



VOLUNTEER HANDBOOK

STATE THEATER
202 4th Avenue E, Olympia, WA 98501
volunteers@harlequinproductions.org
360 786 0151

HARLEQUIN

Dear Volunteer:

I am pleased to welcome you to the Harlequin Productions volunteer program. We appreciate your commitment and are grateful that you have chosen to share your time and talent with us!

It is my sincere hope, that you find your experience at Harlequin fulfilling and gratifying, and that it provides you the opportunity to develop leadership skills, network, make new friends and promote personal and professional growth.

This Handbook will assist you to successfully serve as a Harlequin volunteer. It provides basic information about volunteer duties, practices, and opportunities. We believe you'll find the guide helpful.

Again, on behalf of Harlequin Productions, I welcome you to our volunteer program.

Cordially,

Ashley Lewis
Volunteer Coordinator

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Welcome to Harlequin Productions

We are a professional, non-profit theater company offering a year-round season of classics, musicals, and new works. Harlequin Productions owns the State Theater in downtown Olympia where it serves the South Sound region with its resident theater productions. Harlequin is dedicated to high quality theatrical productions that excite, challenge and enrich theater artists and audiences alike. Through the immediacy of theatrical events, we explore and strive to illuminate the human condition common to all.

We love our volunteers – and wouldn't be able to do what we do without you! We want you to get the most from your volunteer experience with us, so please take some time to familiarize yourself with your handbook, and of course, let us know if you have questions, comments, ideas or suggestions to share...We want to hear from you!

Meet the Front of House Staff

Ashley Chandler

Box Office Manager

360 786 0151 ext. 10

ashley@harlequinproductions.org

Olivia Burlingame

Box Officer

Ashley Lewis

Front of House Host/Volunteer Coordinator

volunteers@harlequinproductions.org

Amy Shephard

Front of House Host/Sales & Development

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Volunteer Code of Ethics

- Take your commitment to our organization to heart, performing your duties to the best of your ability.
- Respect the mission and goals of Harlequin Productions.
- Deal with conflicts or difficulties in an appropriate manner as outlined in this manual.
- Respect the property of Harlequin Productions.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions.
- Follow through on commitments and advise your supervisor if you are unable to work as scheduled.
- Demonstrate respect for the direction and decisions of your supervisor(s).
- Treat co-workers (paid and unpaid), patrons and members of the public fairly and without discrimination.

Volunteer Responsibilities

- Have fun. You are often the first person to engage our patrons in conversation so we look to you to help make their experience here truly memorable and always enjoyable.
- You are our eyes and ears during the performance – we rely on our volunteers to enforce theater etiquette and inform us of any potential issues.
- Direct any questions, concerns or emergencies that may arise to the House Manager, who can be found in the lobby.
- During the show, volunteers are welcome to sit in the gallery seats. Please give up your seat to patrons or latecomers, as needed.
- After the show, please pick up programs in seating area and bring any Lost & Found items to the House Manager. (*Leave garbage and notify House Manager of any messes.*)

Volunteer Overview

- **Arrive 1hr & 15mins before the performance.** That means 6:45pm for an 8pm evening show, or 12:45pm for a 2pm matinee. Please call if you will be late, or need to reschedule.
- Please remember to sign-in and pick up your name badge at the beginning of your shift. Please make a note of any new contact info on the sign-in sheet. Signing in allows us to keep track of attendance, contact info and helps maintain our on-call list. A name tag identifies you to patrons as an authority figure at the theater.
- Before the lobby opens, the House Manager will brief you on the performance and assign the duties for the event. **These briefings are mandatory.** Volunteers may also need to stuff programs for the performance—the House Manager is available for guidance.
- Personal items may be stored in the coat room. Valuables can be locked up behind the concessions counter, at the House Manager’s discretion.
- Volunteers are always welcome to complimentary coffee, however drinking alcohol is not allowed.

Dress Code

- Business-casual Attire.
- Black (or dark-colored) clothing is preferred.
- A name tag should be worn at all times.
- If you do not have dark clothing, we will provide a dark colored tuxedo vest for you.

Scheduling/Calendar

- A scheduling email is sent out a few weeks before each production; calendars can be mailed to those who do not have email.
- Please call in, mail, or email your requests (*email is our preferred method*).
- The following link allows you to view the online calendar. **The calendar is for reference ONLY. You do not need to login, and you are unable to add yourself in:**

https://calendar.google.com/calendar/embed?src=harlequinproductions.org_junc3tu9p7gq51hpsdlonr6ba8%40group.calendar.google.com&ctz=America/Los_Angeles

- We will personally confirm with you and add you to the online calendar and the master schedule.
- Schedules are made on a first come basis. If you would like to work with a friend please put those requests in together.

