



Volunteer Orientation Packet

Center Address

104 N. Citrus Avenue, Covina, CA 19723
Phone 626-331-8133

Mailing Address

PO Box 4967, Covina, CA 91723

2011 Box Office Hours

(Subject to change)

Tuesday – Saturday 11:00-2:00 and 5:00-7:00
Also open 1 hour prior to each performance

Showtime

Thursday – Saturday 8:00 PM
Sunday 2:00 PM

Doors open 1 hour prior to show
Volunteer report time is 1 hour 15 minutes before show

Box office/Lobby Manager

Raylene Salazar
Raylene@ypiinfo.com

Artistic Producing Director

Angelo Collado
Collado.collado@gmail.com

Executive Director

Retha Champion
rethachampion@gmail.com

Usher/Lobby Attendant Information

General

In order to participate in our program each volunteer must fill out the following for our files:

- Volunteer Interest Form
- Release of Liability Form
- Emergency Contact Form

Job Description

As the first contact with our patrons it is your job to welcome our guests to the theater first and foremost. In addition, you may be asked to assist with ticket taking, directing patrons to their seats, distributing programs, answering questions and assisting with emergencies.

Ushers and Lobby attendants are requested to stay through intermission with a minimum of 2 ushers staying until the end of the show to assure that the theater, lobby, balcony and rest rooms are clear of patrons and clean of any trash on the floor etc.

Dress Code

In order to present a professional image we request that our ushers wear white shirts or tops and black slacks or skirts. Please no jeans, T-shirts, tank tops etc. Name badges are provided by CCPA and we ask that you wear them while on duty. We also provide black usher vests should you choose to wear them.

Know the Building

It is very important that you are familiar with the building so you can assist our guests. Please make yourself familiar with the following:

Restrooms, Drinking Fountain (our fountain is filtered water), Fire Exits, Fire Extinguishers, Stage Door, Wheelchair access, Concessions, Assisted listening devices, First Aid Kit, Champions Circle (Bar) and Champions Place (Banquet Room).

Know the Show

In order to accurately answer questions regarding the show it is important that you familiarize yourself with the following for each production you work.

- Name of the show and if it contains a live orchestra.
- A general overview of the show (available in the program or from Production House Manager)
- Approximate running time of the show (most shows are approximately 2 hours with a 15 minute intermission).
- What shows are coming up next.

House Rules

We ask that you do your best to enforce our house rules. We never expect our volunteers to get into an altercation with a guest and should there be a problem, always find a staff member to assist you.

- No cameras including cell phone cameras, videotape equipment, or any other electronic equipment to be used during the show.
- No smoking in the theater at any time. Patrons may exit the building to smoke.
- No eating or drinking in the main theater with the exception of water in a closed container*
*During special events there are exceptions to this rule which you will be made aware of.
- No disruptive behavior or excessive noise.
- No feet are to be placed on the back of the seats.
- No sitting or standing in the aisle when lights are off.
- No running or horseplay in the theater.

Scheduling Shifts

There is no limit to the number of times you volunteer! We are happy to have you as many times as you are available. In the event we have more people asking for a date than needed, we will do our best to make sure everyone is given the opportunity to work. During a show there 5 people needed each night between ushers, concessions and bartenders so lots of spots to fill!

We use Email to communicate in order to save time so if you do not use email please try and partner with someone who does to let you know when we are looking for help. I'm sorry but with our busy schedules and very limited staff it's just not possible to make personal phone calls.

When you respond to help request emails, please make sure you give your first and last name, the date you are requesting and phone number so we can put you on the list. You will get a confirmation email indicating whether or not the requested shift is available.

We know that sometimes things come up after you sign up for a shift. We ask that should you need to cancel, you first try and find a replacement and if you cannot, please email Raylene right away so we can try and find someone to cover. Of course the more notice you can give the better but we understand sometimes things happen last minute.

Volunteers should report and be ready to work 1 hour and 15 minutes before the show start time. Our doors open 1 hour prior to curtain in order to sell concessions and cocktails before the show. Once the doors are open, patrons should be directed upstairs where they can relax before the show. The actual house doors (theater seating) will open approximately 20 minutes before curtain. Do not open the doors until told to do so by the Production House Manager. This will assure the theater is clear and ready for guests.

*Note, in the event of rain we will always let guests into the lobby early rather than have them outside getting wet!

CCPA Lobby Concessions Procedures

Opening

1. Turn on under counter light
2. Make Coffee
 - a. Place filter in basket and fill with 4 scoops of coffee
 - b. Fill pot with cold water and pour into back of machine
 - c. Close lid and turn small knob to on
3. Verify that sodas and water are full in refrigerator
 - a. Extra stock is in supply cabinet in hall next to water fountain
4. Fill clear plastic totes with snacks and place on counter along with drink examples
5. Make sure all 4 trash cans have bags in them (extra bags in supply cabinet)
6. Get cash box from Production House manager
7. Fill out shift recap sheet and verify the starting bank of \$200
8. Just prior to opening of house open one bottle each of white and red wine if applicable

Closing

1. Refill beverage refrigerator
2. Fill snack baskets as needed
3. Empty coffee pot and throw out grounds, clean pot and machine and turn off
4. Count \$200 and place in starting bank folder (always try and do this with small bills)
5. Count remaining money and write the amount on shift recap sheet.
6. Place money made and recap sheet in folder for that day.
7. Give cash box and your daily folder to Production House manager
8. Make sure everything is put away and counters and sink are wiped down
9. Place bar closed sign on counter
10. Turn out under counter light

Bartenders

General

In order to volunteer as a bartender you must be at least 21 years of age. Our bar “Champions Circle” is located upstairs and is accessible by stairs or elevator. The bar opens 1 hour before show time for most performances and during the 15 minute intermission. During some special events or concerts we may have the bar open during the show. This is decided on a per show basis. If you request working in this area please note you will need to arrive 30 minutes prior to opening to set up the area. A maximum of 2 bartenders can be scheduled per shift due to space restrictions.

