



# **VOLUNTEER POLICIES & PROCEDURES**

## **Contact Information**

**Volunteer Coordinator: 321-433-5712**  
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**FAX: 321-433-5817**

**Ticket Office: 321-242-2219**

**Theatre Lobby Desk: 321-433-5823**

**Address: 3865 N. Wickham Road**  
**Melbourne, FL 32935**

**Website: [www.kingcenter.com](http://www.kingcenter.com)**

## **FROM THE VOLUNTEER COORDINATOR and HOUSE MANAGERS**

We are indeed fortunate to have such an able, dedicated and hard-working Volunteer corps at our disposal. It would be difficult to find such a diversely talented and agreeable group of associates anywhere.

Your performance enhances our patrons' satisfaction and your endeavors greatly simplify our duties as we strive to keep everything running smoothly during those sometimes hectic events. Whether your assigned task places you in a prominent front-of-house position or a less visible (but equally important) support role, your courtesy and expertise are vital to the success of the King Center. We would truly be lost without you.

We want everyone's experience here to be an enjoyable one by striving to provide a pleasant working environment. As employees and Volunteers, it is crucial to maintain a professional and knowledgeable attitude at all times. As House Managers, we ask for your close attention to detail and for a caring and efficient approach to our patrons, your areas of responsibility and toward each other. In return, we promise to do the same and treat each of you fairly and with respect.

We have a Volunteer Advisory Committee (VAC) and encourage you to use their services. VAC members are elected by members of the volunteer corps and work as a liaison between the volunteers and the director. It is their responsibility to listen and communicate your concerns to management.

We also have an (elected) Volunteer Entertainment Committee whose members plan events throughout the season simply for the enjoyment of all corps members. We encourage you to share your ideas with them.

As your most direct contact with staff and management, we, the Volunteer Coordinator and House Managers, look upon the Volunteer Corps as an extension of our King Center family. We treasure the friendships made with members of the Corps and look forward to building both personal and professional relationships with our new incoming Volunteers.

*Susan Giancola, Volunteer Coordinator*  
*Jim Chaffin, House Manager*  
*James Boukedes, Manager of House Operations*

## PATRON POLICIES

**Smoking:** Smoking, including e-cigarettes, is prohibited in all areas of the theatre. Smokers must be directed outside if they wish to smoke.

**Food & Drink:** Generally, food items and beverages sold are permitted inside the theatre. **Glass bottles are never permitted inside.** (Plastic cups are provided for beer) For some specifically designated events, only bottled water will be permitted inside the theatre. The volunteer staff will be advised of the event's beverage policy at the pre-show briefing. Volunteers **may not purchase** beverages or any other concessions items for any patron including disabled patrons.

**Patron Comments:** If a patron indicates a problem (too hot, cold, loud, etc.) ask for their seat number and assure him/her the comment will be taken to the House Manager. All patrons' comments, whether positive or negative, should be given through organizational channels (ie; Assistant House Manager or Head usher) to the House Manager for handling.

**Answering Patrons' Questions:** Volunteers should be familiar with the theatre layout. Be able to point out locations of restrooms, the ATM machine, the lobby (information) desk, inside ticket window, and most definitely the side of the lobby patrons should approach their rows and seats. Unless you are certain your answer to a patron's question is accurate, please do not make up an answer and never say "I don't know". If you don't know the answer, tell the patron that you will attempt to find an answer to their question.

**Cameras and Electronic Recording Equipment:** Keep an eye out for patrons with professional looking camera or recording equipment. Politely inform the patron that the equipment may be checked at our lobby desk or perhaps they would prefer returning it to their car. For some events cameras are permitted. If so, you will be informed at the pre-show briefing. Camera tripods are not allowed anywhere inside the theatre at any time. Cell phones are permissible.

**Messages:** Volunteers are not permitted to take messages to performers at any time. Refer individuals with such requests to the lobby desk for handling.

**Lost and Found:** Turn in all found items to the lobby desk and the end of the performance. Attach a note indicating the location item was found.

**Sickness / Medical Emergencies / Injuries:** If a patron becomes ill or sustains an injury, offer immediate assistance. Ask another volunteer to assist you and notify the House Manager immediately. (The Head Usher can radio the House Manager). A volunteer should remain with the patron at all times. **Do not move the patron.** A basic First-Aid kit and CPR kit and defibrillator are located at the lobby desk. The House Manager will determine if 911 should be called. Only those volunteers who are qualified in CPR may administer such, but only if absolutely necessary. Console patron with

positive support. **Do not promulgate financial or legal information on behalf of the King Center or Eastern Florida State College.**

An ***Incident Report*** must be completed (by the House Manager) for any type of accident due to possible delayed symptoms. Objections from the patron must be over ruled.

***Confrontations:*** Under no circumstance should a volunteer engage in a physical or verbal confrontation with a patron. Should a situation arise where the volunteer feels threatened, it should immediately be referred to the volunteer supervisor, House Manager and building security.

***Unused Tickets:*** Occasionally, a patron may have an extra ticket they will not be using and give the ticket to a volunteer. All such tickets must be given to the House Manager for handling. There is no exception to this policy.

