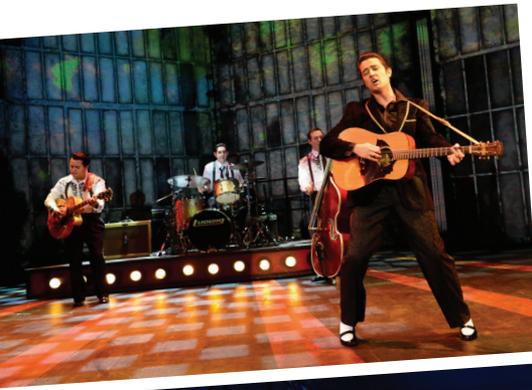


VOLUNTEER GUIDE



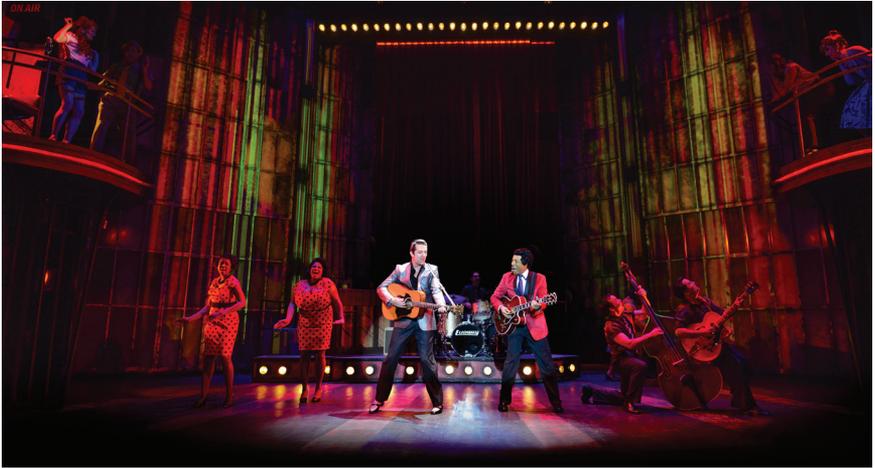
10 Main St. (Rte 1)
Ogunquit, ME 03907
OgunquitPlayhouse.org

John Lane's
OGUNQUIT
PLAYHOUSE

MISSION STATEMENT

The Ogunquit Playhouse is a not-for-profit 501(c)3 arts organization. The Playhouse is governed by a Foundation Board whose primary mission is dedicated to preserving the Ogunquit Playhouse experience for present and future generations by:

- Maintaining and preserving the Ogunquit Playhouse facilities in conformance with the National Register of Historic Places standard, and insuring its continuation as a functioning playhouse.
- Providing and promoting high-quality ongoing performing arts programs in keeping with Ogunquit's historic tradition.
- Promoting education and cultural programs and events for the public that will benefit the performing arts.
- Raising and soliciting financial and other resources necessary to accomplish our objectives.



Heartbreak Hotel (2017)

Confidentiality Agreement

As an Ogunquit Playhouse Foundation Volunteer, I understand that any information (written, oral, or in any other form) obtained during the course of performance of my duties must remain confidential. This includes, but is not limited to, all business conducted at any Board or Committee meeting; any and all proprietary information related to the Playhouse, its operation, employees, and artistic productions; as well as any information otherwise marked or known to be confidential.

IMPORTANCE OF VOLUNTEERS

Ticket prices alone do not cover the high cost of producing the first-rate Broadway caliber shows audiences have come to expect from the Ogunquit Playhouse. In addition to single ticket sales, we rely on donations from local business sponsors, advertisers and volunteers to help offset production and operating costs, and keep the doors open to our wonderful historic theatre for many years to come!

We have experienced tremendous growth over the last several years, mostly due to the extended season and the quality of the performances under the guidance of Executive Artistic Director Bradford Kenney. Thanks to his leadership together with the dedicated Board of Directors, staff, and volunteers, the Ogunquit Playhouse has thrived.

Volunteers allow the Playhouse to continue to offer quality customer service to its patrons and enhance behind-the-scenes operations without jeopardizing its financial goals. In other words, the Ogunquit Playhouse relies on its volunteers to be successful!

SHOWTIME!

Showtime really begins when audience members arrive at our driveway. The condition of the building and grounds as well as the demeanor and dress of the volunteers and staff are important first impressions. Volunteers are the opening act and set the tone for the theatre experience for every patron.

The Front of House staff is the first “cast of characters” that the audience meets. The term “Front of House” defines all operations starting at the front of the stage, up the aisles, through the lobby, and into the parking lot. It encompasses the Concession Stand, the Gazebo, the Lobby and Patio Bars, the Gift Shop, the Will Call Booth, the Assisted Hearing Devices, the Box Office Window, the Ushers, the Greeters, the Parking Lot Staff, and the House Managers.

