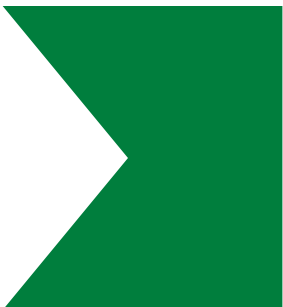


OGUNQUIT PLAYHOUSE



VOLUNTEER HANDBOOK

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*America's
foremost
summer
theatre*

A 501(c)(3) not-for-profit charitable organization



OUR MISSION

As America’s Foremost Summer Theatre, Ogunquit Playhouse delivers world-class Broadway entertainment and unforgettable experiences for more than 100,000 guests every season. Set in the charming seaside village of Ogunquit, Maine, The Playhouse is a legendary historic theater whose nearly 100 years of collaborating with brilliant artists from around the world has helped shape the future of American theatre.

OUR VALUES

Ogunquit Playhouse strives to value and respect every individual regardless of age, ability, race, ethnicity, gender, sexuality, or spirituality. The Playhouse is dedicated to creating a safe, open, honest, and equitable workplace of choice for current and future creative artists, performers, and staff. By reflecting these values, we hope to foster a deep sense of belonging and provide an uplifting, welcoming space for everyone on stage, behind the scenes, among our volunteer corps, and our audience.

LAND ACKNOWLEDGEMENT

Ogunquit Playhouse resides on the traditional territory of the Wabanaki Confederacy, Abenaki, and Pennacook people. For more information, visit wabanakialliance.com



IMPORTANCE of VOLUNTEERS

Over the last several years, we have experienced tremendous growth, and the Playhouse continues to push the envelope to provide the best possible patron experiences. Under the leadership of Executive Artistic Director, Bradford Kenney, and with guidance from a dedicated board of directors, our staff and volunteer force have made it possible for Ogunquit Playhouse to thrive.



World-class performances and the infrastructure that supports our mission are costly. Ticket sales alone do not cover the costs of producing the experiences our audiences have come to enjoy and expect from Ogunquit Playhouse. Thanks to many generous donors, members, business partners and advertisers, we are able to offset most of our production and operating expenses.

Without our cadre of very dedicated and involved volunteers, we could not afford to provide the level of quality experiences that our patrons enjoy and expect, and those that we - our board, staff, and volunteers - are proud to provide.

Simply put, the dedication, expertise, and courtesy our volunteers bring to the Playhouse allow us to continue to offer the 'Best-In-Class' customer service to our patrons and to enhance the behind-the-scenes operations without jeopardizing our financial goals. In other words, Ogunquit Playhouse could not operate nearly as successfully without our volunteers!

“...the **DEDICATION, EXPERTISE, and COURTESY** our volunteers bring to Ogunquit Playhouse allow us to continue to offer the 'Best-In-Class' customer service to our patrons...”

YOU are the OPENING ACT @ FRONT OF HOUSE

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

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, and into the parking lots. It encompasses the Concession Stand, Gazebo, Lobby and Patio Bars, Merchandise Kiosk, Hearing and Access Counter, Box Office Window, Ushers, Ticket Scanners, Parking Lot Staff, and the House Managers.

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



VOLUNTEER POSITIONS @ FRONT OF HOUSE

USHERS

REPORT TO HOUSE MANAGER

Ushers assist the House Manager in preparing the theatre for the performance. This will include carrying, stuffing, and distributing programs, and escorting patrons to their seats. Some volunteers may be asked to assist with scanning patrons' 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. Never assume that empty seats are available; available seats will be verified by the Box Office staff.

At the end of each performance, ushers inspect the seating area for lost items and playbills that can be recycled. Ushers will also remove candy wrappers, napkins, bottles and cups, or any other debris left behind. Please give all found personal property to the House Manager on duty. Patrons can check for their lost items at the Box Office.

TICKET SCANNERS

REPORT TO HOUSE MANAGER

Ticket Scanners are responsible for patrons' tickets being scanned using electronic scanning devices. This gives the theatre an accurate count of how many people attended and tracks tickets that have been utilized. This person also acts as a greeter and problem solver for patrons as they enter the theatre and may assist in directing them to their seating area.

