



Volunteer Guide 2023

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Welcome

Welcome to Next Act Theatre. We are pleased you have decided to join our team of volunteer ushers.

Your support during performances is crucial to our success. We hold our volunteers to the highest standards and hope you take a great deal of pride in your service to our community.

This document outlines the guidelines and procedures that have been instituted to ensure the comfort, enjoyment and safety of our patrons. It is important that you take the time to completely read the guide. It will provide you with the knowledge you will need to feel comfortable in any situation.

Once you have completed reading this guide, please sign the Volunteer Agreement on the last page and return it to the House Management Staff together with your completed Volunteer Contact Information form.

Thank you!

Signing Up

An email will be sent to notify volunteers when sign up has begun for each new season. Volunteers may sign up any time throughout the year in a number of ways through the Ticket Office.

By Phone - 414.278.0765, noon to 5pm, seven days a week during the season

By Email - boxoffice@nextact.org

In Person - 255 S Water St, noon to 5pm, seven days a week during the season

Volunteer Positions

All volunteers of Next Act Theatre report to the House Manager on duty who will assign their positions. They are expected to conduct themselves as positive and friendly spokespersons for Next Act, thus ensuring a pleasurable experience for all patrons and fellow volunteers.

All volunteers are responsible for

- stuffing programs prior to the performance as directed by the House Manager
- welcoming patrons.
- thanking patrons as they leave the theatre after the performance.
- checking the theatre for personal items and/or litter left behind after the performance.

Ticket Takers are responsible for

- scanning tickets and directing patrons to the appropriate entrance of the theatre.
 - Patrons in Section 1 and Section 2, Seats 7 and up, enter House Left
 - Patrons in Section 3 and Section 2, Seats 1-6, enter House Right

Ushers are responsible for

- showing patrons to their seats and distributing playbills.
- offering assistance to anyone who has mobility issues, uses a wheelchair or a walker, is visually impaired, or makes a request.
- If a patron using a wheelchair will remain in the wheelchair, make sure the appropriate seat has been removed. If the seat needs to be removed, please ask the House Manager for assistance.
- If a patron is transferring from a wheelchair/walker help them to their seat and take the wheelchair/walker to the entryway. Be sure to bring it back at intermission and after the show.
- Aside from emergencies, refrain from touching patrons unless a request is made or permission is given, as “Would you give me a hand, take my arm” etc.

Performance Day Procedures

Next Act volunteers should be friendly and welcoming. It is part of your responsibility to ensure patrons have a favorable experience by being attentive and willing to assist while remaining in the background.

Volunteers should be here because they enjoy their work and service to Next Act, not just because they want to see a show for free. A volunteer's attitude and demeanor should always leave the patron thinking, "I want to come back here!"

Volunteers must arrive 45 minutes prior to curtain for all events. Timeliness is essential. If you arrive more than 10 minutes late, it is at the House Manager's discretion whether you will volunteer that night. Upon arrival, sign in at the bar, take an usher badge and take a seat in the lobby in sight of the House Manager at the bar.

The House Manager will greet you in the lobby and go over general procedure and any information exclusive to that day's performance. Once he/she has completed the refresher, volunteers should take position at the entrance of the theatre and remain in that location until the House Manager opens the house.

The House Manager will let you know when and where you can be seated. Unless otherwise instructed, volunteers should not be seated in the balcony area.

After the performance, all volunteers will help clean the theatre by checking for personal items and/or litter left behind. Found items should be given to the House Manager with a description of where they were found so they can be tagged appropriately. Once the theatre is cleaned, you are free to leave. Please remember to turn in your badge at the bar before the end of your shift.

Policies

Dress Code

When volunteering, you are the face of Next Act Theatre. Therefore, we ask you to dress in business casual attire.

Usher Badges

All volunteers must display an usher badge. If one is not available, the House Manager should be contacted. Usher badges are to be left at the bar at the end of each performance.

Delayed Arrival/No Shows

Promptness is essential. All volunteers must be present 45 minutes prior to curtain. If you know you will be delayed, contact the Ticket Office at 414-278-0765. They will notify the House Manager.

If you miss one of your scheduled performances you will be contacted the following day to ensure everything is okay. If you are unable to make it to your scheduled performance, please contact the Ticket Office at 414-278-0765 no less than 48 hours prior to your scheduled performance unless it is an emergency.

If a volunteer accumulates more than two unexcused absences or tardies in one season, he/she will be relieved of their Next Act volunteer duties.

Sign-up Book

A sign-up book will be at the bar during every performance. Please make note of the date and arrival time for which you signed up.