Volunteers are expected to be courteous and helpful in order to ensure our audience has a happy and positive experience. Fostering a professional yet relaxed and stress-free experience is the top priority of our volunteers.



Angie Schworer, Jodie Langel, Kate Chapman, and cast in *Mamma Mia!* (2017)



Lindsay Roberts and Darnell Abraham in *Ragtime* (2017)

Volunteer Positions

Ushers
*Report to
House Manager*

Ushers assist the House Manager in preparing the theatre for the performance. This may include carrying, stuffing and distributing programs, and escorting patrons to their seats. Some volunteers may be asked to assist with scanning patron tickets. If there is a seating issue, please seek the support of the House Manager or Box Office Supervisor on duty. Do not try to resolve the issue on your own. Please do not assume that empty seats are available. Available seats will be verified by the Box Office staff.

Will Call
*Report to
House Manager*

The Will Call position entails distributing tickets to customers who chose to have their pre-paid tickets held for pick-up at performance time. The designated Will Call location is outside in front of the Box Office window. Volunteers spend an average of 45 minutes assisting customers in line. Customers provide their name to the Will Call attendant when picking up tickets. Due to the large volume of tickets sold through the Box Office, Will Call attendants must keep up with the fast pace! Volunteers in this position work alongside Box Office personnel and return undistributed tickets to the Box Office or House Manager when shift has ended.

Greeters
*Report to
House Manager*

Greeters are responsible for assisting patrons immediately in front of the theatre. They assist with the unloading of passengers and answer any questions that arise. They distribute programs as patrons arrive. Greeters are the first contact the patrons will have at the theatre and, therefore, should be outgoing individuals with upbeat, friendly personalities.

Assisted Hearing
Devices
*Report to
House Manager*

The Assisted Hearing volunteer is responsible for the distribution of the assisted hearing devices located in the lobby. This person should become familiar with the controls of the units and be able to explain to the patron the correct way to use the device. This position is also responsible for checking the functioning of the devices and the batteries of the devices prior to each show. The volunteer will obtain a driver's license or other form of identification in exchange for the device. Credit cards, debit cards, cash, or other items which have value shall not be used for this purpose. Assisted Hearing volunteers must be available during intermission and at the end of the show to receive the returned hearing devices and return the identification material to the patrons. Please make sure that all units are turned off before storing.

Concessions
*Report to
Concession
Manager*

Concession volunteers will work under the supervision of the Concession Manager. This includes restocking all merchandise or products at the end of each shift. The Concession is a fast paced food and beverage service environment, particularly at intermission. This position handles cash and computer operations. Volunteers for this area need to become familiar with the laws of the State of Maine concerning alcohol sales and consumption and may be required to attend a class involving those laws. (Note: Volunteers, staff, cast and crew may purchase snacks at half price. This excludes ice cream, alcohol and promotional items.)

Gift Shop Report to Gift Shop Manager	The Gift Shop sells Playhouse merchandise. Sales can be handled either by cash, check or credit/debit card. Volunteers are not responsible for credit card or Point of Sale transactions, or computer operations. Volunteers are asked to become familiar with Gift Shop merchandise. Depending on the show, volunteers may be asked to stay until patrons have cleared the lobby after the show.
Theatre Clean-Up	We ask that at the end of each performance ushers scan the seating area for playbills that can be recycled as well as lost items. Ushers should also remove candy wrappers or any other debris left behind. Please give all found personal property to the House Manager on duty.
Special Events	Volunteers can assist with special events including fundraisers and membership events held at the Playhouse. Volunteer jobs include, but are not limited to: welcoming guests to serving food and beverages to event set up and break down.
Parking	Volunteers who assist in this area must possess outstanding customer service skills and the ability to interact with all types of personalities. You will work directly with the Facilities Manager or Facilities staff. Volunteers will greet guests as they arrive at the Playhouse and clearly direct them to the proper parking locations (Northbound, Southbound, VIP, or Handicap areas). Traffic must be kept moving in a consistent manner using good judgement. This volunteer must be comfortable interacting with the public.

Attendance

After checking in with the House Manager on duty, all volunteers must report to their volunteer position one hour prior to the start of a performance.

Parking volunteers report to the Facilities Manager, Facilities staff or House Manager one and one half hour prior to the start of the performance.

If for some reason you cannot make your shift, please contact Jacqueline Chambers, Volunteer Coordinator at 207.251.2098.