SPECIAL EVENTS

REPORT TO FRONT OF HOUSE MANAGER

Volunteers can assist with special events including fundraisers and membership events held at the Playhouse. Volunteer roles may include, but are not limited to: welcoming guests, serving food and drink, and assisting with event set up and break down. Additional opportunities include serving on the poster team, performing administrative and production duties, assisting at our cookouts and other events.

HEARING AND ACCESS

REPORT TO HOUSE MANAGER

The Hearing and Access Volunteers are responsible for distributing the assisted hearing devices located in the lobby. These volunteers will be trained by the House Manager and should become familiar with the controls of the units and be able to explain to patrons how to use the device.

These volunteers are responsible for checking the functioning of the devices and their batteries prior to each show. The volunteers will obtain the requester's name and contact information in exchange for the device. Credit cards, debit cards or cash shall not be used for this purpose. These volunteers will also assist patrons with tagging mobility aids including walkers and wheelchairs if needed.

PARKING

REPORT TO PARKING CAPTAIN

Volunteers who assist in this area must possess outstanding customer service skills and be comfortable interacting with the public. Working directly with the Parking Captains, volunteers will greet patrons' vehicles as they arrive at the Playhouse and clearly direct them to the proper parking locations (Northbound, Southbound, VIP, or Accessible areas).

Traffic must be kept moving in a safe manner using good judgement. Volunteers may not create their own rules or guidelines for parking.

YOUTH THEATRE EVENTS

REPORT TO HOUSE MANAGER

Our Youth Theatre main stage performances, called Children's Theatre, return this season featuring the talent of Playhouse Arts Academy students. Shows typically run Saturday, Sunday and Tuesday mornings in July and August at the Main Stage. Helping with auditions, actor check-in, catering and more are available. These commitments are short and the rewards significant as you support the work of these young actors!



CONFIDENTIALTY

As an Ogunquit Playhouse Foundation Volunteer, you agree that any information (written, oral, or in any other form) obtained during your time as a Playhouse Volunteer 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 or proprietary.



VOLUNTEER GUIDELINES and PROCEDURES FOR FRONT OF HOUSE



At Ogunquit Playhouse we are known for providing a ‘Best-In-Class’ customer experience. We also remember that we are all each other’s customer as well. Adhering to the following Guidelines and Procedures will ensure that everyone will receive the highest level of customer service available.

DRESS CODE

Volunteers must wear a white collared shirt (long or short sleeves), black pants/skirt, dark colored close-toed shoes, official Playhouse neckwear and black vest. The vest will be provided to you while on duty. If you volunteer less than once a week, you’ll be loaned a vest which you’ll return at the end of your shift. **NOTE:** Special warm weather considerations may be made including black dress shorts (no athletic shorts or leisure wear). Consult your supervisor for details. Name tags will be provided and should be worn opposite the logo on your vest. Black jeans, t-shirts, Crocs, and flip flops or other types of open-toed footwear are not allowed. Remember, YOU are part of the performance!

ALL VOLUNTEERS

- Volunteers must report to the House Manager when arriving and before leaving their shift.
- Bottled water is provided for volunteers. Ask your manager where to get yours.

- Volunteers are not permitted backstage unless instructed to do so by the House Manager or Stage Manager.
- Alcohol consumption is prohibited while volunteering.
- Please be sure to provide your Volunteer Manager with any changes to your email address, cell number, or emergency contact. This is so you can continue to receive the most up-to-the-minute news and updates.
- During your shift, if any tasks are unfamiliar to you or you encounter any problems that you are unable to resolve, seek the assistance of the House Manager(s). The House Manager is most likely to be found in the lobby or office.
- There is no video or audio recording or photos allowed during any performances or sound checks.
- If you would like to watch a show after your shift is complete, you must alert the House Manager at the beginning of your shift. Seating may or may not be available. Your House Manager will do what they can to accommodate you. Off-duty volunteers who wish to watch the show should inform a House Manager, when they arrive for their shift. The House Manager will determine seating availability at the last minute after the seating chart is finalized and patrons are seated. Volunteers must never seat themselves. Please wait in the lobby until the House Manager is able to seat you. If you sit in the show, please remove your vest, name badge and neckwear to indicate that you are no longer a volunteer “on duty.” **Note: Ushers are prioritized for seating due to the demands of their active duty throughout the performance.**
- Our volunteers are the voice and face of the Playhouse, and we applaud their knowledge and passion, but under no circumstances should a volunteer speak to or treat anyone in an abrupt, dismissive, or unkind way. The Volunteer Staff at Ogunquit Playhouse is known for practicing a “Culture of Kindness.” If you have an issue with another volunteer, please have a calm and clarifying conversation, or let your house manager know.





