIP table area, visible to arriving guests. This person should be alert to specific crowd circumstances (congestion at bar lines or box office, VIP or special ticket pickup areas, wheelchair or other special needs situations, etc.)

This is a highly visible position and should only be assigned if a volunteer is able to meet the criteria. At intermission, this volunteer should go to the main level to direct patrons to restrooms, drinking fountains and answer questions.
Main Floor Greeter (1 person)

(This is a good position for the Ambassador Captain or a seasoned veteran ambassador)

This person should be situated between the last TV monitor and the door to Section 3, directly across from the stairs to the mezzanine. This person should be on the lookout for guests appearing to be unsure of where they are going, and offer the guests direction to the proper door to access their seats. Knowledge of the main floor seating is a prerequisite for this position! At Intermission, this person should return to this spot and give direction to guests as needed, unless otherwise directed by HTG Floor Captain.

Orchestra seating traffic directing (1 person)

This position is for an Ambassador who is familiar with the seating in the front rows. This person should be positioned in the center aisle, approximately at Row G. This Ambassador assists guests after they pass the ushers to their seats, ensuring that the guests do get into their correct section and seats.

This Ambassador is a helpful and friendly face to the organization.

Remember that to our guests, there is no distinction between HTG ushers and HTT Ambassadors. We are all ‘employees’ of the theatre while the performance is going on. Alcoholic beverages should not be purchased or consumed before or during a performance; other than bottled water, if needed, no food or beverages should be consumed inside the theatre, whether working or watching the performance.

VIP Entrance Doorperson (1 person)

This person also should be a people person. During warm weather months, they should wear tan vest w/ black clip-on tie (found in coat check). When ticket taking begins, this person should stand outside theatre on red carpet area, greeting VIP guests and opening door for them to enter. This position ends at start of show; doorperson should return to the 9th St Vestibule area at Intermission to assist/direct guests.

VIP Entrance Runner (1 person)

If, for some reason, VIP entrants do not have their tickets with them, the runner will retrieve them for the guest from the Box Office. They should go to the closest Box Office window and ask for the tickets, informing the Box Office associate that these tickets are for the VIP entrance. Unless requested for another assignment, this person should return to the Vestibule area at Intermission.

Coat Check (2 persons)

These volunteers must be willing to stay throughout the production until all the coats have been claimed. There are instructions on how to run the coat room in the coat room.

- At intermission the coat check volunteers should return to the coat room until the intermission is over.
- Volunteers should also prepare the coat room for the next shift
**Mezzanine Traffic Director (1 person at the bend of the stairs – 1 person at the top of stairs on the 2nd mezzanine level)**

This Ambassador will assist with directing patrons to the doors or up to the next level. This person should be familiar with balcony seating. This position requires Ambassadors to direct patrons to the appropriate level based on what row they are seated. This Ambassador needs to be engaging and assist as many patrons as possible coming up the stairs. Please look for the row on their ticket and then refer to the guidelines in the description below. You can write down the rows and locations on a piece of scratch paper so you can refer to the locations to swiftly assist patrons. I will have scratch paper stocked at the coat check.

These Ambassadors should know where the restrooms and drinking fountains are on that level:

- Guests with tickets for Rows A-L should enter on the first mezzanine level
- Guests with tickets for Rows M-T should enter on the second mezzanine level
- Guests with tickets for Rows U-W should enter on the balcony level
- At intermission these ambassadors should return to their respective mezzanine level to direct patrons to restrooms, drinking fountains and answer questions

**First Mezzanine Elevator Traffic Director (1 person)**

This Ambassador will be stationed at the elevator on the first mezzanine to assist patrons getting off the elevator to ensure that those patrons are getting off the elevator on the appropriate floor. This position requires the Ambassador to be engaging and to assist as many patrons as possible. Please look for the row on their ticket and then refer to the guidelines in the description below. You can write down the rows and locations on a piece of scratch paper so you can refer to the locations to swiftly assist patrons. I will have scratch paper stocked at the coat check.

These Ambassadors should know where the restrooms and drinking fountains are on that level:

- Guests with tickets for Rows A-L should enter on the first mezzanine level
- Guests with tickets for Rows M-T should enter on the second mezzanine level
- Guests with tickets for Rows U-W should enter on the balcony level
- At intermission these ambassadors should return to their respective mezzanine level to direct patrons to restrooms, drinking fountains and answer questions

**Skyway Escort (1-2 persons)**

One or two ambassadors stationed by the skyway to escort people through the theatre to the box office.

