



The John and Ruth Rhinehart Music Center

Volunteer Orientation

(last revised July 2019)

- **Introductions**

- Katherine Piercy
Box Office Supervisor, Gates Athletic Center 106
260-481-0210 office
katherine.piercy@pfw.edu
- Tom Wilson
Technical Director, Rhinehart Music Center 208
260-481-0284 office; 260-449-6383 cell
tom.wilson@pfw.edu
- Lisa Zerkle
Special Event Manager, Rhinehart Music Center 208
260-481-5493 office; 260-414-7185 cell
lisa.zerkle@pfw.edu

- **Building Tour**

- Auer Performance Hall (APH)
 - Backstage
- Rhinehart Recital Hall (RRH)
- Elevator
- Restrooms
- Exit doors
- Vending Machines

- **Dress Code**

- We are not going to ask you to purchase anything specific to volunteer here. We will ask you to dress in business casual navy or black. (Please note: APH is frequently chilly)
- We will give you name tags when you work events.

- **Positions Available**
 - **Ticket Taker** – tear guest tickets at entry door. Give ½ to guest, retain ½. Once show begins, assist with ticket count.
 - **Program Distribution** – distribute programs or other show related material at entry doors, near ticket takers.
 - **Seating Assist/Ushers** – assist guests with finding seats within the auditorium. Making certain guests do not go where they shouldn't be and that *aisles remain clear*. There are 3 tiers of seating, please fill lower 2 tiers before opening top tier to guests.
 - **Wheelchair/mobility challenged Guest Assist** – assist guests in finding seats for themselves and their party on the 1st or 2nd floor (via elevator)
 - **Head Usher** – point of contact for all volunteers, help oversee activities.

- **Miscellaneous Items**
 - This building has no pay phone. There is one in the lobby of the Williams Theatre next door.
 - NO food or beverage is allowed in Auer or Rhinehart Halls. Except bottled water.
 - Drinking fountains are located on the 1st and 2nd floor outside of APH west doors.
 - In case of a life threatening emergency dial 9- 911 from a campus phone or for campus emergencies dial x16911 to reach the campus police dept.
 - There are campus phones backstage and in the box office
 - You need to dial “9” to get an outside line from a campus phone.
 - In the event of a fire alarm sounding. ALL personnel and guests must evacuate the building until we receive the all clear from the fire department.
 - Assist the House Manager and Technical Director to clear and secure the venue and building.
 - There is a locking cabinet back stage for you to secure belongs in that the House Manager on duty will have a key.

- **Timeline**

- *For this example we will use a 7:30 show time*
- 6:45pm Volunteers Arrive
- 6:50pm Pre-show meeting
 - to discuss any special requirements for that particular show
 - when to seat late guests
 - get post assignments
- 6:55pm Volunteers to their posts
- 7:00pm Doors to auditorium open to guests
 - Try to encourage guests to sit in the seating in the section closest to the stage. *"We are asking everyone to sit down front tonight."*
 - If the hall appears to be filling up ask guests, nicely, to fill in any empty seats. *"Could you please move to the center of the row, we are expecting a full house this evening."*
 - The Balcony and Galleries typically start "Closed" but if the seats appear to be needed then we will begin filling them. The House Manager or lead usher with open those areas as needed.
- 7:30pm Show begins, all doors to auditorium closed.
 - For musical performances latecomers should be seated during applause only.
- Intermission – open all doors leading out of auditorium. Intermission typically runs 15 minutes. The house manager will sound the chimes at 8 and 5 minutes remaining of intermission)
- Intermission ends/show resumes – all doors to auditorium closed.
- End of Show – all doors leading out of auditorium opened for guest exit.
 - If you have time and are willing, please scan the seating area for debris (programs, etc) and dispose of them.

- **PFW Campus Policies**

- There is no smoking in the building
- There is no alcohol allowed in the building
- Customer service is our priority.
- Guest safety is very important.

- **Closing Items:**

- Signing up for events
 - We will typically try to book events a month at a time.
 - If you have an email address, we will contact you that way. If you don't, we will phone you.
- Turn in volunteer forms
- Thank you for your interest in helping with events at the Rhinehart Music Center!