- Sound carries in the theater and in the lobby. Please remember to keep noise and conversation at low levels during the performance.
- At all times, volunteers should be courteous and pleasant to patrons of Ogunquit Playhouse and demonstrate our esprit de corps.

VOLUNTEER DISMISSAL

Either Ogunquit Playhouse or volunteer may terminate service at any time for any reason not prohibited by law, with or without notice.

In volunteering with Ogunquit Playhouse there is an expectation of professionalism and empathy while representing an arts organization. Those who do not meet our requirements will be given a verbal warning. Any issues that arise will be discussed by phone or in-person between the volunteer and supervising staff members. Dismissal decisions are made by the Volunteer Manager, Front of House Manager and/or Playhouse leadership.

USHERS

- Ushers are permitted to sit/rest on a rotating basis to ensure critical posts remain covered at all times. Ushers must be able to get up to intercept and guide patrons who are entering or exiting the theater with as little disruption to the surrounding patrons. Such instances may include late seating, patron evacuation, or other situations that may arise.
- Designated Usher Seating are the bariatric chairs in the back house right and left corners, and the outside ends of the last row (Y) in the back (at the House Manager's discretion). The House Manager may offer additional seating options on a show-by-show basis, based on circumstances and availability.
- If you must leave your assigned area, notify the House Manager.
- 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.
- Please do not lean on or put anything on top of the Standing Room Only (SRO) walls in the back of the theater

- Please remain focused and restrict your activities to your assigned duties. For example, do not read or do needlework while at your post.
- Aisles must be kept clear due to fire regulations.
- If you would like to dance during a performance, please stand in the back, or in the lobby away from patrons and patrons. Please limit all behavior that may be distracting or disruptive to patrons.
- While cleaning up the theater after a performance, please bring all lost and found items to a House Manager. All lost & found items may be picked up at the box office. Ogunquit Playhouse is not responsible for lost or stolen items.
- Be aware that the four fire doors at the left and right of the orchestra section are the preferred exits during emergencies and should be opened immediately by the volunteers if evacuation is necessary.
- Service animals/Assistance animals as defined by the Maine Revised Statutes Title 5 Section 4553 are welcome to accompany their person into the theater. These animals are dogs that are "individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability." If there is a question of whether a dog is a service/assistance animal, do NOT ask the person about their disability or the training of the dog, but instead refer the patron to the House Manager.

PARKING

- Dogs and other pets are not allowed to stay unattended inside cars on Playhouse property.
- Patrons requesting special parking accommodations so they can leave early should be directed to park at another one of the area parking lots or downtown. Due to our decades old parking format, the ability to exit the parking areas prior to the end of the performance is not guaranteed.
- Drivers wishing to park in VIP/Veteran or Accessible areas must have an appropriately marked license plate or a placard visible on their rear-view mirror.
- Parking volunteers need to allow an exit path in the North/South lot for FOH staff departing during the show.





- The Hearing and Access volunteer will also help tag mobility devices with patrons' names and seat row and number.

Violations of the above Guidelines and Procedures may result in a volunteer being sent home and/or not being asked back to volunteer for future events.

FAMILY, 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 & OTHER DISTRACTIONS

Volunteers are expected to help patrons adhere to the rules of the theatre, which includes no cell phone use or calls talking during a performance. It is vital that all volunteers follow the same rules. Conversations between volunteers must be held outside the theatre in a soft tone. Volunteers must silence their phones during the show. Volunteers must not talk to or distract the production crew or cast during shows or when the production team is preparing for a show.

HEARING AND ACCESS

- Hearing devices can be signed out free to patrons when they share their name and contact number.
- The hearing device can connect to Bluetooth enabled hearing aids as well as with the supplied headphones.