If a performance is already filled, you may sign up to be “On Call”. If someone should cancel, we will call you as a replacement. (If you add your name to a performance when there are already six ushers signed up, we cannot guarantee you will be volunteering that night. The size of the theatre requires only six ushers for each performance.)

A volunteer usher must receive this guide and complete the Volunteer Agreement and Contact Form before signing up for performances and/or ushering during a performance. If you know someone interested in volunteering, please have him/her sign up with a House Manager or the Ticket Office Staff.

Consuming Alcoholic Beverages

The consumption of alcohol while on duty is prohibited.

Inappropriate Language/Conduct

As a volunteer for Next Act Theatre, you become the face of the theatre. Everything you say or do reflects upon Next Act. Inappropriate language and/or conduct towards fellow volunteers, Next Act staff and/or patrons is NOT acceptable.

For a first offense, a verbal warning will be issued. For a second offense, a written warning will be issued. If a third offense is committed, the volunteer will be relieved of their Next Act Theatre volunteer duties.

If a volunteer has an issue with another volunteer, a Next Act staff member, or a patron please report it to the House Manager or Marketing Director. Do not handle these situations on your own.

Theatre Protocol

Accessibility

Three seats in the theatre can be removed to accommodate a patron using a wheelchair or scooter. Volunteers may offer assistance to patrons but should refrain from actually lifting or carrying the patron.

Service dogs are permitted in the theatre and must sit under or next to a patron's seat. They may not sit in any aisles.

Assistive listening devices are available upon request. Patrons seeking these devices should be directed to the House Manager at the bar.

Backstage Access/Messages to Artists

No patrons are allowed in the backstage area. All flowers and notes for performers should be directed to the House Manager.

Food & Drink

Drinks are allowed in the theatre, however, food is prohibited.

Lost & Found

All personal articles left behind should be turned in at the bar, identifying where they were found. If not claimed, they will be placed in the Ticket Office.

Medical Emergencies/Accidents/First Aid

If a patron becomes ill or is injured, notify the House Manager immediately.

Patron Issues/Damage

Ushers should notify the House Manager of any patron issues concerning temperature, sound levels, lights or disturbances of any kind during the performance, as well as any hazards or needed repairs.

Photography/Videography

Photography or videography is not allowed at any Next Act performance. If you see this happening, please inform the House Manager.

Ticket Issues

In questionable ticket issues, ushers should always double check the ticket date, time and seat number before contacting the House Manager. Reprinted tickets will have a hole punched in them. If duplicate seats are issued, the patrons with the reprinted tickets will have priority.

If a patron wishes to upgrade or change their reserved seats, they must see the Ticket Office. Only the Ticket Office or the House Manager may approve a seating change.

Emergency Procedures

Tornado Warning

In the event of a tornado warning, the Next Act Rep will notify the House Manager who will in turn notify stage management. All staff and patrons are to take cover in the theatre until the tornado warning has ended.

Theatre Evacuation

The Next Act Rep, House Manager and one volunteer usher, who will be assigned prior to the performance, will be responsible for leading patrons out of the building in the event of a fire or other incident that requires evacuation.

The Next Act Rep will lead Section 1 out the house left theatre door to the main entrance. The volunteer usher will lead Section 3 out the house right theatre door to the exit on the north side of the building. The House Manager will lead Section 2 out the main theatre doors to the main entrance.