Membership

As a volunteer, please consider also supporting the Ogunquit Playhouse through membership – we would love to have 100% volunteer participation in our membership program! Donated funds are used to increase the endowment and help provide financial assistance to participants in our theatre camps. Membership income supports the many outreach and education programs offered each year as well as helps to maintain our beautiful National Historic Register theatre.

Volunteer Policies

Dress Code

Volunteers will wear a white collared shirt (long or short sleeves), black pants/skirt, dark colored shoes, bow tie, and official Playhouse black vest (to be purchased for \$20 by the volunteer) while on duty. Name tags will be provided and should be worn on the upper left part of the vest. Black jeans, t-shirts, Crocs, and flip flops or other types of open toed beach-type wear are not appropriate. Remember, you are really part of the performance.

Friends or Pets

Volunteers are expected to be professional at all times while on duty at the Playhouse. Therefore, pets, family or friends should not accompany you while on duty.

Cell Phones and Other Distractions

Volunteers are expected to help patrons adhere to the rules of the theatre, which includes no cell phone use or talking during a performance. It is vital that all volunteers follow the same rules.

Usher Intermission Assignments

Ushers will be assigned to certain positions at the exit doors prior to intermission. Please stay in this area throughout intermission so the House Manager can locate you in case of emergency.

Complimentary Ticket Voucher Program

Those who have volunteered a minimum of 12 hours per production will earn a pair of vouchers valid for the current show only. Vouchers are valid for performances Sundays at 7PM through Friday on a space available basis. Vouchers will be issued through the Box Office through our ticketing system. If you have earned a voucher, the notification will be sent via email to the email address we have on file by the second Friday of the current production. Tickets will be available for pick up at Will Call the day of the performance. Vouchers may be used by family or friends as long as there is no financial consideration. You may contact the Box Office with questions regarding vouchers and redemption. (Note: Any hours earned during the final week of the production will be applied and carried over to the next production.)

Other Volunteer Opportunities

Additional volunteer opportunities include helping with special events, serving on the poster team, performing administrative and production duties, planting or watering flowers, and helping at cast and crew barbeques. All volunteer opportunities earn hours towards complimentary ticket vouchers.

Backstage Tours

All volunteers are invited to take a Backstage Tour at no cost, on a space available basis. This is an opportunity to find out what happens backstage as well as learn the history of the Playhouse, which may help you answer patron questions while you're on duty.

Need To Know

Camera Policy

While it is a violation of theatre rules to take photos or video during the performance, we cannot confiscate a camera from audience members. We can ask them to stop taking photos, videos and to please delete them. If they continue, we can ask them to leave, but should do so at a time that does not interfere with the performance, such as intermission. If the performers stop the show because of flash photography or other audience distractions, the Stage Manager will turn up the house lights and we will ask the person to leave and call the police if they refuse.

Food and Beverage

As a rule we allow patrons to take water, packaged snacks, coffee, tea, and ice cream into the theatre. Patrons can now bring beverages into the theatre in our specially designed, spill-resistant Playhouse Souvenir Cups. Plated food is not allowed.

Smoking

There is no smoking within 25 feet of the Playhouse.

Side Exit Doors and Mother Nature

When it is cold or very hot outside, we try to keep the heat or air conditioning in the audience area by not opening all four side doors. House Managers will give guidance during times of extreme heat or cold weather.

Emergency Calls

If you place a 911 call from the Playhouse using your personal cell phone, the call will go to your local emergency response dispatch. You should first identify the location you are calling from as "Ogunquit Maine, the Ogunquit Playhouse" then proceed with emergency details.



Million Dollar Quartet (2016)

Signing Up For a Shift

Access our online Volunteer Scheduler to sign up for volunteer opportunities from the comfort of your home or office! Keep in mind when using the online calendar you will only be able to sign up for the allotted available positions. As always, we will try to keep you in the position for which you signed up; however, last minute changes do happen and we greatly appreciate your flexibility.

Volunteer Scheduler available here:

www.ogunquitplayhouse.org/about/volunteering/volunteer-scheduler



© 2018 | Cover Photos: Matt Codina, Jamie Pittle, Nathan Yates Douglass and Eddie Clendening in *Heartbreak Hotel* (2017); Briana Rapa, Mike Heslin and cast in *Mamma Mia!* (2017); the cast of *Ragtime* (2017); Jenna Nicole Schoen and cast in *From Here to Eternity* (2017); Vanessa Sonon and Jacob Ben Widmar in *White Christmas* (2017); and Jemma Jane and Reed Campbell in *Bullets Over Broadway* (2017). Above: Sally Struthers and cast in *Anything Goes* (2016)



Contact Info

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