

Milton Theatre Volunteer Handbook

Welcome from our Director!

Dear Volunteer, I am thrilled that you have chosen to volunteer at the Milton Theatre. I hope that you find the duties of your particular volunteer opportunity to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the responsibilities of our volunteers. If you have any questions, please feel free to contact us at calliope@miltontheatre.com or (302) 684-3038. Once again, welcome and thank you!

Sincerely,
Fred Munzert
Executive Director

Organization's Mission

The mission of the Milton Theatre is to create a "Must Go To" destination for residents and summer visitors alike, in a welcoming environment for our patrons and artists. The Calliope Project is the non-profit entity representing the Milton Theatre. Its Board recognizes the cultural and historical significance of this important landmark for the town of Milton and the surrounding communities. The Milton Theatre is not only an historical landmark, but its artistic programming provides a showcase for local performers that is not otherwise available in this region, along with year round classes that enrich and enliven the spirit of our community.

Milton Theatre Staff

Fred Munzert.....Executive Director
JP Lacap.....Marketing Director
Katelyn Gebbia.....Operations Manager
Jacey Brittingham.....Development Director
Bella MyersEducation Director

Board of Directors

Annette Babich
Dustin Parker
Ethan Holland
Lesley Eichten
Terri Clifton

Volunteer Policies

Volunteers' Code of Conduct

We ask that you act in a professional manner toward patrons at all times.

Hours of operation and schedule:

- Most volunteer activities occur during our show operation hours. These hours vary, but are typically between Wednesday-Sunday, 5:00pm-11:00pm at the Milton Theatre with occasional matinee shifts from 12:00pm-5:00pm.
- In addition: we have Special Event volunteer opportunities throughout the year including Milton Christmas Parade, St. Patrick's Day, ZombieFest, and Milton Pride.

Scheduling & commitment

- Regular attendance at volunteer shifts, as you and your volunteer supervisor agree upon, is required. Every volunteer is expected to report for his/her shift on time and stay for the duration of the time scheduled. We count on you as we do our paid staff.
 - Unsatisfactory attendance, including reporting late to your volunteer assignment, quitting early, or an excessive number of absences, is not acceptable. We reserve the right to disqualify a volunteer from signing up for shifts at any time.
 - We ask that volunteers give us at least 24 hours notice if you cannot come in for your volunteer shift. Volunteers should remove themselves from the volunteer shift online to open the spot to new sign ups as soon as possible.
 - We understand that emergencies arise, but we depend upon our volunteers for certain projects and times. Knowing about absences ahead of time allows us to find substitutes when possible. In an emergency situation, you must notify us as soon as possible.

Dress

- Standard Usher/Greeter dress should be business casual with closed toed shoes.
- For outdoor events, dress may vary but should be weather appropriate with closed toed shoes.
- For special events, dress may vary.

Operations and Work Outlines - Usher

Every show may be different in what it requires for setup and clean up. Special events or outdoor events especially may vary. For indoor shows, a typical event will flow as follows:

Pre-Show/Start of Volunteer Shift for Milton Theatre Show

1. Check-in with Manager and receive your Volunteer name tag/lanyard

- a. *Special Events will be different but check-in will always be the first thing you do*
2. Assist with getting theatre “show ready”
 - a. Turn on candles
 - b. Set Tables
 - c. Brush lint off chairs
 - d. Straighten aisles
 - e. Update table identification cards as needed

Doors Open

1. Greet guests and assist with finding seats as needed
2. Hand out programs and marketing materials
3. Ensure exterior doors remain closed
4. Alert staff of any issues inside the theatre

During Show

Volunteers are encouraged to enjoy the show but are expected to remain vigilant throughout the event. Volunteers are our “eyes and ears” inside the theatre.

1. During the show remain in the back of the room in the designated volunteer area not obstructing the view for guests behind you
2. Ensure that doors to theatre remain closed as guests go in and out
3. Continue to assist guests during the show as needed
4. Alert staff of any issues inside the theatre (e.g. Guests being rowdy, guests talking too loud, guests needing medical assistance, guests violating security by going backstage or on stage)
5. Enjoy the show :)

Intermission

1. Remove trash from theatre trash cans/replace trash bag as necessary
2. Collect empty glassware and return to the bar for washing
3. Assist guests as needed
4. Ensure exterior doors remain closed

After Show

1. Assist with artist meet and greet
2. Farewell to guests at doors and hand out marketing materials
3. Once guests are all clear, clean up/reset the house
 - a. Pick trash up from theatre
 - b. Return glassware to the bar for washing
 - c. Wipe down tables
 - d. Turn off candles
 - e. Straighten rows of seats and push in high top stools

Operations and Work Outlines - Greeter/Goodnight

For indoor shows, a typical event will flow as follows:

Pre-Show/Start of Volunteer Shift for Milton Theatre Show

1. Check-in with Manager and receive your Volunteer name tag/lanyard
 - a. *Special Events will be different but check-in will always be the first thing you do*
2. Assist with getting theatre “show ready”
 - a. Turn on candles
 - b. Set Tables
 - c. Brush lint off chairs
 - d. Straighten aisles
 - e. Update table identification cards as needed

Doors Open

1. Greet guests and scan tickets
2. Verbally inform customer of their seat number and provide directions
3. Assist customers with locating their tickets or assist them with getting additional assistance
4. Alert staff of any issues inside the theatre

During Show

Volunteers are encouraged to enjoy the show but are expected to remain vigilant throughout the event. Volunteers are our “eyes and ears” inside the theatre.

1. During the show remain in the back of the room in the designated volunteer area not obstructing view for guests
2. Ensure that doors to theatre remain closed as guests go in and out
3. Continue to assist guests during the show as needed
4. Alert staff of any issues inside the theatre (e.g. Guests being rowdy, guests talking too loud, guests needing medical assistance, guests violating security by going backstage or on stage)
5. Enjoy the show :)

Intermission

5. Talk to guests about the Tip Tap machine and donation options
6. Direct guests to the box office for more information as needed

After Show

1. Farewell to guests at doors and hand out a single hershey kiss to guests as they exit
2. Once guests are all clear, clean up/reset the house

- a. Pick trash up from theatre
- b. Return glassware to the bar for washing
- c. Wipe down tables
- d. Turn off candles
- e. Straighten rows of seats and push in high top stools

Policies & Procedures

Below are a few policies and procedures of which you should be aware while volunteering at the Milton Theatre. If any of the following policies are not adhered to, inform a box office staff member immediately.

- Guests are NOT permitted backstage or onto the stage at any time unless invited explicitly by the performer.
- Guests are NOT permitted to bring outside food or drink into the theatre. All outside food and drink must be disposed of immediately.
- Guests are NOT permitted to bring weapons or firearms into the theatre for any reason.
- All guests must have a ticket to enter the theatre. Guests must sit in their assigned seats unless given permission by the box office staff. Additionally, guests must have a ticket that clearly displays the section as BALCONY to sit in the Balcony.
- Guests are permitted to dance, but they should be courteous while doing so. Encourage dancers to be aware of the individuals behind them. Alert staff of any potential issues.

Once again, we truly appreciate your willingness to volunteer at the Milton Theatre! For questions or more information on this handbook, please contact our Operations Manager, Katelyn Gebbia at calliope@miltontheatre.com or Development Director, Jacey Brittingham at development@miltontheatre.com.