

Volunteer Manual

Geva Theatre

This manual is designed to give you an overview of what it is like to be a volunteer usher at Geva Theatre.

If you have any questions please reach out to the front of house team through the email below.

Email: Volunteermgr@gevatheatre.org

Address: Geva Theatre

75 Woodbury Blvd.

Rochester NY 14609

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Volunteer Overview

At this time volunteers at Geva primarily help with ushering/front of house duties. If interested in doing other duties you are welcome to reach out, but we cannot guarantee that other departments will have a need. If interested in being in a show or working with us, please visit the Careers tab on our website to see current job openings/upcoming auditions.

Volunteer Guidelines

All patrons and volunteers deserve to have a wonderful time while at our theater. In order to help us achieve this atmosphere we ask volunteers to follow the guidelines below.

1. Be on time for all shifts that you sign up for. If you need to cancel, please do so on your portal as soon as you know you will not be able to make it. For day of cancellations please email Volunteermgr@gevatheatre.org (at least 2 hours in advance when possible).
2. Treat everyone with kindness and respect while representing Geva and maintain a professional welcoming demeanor towards all.
3. Accept any guidance or training necessary to do your position to the best of your availability.

If you have any questions, problems or concerns please reach out to us through the email on the first page. If the questions arise during your shift, please feel free to ask the House Manager on duty and they will be able to help.

Nametags

Volunteer identification tags are available at the beginning of each shift and are required for all Volunteers. Once a shift has finished, please return your tag to the House Manager.

Parking

Geva does not own or operate any parking lots/garages, parking is at your own risk. There is a paid parking lot available and a garage operated by the City. The City garage charges \$7 for special event parking and is located at the corner of Woodbury Blvd and Clinton. Cash is not accepted. Another lot is located adjacent to the theatre to the west, on the corner of St. Mary's Place and Woodbury Blvd. (evenings and weekends only). The special event rate for this lot is \$5.00 (cash only) with the attendant. There is also street parking available in the area, that is free after 6pm and on weekends.

General Theatre Rules

Our Volunteers act as a second pair of eyes and ears during each performance. As such, please be aware of the following pieces of theatre etiquette:

1. Use of cameras, cell phones, tablets, or any other electronic device within the theatre is strictly prohibited during performances, unless being used as a medical device.
2. Patrons cannot bring open food, snacks, or glassware into the theatre. Drinks are permitted provided they are in paper or plastic cups.
3. High trafficked areas, such as aisles, entrances, or steps, should always be clear of items. This also includes the edges of the **balcony and stage**.
4. Should a Patron need to speak with a Volunteer, another Patron, or answer a phone call during a performance, please direct them to the lobby or café area.
5. Repeatedly entering and exiting the theatre should be avoided. Monitors have been set up in the lobby for any Patron feeling ill, restless, or otherwise unable to sit quietly.
6. Children under 5 are not permitted in the theatre, unless specifically stated by the House Manager.
7. Talking and whispering in theatre should be avoided during performances.

Emergency Procedures

For all emergency situations it is important that the volunteers stay calm and focus on helping however they can.

Fire Alarm

Should the fire alarm sound the building must be immediately evacuated.

Volunteers are asked to stand by exit doors (all of which are labeled) to help guide patrons through the doors. Once outside please guide the patrons across the street to Washington Square Park and wait for the House Manager's instruction before returning to the building.

Medical/Other Emergencies

For all other types of emergencies please contact the House Manager as quickly as possible to let them know what is going on so they can help with the situation. There will be a Walkie Talkie left at the concierge desk in case you can't find the House Manager immediately please radio them and they will come to you.

Scheduling and Attendance

Scheduling a shift: All scheduling is done online through a volunteer portal. A couple weeks prior to the start of the season, the schedule will be released for you to sign up for any shifts that you would like. You are also welcome to add/change shifts as needed throughout the season.

Attendance: Volunteers are expected to come in on time for all assignments that they sign up for. If something comes up, please be sure to either cancel or reschedule your shift.

Canceling/ Rescheduling: If you should need to reschedule or cancel a shift please do this through the volunteer portal as soon as you know that you won't be able to make it to your original shift, so that we can ensure that there is as much time as possible to ensure that the shift is adequately staffed. Please avoid canceling shifts day of when possible, however if an emergency does pop up, please email us at volunteermgr@gevatheatre.org.

Extended Leave of Absence: If you find that you need to take an extended leave of absence due to any personal reasons, please let us know and we will take note of it to avoid sending you any extra emails during that time. We will check in once a year to see if you are ready to come back, if you would like to come back sooner than that please email us, and we will add you back in.

Call Time

The call time for ushers is typically 60-90 minutes prior to the start of the performance, depending on the needs for that specific show. The start time listed in the volunteer portal will be the time the shift starts.

Dress Code

We ask that ushers maintain a professional-looking, uniform appearance so that patrons can easily identify you as a representative of Geva. Please avoid wearing anything with logos, or anything that could be distracting during the performance. Please also avoid wearing any strong fragrances as some of our patrons are sensitive to strong smells. All ushers should adhere to the following dress code:

- Solid white (not off-white) dress shirt – either short-sleeved or long-sleeved.
- Black dress pants or skirts.
- Comfortable solid, black, close-toed shoes.
- Optional: Solid black sport coats, jackets, or sweaters.
- Optional: Ties and bowties.

Assigned Positions

There are several positions that you can be asked to do during a shift, these will be assigned based on need during the usher meeting at the very beginning of your shift. These positions are:

Ticket Scanner

Ticket Scanners help us by taking tickets at the front of the theatre and guide people to the correct side to find their seats.

Concierge

At the concierge desk there are two main duties. One of which is to sell items from the gift shop using the ipad to record sales. The other piece of it is to help people check out hearing devices.

Usher

Usher's main duties are to help people find their seats inside of the theatre, and to help hand out programs.

Coat Room

The primary duty in the coat room is to take patron's coats and hand them a ticket, and then return the coats at the end of the show.

Bar Helper

This is a duty we ask for help with at intermission, where we have a couple of volunteers help patrons find the items that they had pre ordered. The items will be set up by the bar staff with the tickets next to them for you to match with the tickets that the patrons have.

Post Show Clean Up

Unless assigned to another duty we ask all volunteers to help us pick up the theatre after the show to ensure it is ready for the next audience.

Volunteer Benefits

Watching the Shows

All volunteers are allowed to watch the performance that they are volunteering for. There are benches in both theatres that you are allowed to sit on, if there are free seats at the back of the theatre behind all patrons you are welcome to sit there as well.

Bar Discounts

Prior to the start of their shift volunteers can visit the bar to get 1 free non-alcoholic beverage. Volunteers also receive a 50% discount on non-alcoholic beverages (after the first one), and 25% desserts (which can be used one time per shift). There are no discounts for prepared/hot food.

Out of respect for our patrons please wait in line to retrieve these. Unless otherwise stated by management we ask that these be picked up prior to your shift starting.

Corrective Action

Geva Theatre strives to be welcoming and professional to both Volunteers and Patrons. There may be times, however, when corrective action, coaching, or possibly termination of a Volunteer's eligibility may be enacted. Geva holds the right to do so, based upon the company's own internal reviews and management decisions.

Recruitment

If you know anyone who is interested in becoming a Geva Theatre Volunteer please have them fill out the volunteer application at www.gevatheatre.org/volunteer. If they have any questions they can reach out to volunteermgr@gevatheatre.org.

New volunteers are accepted throughout the year whenever there is a break between shows.