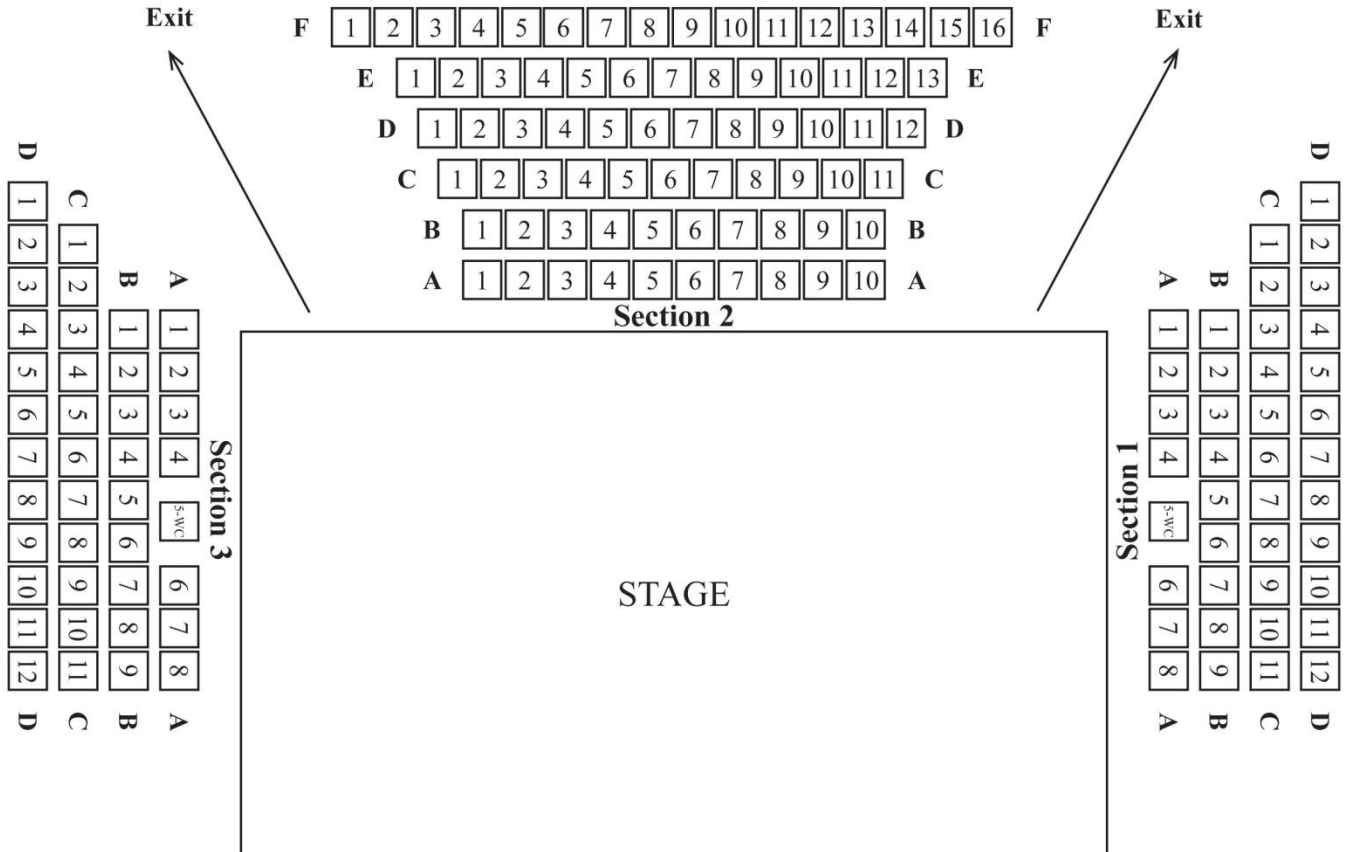
The Next Act Rep, House Manager, volunteer usher and patrons will meet on the sidewalk outside the theatre, allowing for emergency vehicles to arrive. Do not block the driveway.

General Emergency Rules

Stay calm, work together and ask for help if it is needed. The patrons will look to the volunteers as a barometer for the situation. Best judgment must be used. Emergencies, by their very nature, are spontaneous. This information is meant to be a guideline, but each situation may require quick decisions and teamwork.

Seating Chart

LOBBY



WC = Wheelchair accessible

Next Act Theatre General Information

Mailing Address: PO Box 394, Milwaukee, WI 53201

Theatre Location: 255 S Water St, Milwaukee, WI 53204

Ticket Office: Located in the theatre lobby

Phone: 414.278.0765

Email: boxoffice@nextact.org

Website: www.nextact.org

Volunteer Coordinator

Christine Yündem

414.278.0765

boxoffice@nextact.org

Next Act Theatre House Managers:

Libby Amato

Audwin Short

Barbara Slagter

Volunteer Agreement

As a volunteer for Next Act Theatre I understand:

- I am to report directly to the House Manager and perform duties assigned by him/her.
- I am a spokesperson for Next Act when I am ushering, therefore, I will be friendly and welcoming to all patrons and staff who enter the building.
- I must arrive 45 minutes prior to curtain, and if I am more than 10 minutes late I may not be able to volunteer that night.
- I will no longer be able to volunteer if I accumulate more than two unexcused absences or tardies within one season.
- Any friends/acquaintances who are interested in volunteering must sign up and file a Volunteer Agreement and a Volunteer Contact form with the House Manager or Ticket Office staff prior to ushering for a performance.
- I must adhere to all other guidelines presented in this guide and know that any break in procedure or policy could be reason for dismissal.

Signature _____ Date _____

Name (Printed) _____