Opening the Bar

The Production House Manager or staff member on duty will open the liquor storage for you. We realize not all of you will know how to mix all possible drinks but don't worry our patrons will be happy to help you out if they order something you are not familiar with. From the storage area you will bring out the alcohol items and place on the upper shelves behind the bar. You will also need red wine from storage. White wine and beer are located in the wine coolers behind the bar along with soft drinks. For main stage shows you will use glassware for drinks. For special events you will use plastic.

Ice is located in the freezer in the kitchen of Champions Place. You should fill a bowl for use during your shift. Please always use an ice scoop to serve.

Cash Box

The Production House Manager or staff member on duty will give you a cash box for use during your shift. It will have a starting bank of \$300.00 for use as change. Please verify the amount and fill out a recap sheet indicating you have verified the amount. If it is not correct please have the House Production Manager or staff member on duty verify the actual amount and indicate that amount on the recap sheet.

At the end of your shift, first count out the \$300 using as many small bills as you can and put that in the starting bank envelope and back into the box. Then count the remaining money including that placed in the tip/donation jar and indicate the amount on your recap sheet. Place that money and the sheet in the appropriate daily envelope and give to the House Production Manager or staff member on duty.

Yellow Tickets

2011 Season Ticket Holders were given a yellow ticket with the letters tk written on the back in green ink. This entitles them to one free glass of wine or a soft drink. These tickets are only good for the 5

main stage shows, Anything Goes, Rumors, Spelling Bee, Dracula and the Holiday Show. Please place these tickets in the daily envelope with your money for our bookkeeper.

Special Event/Concerts

During these events we often have alcohol available both upstairs and down. We keep the bars open throughout the show so patrons can purchase drinks during the show. For these events we will use plastic cups and guests are allowed to take drinks and snacks into the theater. Bartenders for these events must be available for the entire event.

Closing the Bar

Put all alcohol and red wine back into the storage closet. Once all items are back in closet make sure door is closed and locked. Place white wine and soft drinks back into the wine cooler and place locks on doors.

Take all used glassware to the kitchen and wash and place on rack to dry. You do not need to dry them.

Check the area for glasses or trash and wipe down all small tables as needed. Also wipe down all counters and bar area and place bar closed sign on front bar counter.

Remember while you are cleaning up there will be patrons sitting in the balcony so please be as quiet as possible.

Box Office

Box office staff will use the Vendini Ticketing system to sell tickets both over the phone and at the window. They will also act as first contact in many cases and will answer questions etc.

Those interested in working the box office must be comfortable using a computer and handling the public both in person and over the phone. It helps if you have had previous office or retail experience as the tasks are very similar.

If you are interested in training to work box office (it's fun!), contact Raylene via email at Raylene@ypiinfo.com and we will set up a time to start training you.

Note to everyone:

If you are planning to attend a pre-performance dinner at Champions Place we ask that you do not sign up to volunteer on that day. We want you to enjoy your evening and you can't if you are trying to work.

We truly appreciate your giving us your valuable time and hope to see you often!

Emergency Procedures

The number one thing to remember should someone slip or fall or be injured in the theater is not to make any promises or admit fault. Render aid, show concern and compassion and tend to them as best you can.

In Case of Fall or other Injury

A first aid kit is located in the center portion of the credenza in the lobby.

If someone should fall, go to their aid immediately. Make sure they stay still and hopefully calm until you determine if they need emergency assistance.

If they or someone with them feels they need additional medical attention, call 911. If person injured is unconscious call 911 immediately. Stay with the person until the emergency responders arrive.

For any type of accident or incident you must fill out an accident report for our files. Blank reports are kept in the center cabinet of the credenza in the lobby. Please get as much information as possible as this may be necessary at a later date. Fill the report out as complete as possible and give to the Production House Manager.

In Case of Earthquake

Inside the theater is the safest place you could be in Covina! Our theater was built with our California earthquakes in mind. Stay away from windows and ceiling light fixtures if you can and of course try and stay calm. Once the shaking has stopped direct those inside to the back parking lot which is the closest clearing.

In Case of Fire

Please familiarize yourself with the locations of all fire extinguishers. In the case of a small fire if you feel comfortable doing so please try and extinguish yourself or ask for assistance from another volunteer. In the case of a larger fire, pull the fire alarm, call 911 and direct the patrons to exit the building. If possible and you can do it safely, close as many interior doors as you can. Our interior doors are fire doors and closing them may be vital to saving parts of the building. Remember, your safety and the safety of our guests is priority one!