- At intermission one ambassador may be asked to stand by the 9th Street entry to remind patrons that if they go out the doors, they can only re-enter by the front entrance and will need their ticket stub.
- One or both Ambassadors may be asked to assist with restroom line control, at the discretion of the HTG Floor Captain. It is preferred by HTG staff that this be a female Ambassador.
Watching the show at the Historic Theatres:

Ambassadors are allowed to either sit (when seats are available) or stand and watch a performance, as directed by the Event Manager. The Captain will check with Event Manager on the availability of Ambassador seating and inform you. Generally, if there are any seats they are on the Mezzanine level. If there are no seats available, Ambassadors will be shown to the standing section or may watch the performance on the television on the first floor.

• Please remember to be courteous audience members while watching the performance.

Please do not sit in front of a paying customer. This can be frustrating as you may see an empty seat(s) in front of patrons. Seating prices are such that cheaper seats are towards the back of the theatre. It is possible to have empty seats in the center section with full seats towards the back of the theatre. Please check with the Captain before you take a seat. I am unable to guarantee the Volunteers a seat to view the show while volunteering. If seeing the show is your priority, we kindly ask that you purchase a ticket to attend a performance when you are not volunteering.

• Reasons for immediate involuntary dismissal from the Volunteer Program:

Hennepin Theatre Trust has a zero tolerance policy when it comes to non-harassment, sexual harassment and the use of drugs and alcohol.

• Verbal abuse towards patrons, HTT/HTG staff and fellow volunteers: including and not limited to impoliteness, arguing or use of foul language.
• Sexual Harassment/Improper conduct: including – crass humor, sexual joking, vulgar or offensive conversation or jokes, commenting about the physical appearance of an HTT/HTG employee, patron or fellow volunteer, conversation about your own or someone else’s sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.
• Arriving to volunteer for Trust event under the influence of drugs or alcohol.
• Unauthorized entrance into the backstage area or onto the stage.

General Notes:

• If you have any questions during a Volunteer shift always look for the Captain. They will be able to answer any questions that may come up.
• Ambassadors should leave purses and backpacks in their vehicles or we can lock them in the coat room while you are volunteering
• Captains and Ambassadors are not required to stay and help staff with cleaning the theatre. Any help is appreciated but not required.
• Be out-going and willing to interact with theatre patrons
• Be flexible and have fun!
‘No-Show’ and ‘Late Cancellation’ Policy:

We appreciate your willingness to volunteer for Hennepin Theatre Trust and we value your time. Only a limited number of volunteers are allowed for each event. When you sign up to volunteer, you are taking one of these spots and we are counting on you to be there and to be on time. Do not sign up for events you will likely not be able to attend.

We understand that plans can change and emergencies come up. If you are unable to attend an event you have signed up for, you need to contact your Ambassador Captain to let them know you are unable to make it. If you do need to cancel, do us the courtesy of cancelling at least 72 hours in advance of event, so we are able to offer the opportunity to another volunteer.

I will send out protocol for canceling or who to call during winter weather alerts as needed.

Note- Two ‘no-shows’ and/or ‘late cancellations’ (canceling 72 hours prior to arrival time) may jeopardize your volunteer status.

Please contact the Volunteer Coordinator and your Captain if you have to cancel-

Phone: 612-455-9520

Email: Robie.Hayek@HennepinTheatreTrust.org
**ORPHEUM THEATRE COAT CHECK PROCEDURES**

Coat check must be up and ready one hour prior to curtain

Items to be checked are $1.00 per item

We use three part perforated tags. (That way we get two performance’s worth out of each tag!) Tags should be hung in numerical order. Guest gets bottom portion of perforated tag when checking in coat. Top portion of tag remains on hanger.

Coat check bank is $50: $25 in 5’s and $25 in 1’s and will be delivered by event manager along with the cash box. After show starts, count number of items checked, count money (replacing bank first) and fill out deposit envelope. **Money in envelope should match number of items checked.**

1. Give collected money and cash box to the Captain, or the event manager if a Captain is not present.

2. Coat check volunteers must return to the coat check room (and open the window) during intermission in case guests need their items.

3. Before the end of the performance, volunteers must return to the coat room (open window) and be ready for patrons.

Place the tip jar on the counter – we do accept tips!

After all items have been claimed, count tips and place them in the designated envelope. Be sure to put the date and amount on the front of the envelope. Seal the envelope. Give the Coat Check envelope and bank to the Captain or event Manager.

**The coat check room should be tidied up and prepared for the next shift.**

Coat check volunteers may leave the coat check area after checking with Ambassador Captain. Be sure the window is closed and locked. The Captain will make sure the door is locked and the key turned in.