Volunteer Assignments

- **Greeter / Ticket Taker** (one at front doors and one at Box Office door.)
 - Be available to answer patron questions and direct concerns to the House Manager.
 - Responsible for ensuring that only patrons with tickets for that day enter lobby.
 - Tear off and keep the ticket stub with the logo. Turn into the house manager before being seated for the performance.
 - Direct patrons to their appropriate entrance for seating. HR/HL.
 - At intermission: monitor lobby doors, only patrons are allowed in building. Alcoholic drinks may not leave the building.
- **Usher-Programs** (one for each side of the house)
 - Be available to answer patron questions and direct concerns to the House Manager.
 - Food is not permitted in the seating area. As patrons enter the theater, make sure they do not bring food in with them.
 - Hand out programs in front of curtains, until they are opened for seating.
 - Then continue handing out programs at the bottom of the stairs directing patrons to the usher at the top of the stairs.
 - At intermission: monitor curtains, remind patrons to finish food in the lobby.
- **Usher-Seating** (one for each side of the house)
 - Be available to answer patron questions and direct concerns to the House Manager.
 - Food is not permitted in the seating area. As patrons enter the theater, make sure they do not bring food in with them.
 - Assist usher at curtains until they are opened for seating.
 - Then take patrons to their seats.
 - During the show: keep an eye out for latecomers. Latecomers should always be shown to the gallery seats, to wait until they can be shown to their seat without causing a disturbance. (see “Latecomer Seating” on pg 8)
 - At intermission: monitor stage and seating areas. (*Only production staff is allowed backstage and on set. Do not allow patrons to touch set.*)
- **Concessionaires (2)**
 - Be available to answer patron questions and direct concerns to the House Manager.
 - Best for volunteers with cash-handling/concessions experience.
 - Know the concessions menu and pricing.
 - Volunteer must be over the age of 21 and comfortable checking ID and serving alcohol.
 - Please check with House Manager for specific instructions before lobby opens.
- **Stage Guard (1)**
 - Monitor the stage when the house is open to patrons--pre-show, intermission, and post-performance. (*Only production staff is allowed backstage and onstage. Do not allow patrons to approach, touch, sit on, or take photographs of set.*) After the performance, while other volunteers sweep the house for programs, feel free to nicely ask patrons to wait in the lobby for friends, meet the actors, etc. so the tech crew can shut down.

Concessions

Knowing the concessions menu and pricing will help avoid confusion and mistakes during a rush at the counter– so please get to know what’s on our menu, and how much it costs. Of course, the House Manager is always available to answer any questions you may have.

We currently accept cash, checks (payable to Harlequin Productions) and Concessions cards (see example below,) at the Concessions counter.

Harlequin Productions is proud to compost and recycle what we can. Please help us reduce our waste and remind patrons to compost and recycle.

WINE.....7.00

Leese Fitch

Naked Chardonnay

Townsend Red Table

Chainier – Brut

House Premium Red...10.00

BEER.....4.00

Fishtale Organic Amber

Fishtale Pale Salmon

Spire Dark ‘n’ Dry Cider

BEVERAGES

SODA.....2.00

Pepsi/ Diet Pepsi/ Sierra Mist/ Root Beer

JUICE.....2.00

SPICED CIDER.....2.00

HOT TEA.....2.00

COFFEE.....2.00

NIBBLES

JUNIOR MINTS.....2.00

MENTOS.....2.00

mixed fruit/ mint/ green apple

HALLS COUGH DROPS.....2.00

ASSORTED COOKIES.....2.00

(allergy warning: cookies may contain nuts)

Bittersweet Truffles..... 2.00

sea salt caramel

ASSORTED NUTS.....2.00

Sample Concessions Card

(not valid for alcohol purchases & check expiration dates)



Theater Etiquette

- **Cell Phones and Electronics:**
 - Ringing phones and other electronics disturb the performers and other patrons. *Please make sure patrons are aware of this and remind them to turn off their devices if they are seen entering the theater with them.*
- **Cameras & Recording Devices:**
 - *The use of cameras (with or without flashes) or other recording devices is strictly forbidden.* Only the resident staff may document performances. If a patron is seen entering the theater with a camera or other recording device, inform him of our policy.
- **Children and Youth:**
 - Some productions may be inappropriate for children under 12, though discretion is left to the parent. Disruptive children should be escorted to the lobby. No babies in arms.
- **Smoking Policy:**
 - Smoking is not permitted inside

the State Theater. Patrons who wish to smoke may use the exterior area in the shelter of the marquee.

- **Food and Drink:**
 - Food is not permitted in the seating area. Water and beverages in plastic or paper cups are allowed. Cough drops should be unwrapped prior to the start of the performance.
- **Latecomer Seating:**
 - Latecomers should be seated in the Gallery at the back of the House, providing a good vantage point with a minimum of disturbance to the rest of the audience. Some productions have their own policy for latecomer seating, please be aware of any special instructions regarding latecomer seating from the House Manager.
 - Under no circumstances, should a patron be allowed to seat

themselves in the dark, once the show has started.

- Volunteers should use their discretion when escorting patron(s) to their seats.
- If a patron leaves their seat during the show (to use bathroom, check their phone, coughing fit, etc.), please keep an eye out to catch them when they return and have them sit in the gallery so as not to disturb from the rest of the performance.

- **Assisted Listening Devices:**

- Harlequin Productions offers enhanced hearing headsets for patrons with hearing disabilities. Should a patron inquire, see House Manager prior to the performance to obtain a headset.

- **Walkers/Wheelchairs:**

- Please check with House Manager for this policy.

HOUSE INFORMATION

Each Volunteer should be familiar with the basic information about the State Theatre:

Restrooms:

Restrooms are located downstairs in the lobby, to the left of the Concessions counter, with an additional, all-access restroom to the left.

Disabled Seat Locations:

We have 2 designated disabled seats located in the Row A on both HL and HR. We also have companion seating available. Arrangements are usually made in advance for companion seating, let the House Manager know if you need companion seating for anyone.

Emergency First Aid:

There is a First Aid Kit behind the Concessions counter.

Fire Extinguisher:

There is a fire extinguisher located behind the Concessions counter.

Seating Map

Seating rows are arranged alphabetically; starting with 'A' and ending with 'G.'
Seats are numbered with '1' in the center, and odd numbers continuing HL (3, 5, 7) and even numbers continuing HR (2, 4, 6). Side aisle seats begin with either 20 (HR) or 21 (HL).