TICKET VOUCHER PROGRAM

- Vouchers are good for two seats for any of the season's five productions. Vouchers are valid for performances Tuesday through Friday and Sunday evenings.
- Each time a Volunteer has logged 16 hours, the Volunteer Department will notify the Box Office to generate an Order Number (Order #). Once it is logged into the ticketing system, notification will be sent to you via email.
- Upon receipt of notification email, Volunteers are asked to call the Box Office AFTER 1PM M-F at 207-646-5511 and reference the Order # included in the notification email.
- Voucher use is limited to "Choice", "Select" and "Economy" section seats.
- Voucher requests will be issued through the Box Office via our ticketing system. Seating is at the discretion of the Box Office Management, based on availability.
- Once processed, e-Tickets will be sent to you via email which you may print at home or present the bar code on your smartphone at the performance.
- Tickets may be used by family and friends, however, the Volunteer that earned the voucher must make arrangements for the tickets by calling the Box Office. Friends or family members MAY NOT redeem vouchers on their own.
- If you book a voucher and don't attend the performance, the voucher is void
- Although you may collect vouchers to purchase multiple tickets, a maximum of 8 tickets may be used for any given performance.
- Vouchers may not be used during the last week of run of the show unless otherwise determined by management.
- You may contact your Volunteer Supervisor or the Box Office with questions regarding voucher redemption.

NEED TO KNOW

VOLUNTEERS RECEIVING TIPS

If a patron offers you a cash tip for your service, we ask you to graciously decline by saying, "Thank you, but there's no need. I'm happy to help." If the patron insists, accept the tip with sincere thanks and bring it to the Box Office for a donation to the Youth Theatre program. If a patron offers you a cash

tip for preferred treatment -- for example, access to VIP or Accessible parking without the proper credentials -- we ask you to graciously decline the tip and briefly explain Playhouse policy. While they may not appreciate your response, be kind and polite with the patron and alert your House Manager after the encounter.



PHOTO | VIDEO | AUDIO POLICY

While no photo, video, or audio recordings by any device are allowed during the performance, we cannot confiscate a device from audience members. We ask them to stop taking photos, and videos. 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 BEVERAGES

Patrons are allowed to take water, coffee, tea, and snacks purchased at Concession into the theater. Patrons can bring beverages into the theater in our Playhouse Souvenir Cups. **Outside food and beverages, including personal water bottles and snack containers, are NOT allowed.**

SMOKING

There is no smoking allowed on the Playhouse campus including the parking lots. If you see someone smoking on our property, inform the patron of our policy, and alert the House Manager to include in the House Report.

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, Ogunquit Playhouse” then proceed with emergency details. The Playhouse’s physical address for Emergency Services is 10 Main Street, Ogunquit.

SIGNING UP FOR A SHIFT



SIGNUP.COM

Volunteers will use online volunteer scheduler **SignUp.com** to access volunteer opportunities from the comfort of your home! When using the online calendar, you will

only be able to sign up for the allotted available positions, but you are able to sign up as an alternate and will be notified if someone cancels. 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. PLEASE NOTE: The link to signup is specific to you as a registered OP volunteer. Do not share this link with others.

CANCELATIONS

All cancellations must be made through SignUp.com to free up the spot for someone else. If you need to call out on the day of your assignment, cancel your shift in SignUp.com and call or text the Volunteer manager at [207.360.1539](tel:207.360.1539).

ATTENDANCE

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

Parking volunteers report to the House Manager and Parking Captain when you arrive, and should be in place one and half (1.5) hours prior to the start of the performance.

If you cannot make your shift, please cancel it in SignUp.com. If you cancel in less than 24 hours please also contact Lloyd Ziel, Volunteer Manager at lziel@ogunquitplayhouse.org or call or text [207.360.1539](tel:207.360.1539).



CONTACT INFO

LLOYD ZIEL | *Volunteer Workforce Manager*

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EXPERIENCE EXTRAORDINARY!

[Click Here and BECOME A MEMBER!](#)

Becoming a **PLAYHOUSE MEMBER** is another great way you can show your support for Ogunquit Playhouse! Membership funds are used many ways including providing financial assistance to our Children's Theatre and outreach programs as well as helping to maintain our beautiful National Historic Register theater. All the giving levels and Membership benefits can be found on our website or by asking any member of the Development Office staff.

We appreciate all that you do as a volunteer and hope that you will also become a Playhouse Member today!

