

VOLUNTEER INSTRUCTIONS

Pre-Production Positions

School Shows

School Show volunteers help contact local schools to invite to the shows. Volunteers assist the School Day Show Coordinator on the day of the shows.

Donations/Raffle

Donation volunteers contact local businesses for goods and services to be used for raffles at the shows. A 501c letter will be provided to hand out or email.

Costume Team Member

Costume volunteers will assist the head costumer during the costume fitting, tech week, and during the run of the show. They will perform light seamstress duties (fallen hems/buttons), ironing, etc. Volunteers may leave only after they have ensured that all cast members have hung up their costumes.

Costume Post-Show Volunteer

This volunteer will assist the costumer by taking home costumes and laundering them. This is a great position for those that may not be able to do their shifts during the show. This counts as 1 shift.

Lobby Positions

- All volunteers must arrive 90 minutes prior to the start of a show.
- All volunteers must go to the STAR office to sign in and put on a sticker badge before beginning their shift.
- One volunteer is required to stay in the lobby throughout the performance for security reasons and to quiet any noisy patrons. Volunteers may take turns, but one person needs to be there at all times.

Dress Code for Volunteer Positions in the Lobby

Lobby volunteers are representing the STAR Theatre to the general public. Please wear "business/dressy casual" attire. We ask that you **do not** wear: jeans, shorts, flip-flops, t-shirts, sweatshirts, open-toed shoes or tennis shoes.

Box Office Controller

Box Office Controllers will be required to go through a training session with Katie Betian prior to performance dates. The cash box, computer, ticket list, seating chart and tickets are located in the STAR office. Set these items up at the desk in the lobby. Plug in the computer and login. The Box Office is open one hour prior to curtain. Sell tickets until 15 minutes into the show. Count up the cash box and shut down computer. Give the envelope to the House Manager and return everything to the office.

Box Office Assistant

The Box Office Assistant will assist the Box Office person running the computer by taking money, and writing ticket information down on their tickets. After 10 minutes into the show, assist the Box Office with counting out the monies and give to the House Manager.

Will Call

The Will Call basket is in the STAR office. Take the Will Call basket, ticket list, seating chart and tickets to the ticket booth. No money will be exchanged. The tickets are listed by last name first. Ten minutes after the show has begun, please leave the basket with someone in the lobby for any late arriving audience members.

Concessions/Wine

The Concessions cash box is in the office. Directions for selling concessions are printed on the inside lid of the box. Concessions are sold before the show and at intermission. Secure the cash box by bringing it with you into the theatre. Five minutes prior to intermission, return to the lobby with the cash box to sell concessions. Following intermission, count the money you have received. Please place the cash in the envelope provided and give it to the House Manager.

Raffle

The Raffle cash box is in the office. Take the cash box, the basket of tickets and help set up the raffle table. Directions for selling raffle tickets are printed on the inside lid of the box. Divide tickets into packets of 8 and 20 tickets. Raffle Tickets are sold before the show and at intermission. Please take the cash box with you if you plan to watch the show. Five minutes prior to intermission, return to the lobby to sell tickets. The raffle drawing is held at the end of intermission. Cast members will be help sell and choose the winning tickets. Following the drawing, count the money you have received. Please place the cash in the envelope provided and give it to the House Manager. Please empty out all the tickets from the raffle boxes, take out the signage from the sign holders and return everything to the office.

Candy Grams/Flowers

The Candy Gram cash box and the Flower Gram cash box are in the office. Take them to the Candy Gram/Flower Gram table. The blank grams are in each cash box. Directions for selling grams are printed on the inside lid of each box. Count the flowers in one basket and wrap more if you need them. Fill the candy basket and bring to the table. Grams are sold before the show and at intermission. Five minutes prior to intermission return to the lobby to sell. At the end of intermission, count the money you have received. Please place the cash in the envelope provided and give it to the House Manager. Deliver the flowers and candy to the green room for the performers and return the cash box to the office.

Ushers

Get a flashlight and laminated seating chart from the office. Stand at the bottom of the ramp and rope it off making sure no one enters the theatre. When you are told the house is open, move the rope to one side. Stand at the top of the stairs and help direct anyone needing assistance to their seat. Sit in an empty area if you do not have a reserved seat. Make sure there is no photography/videotaping during the performances. At intermission, stand at the bottom of the ramp and ensure no drinks or food are brought into the house. After the show is over, return the seating chart and flashlights to the office.

Backstage / Crew Positions

- All volunteers must arrive 90 minutes prior to the start of a show
- All volunteers must go to the STAR office to sign in and put on a sticker badge before beginning their shift

Backstage/Prop Crew

Upon arrival, check in with the Stage Manager. Ensure that costumes and props are staged. Volunteers will move sets and props during the show and must work 1 dress rehearsal and 3 shows. Maintain a “quiet backstage” when the house is open. Please wear black and close-toed shoes.

Backstage Door Security

Proceed to the back door in the alley. Maintain a secure area for cast members to enter and exit the building. Volunteers must stay at the backstage door while cast members are present.

Set Building and Striking

Build and paint set, strike set at the end of last performance.

Tech Support/Spotlight Operator

Volunteers must be available at least one dress rehearsal and 2-3 shows. Training will be given by technical staff.

Green Room Chaperones

Proceed to the Green Room. Volunteers will help with costume changes, assist with make-up/hair as needed, and ensure the safety of the cast. There are 3 station areas: the girl's dressing rooms, the front Green Room door, and the Dance Room.

- Anyone under the age of 18 is not allowed to leave the Green Room without an adult. They must wait inside for a parent or guardian to pick them up.
- No one is allowed in or out of the Green Room once the show starts.
- Cell phones must remain off during rehearsals and shows.
- All costumes must be hung up and dressing areas clean before actors may leave.
- No food or drinks (with the exception of water) are allowed in the Green Room or Dance Room area.
- The front Green Room doors need to remain closed once actors have arrived. A Chaperone needs to be seated at the door if the doors are opened for air circulation.
- No other volunteers, parents or friends are allowed in the Green Room or backstage. ONLY the Back door security, backstage/prop crew, costume and Green Room chaperones.

Green room volunteers may leave only after the Green Room is clean and all cast members are picked up.

Cast Party

Volunteers will assist with the set up for the cast party. They will collect the RSVP's and facilitate the party.