***Power Failure / Emergency Evacuation:*** The emergency lighting system will light exits and provide minimum illumination within a few seconds after a power failure. Patrons should be instructed to remain in their seats.

If the need to evacuate is indicated by an announcement over the Public Address System, all ushers should return to their pre-show position to help direct patrons out of the theatre and to the nearest exit. All other volunteers not assigned a position should place themselves at emergency exits.

- Grand Tier Doors 10-13 (rows KK-VV) will be directed up the stairs and then down the back stairs emptying them out to the lobby side doors.
- Grand Tier Doors 7-9 (Rows AA-JJ) will be directed down the Grand Tier stairs and to outside doors/under the stairs
- Orchestra Doors 1-5 will be directed out the theatre doors and directed out through the corresponding exterior doors
- Patrons in the lobby will be directed out the front door.

## **VOLUNTEER POLICIES:**

**UNIFORMS/DRESS CODE:** In order to project a professional appearance, **volunteers must adhere to the following dress code:**

### ***Women:***

- White blouse: (Not cream or ivory) with a fold down collar and long or short sleeves. Over- blouses with a straight hem may be worn un-tucked. Blouses with shirttails must be tucked. Sleeveless, see-through, low cut or blouses with colored trim or polo shirts are not acceptable.
- Solid black dress slacks or skirt: Slacks must be ankle length. Capri length is not acceptable. Skirts must not be longer than mid-calf or shorter than just above the knee cap. Leather slacks or skirts are not acceptable.  
Note: Embellishments such as silver/gold buttons or decorative zippers are not acceptable on skirts or slacks).
- When wearing a skirt: Flesh tone (non-patterned) nylons are recommended for a professional look but are not mandatory. When wearing slacks: Black (non-patterned) nylons or black knee-high dress socks are acceptable.
- Solid black shoes: May not have a heel higher than 2". Open back/strapless shoes or boots are not acceptable. Athletic shoes are acceptable but must be solid black with no color embellishments or be too bulky.
- Black neck sash: Must be grosgrain ribbon and one and a half inches wide. 40 inches of ribbon will be needed for the sash. Ribbon is to be secured with name badge. (Name badge provided by King Center)
- Large jewelry is not acceptable.

### ***Men:***

- White (long or short sleeved) dress shirt with button down collar is required. Polo shirts are not acceptable.
- Solid black dress slacks are required. Black jeans or other casual style slacks are not acceptable.
- Black bow tie is required. We do have a small stock of bow ties which men can use but must return prior to checking out. For convenience it is better to personally own bow tie.

### ***Men and Women:***

- Optional: Solid black blazer style jacket or cardigan sweater may be worn. Sweaters may not be tied around the neck or waist. Vests or leather jackets are not acceptable.

**VOLUNTEER PARKING:** Volunteers should be aware that with most events, parking in the first several rows may be blocked off for preferred paid parking patrons and Crown Club members or for children's events, blocked off for school bus parking. **Volunteers who have valid handicap parking permits are encouraged to leave the handicap spaces vacant for our disabled patrons.** It is of our opinion that if volunteers are able to meet with the physical requirements of working an event, handicap parking is unnecessary and shouldn't be used simply for convenience. Parking on any grassy area or backstage is not permitted. Volunteers are permitted to park in the building #1 (Student Center) lot from 5PM Friday to Sunday midnight. This lot is restricted to these times only. Illegal parking may result in a parking ticket from BCC.

**ARRIVAL TIME:** Your assignment schedule will reflect arrival times for each event. Event times vary so be careful to notate the correct arrival time. The arrival time is the time you should clock in. Please allow time to get from the parking lot to the lobby.

**FOOD & DRINK ETC.:** Volunteers are not permitted to eat, drink, chew gum or smoke while in sight of patrons. Refreshments may be consumed **only before** patrons are admitted to the lobby. Pre show (non-alcoholic) beverages are available only after the concessions staff supervisor gives the "okay".

**ABSENCES:** Please sign up only for those events you are able to work. If you are unable to keep your commitment for an assigned event, notify the volunteer office as far in advance as possible so that replacement arrangements can be made. Do not find a replacement yourself. **Note on cancellations:** If you must cancel, you can notify the office by email or by phone. If you are cancelling one week prior to an event, doing so by email is fine. Otherwise, please call the volunteer office. On the day of an event, please call by 8AM. The volunteer office is not always open on Friday and never on Saturday and Sunday. Therefore your phone message won't be retrieved until the House Manager arrives (2 ½ hours prior to the event start time).

**LEAVE OF ABSENCE:** If a volunteer finds it necessary to take a leave of absence, they must contact the Volunteer Coordinator and submit in writing the duration and reason for requesting a leave of absence. If granted, the maximum leave time is six (6) consecutive months. Acceptable reasons to be granted a leave of absence include illness, surgery and recuperation, caring for a relative or short term work conflict. "Snow Bird" leave of absence is acceptable as long as the volunteer is still able to **actively participate** six (6) months of the year. Failure to return at the predetermined time or to contact the Volunteer Coordinator about any change in plans will result in dismissal from the corps.

**TERMINATION:** The Volunteer Coordinator, upon approval of the Executive Director, reserves the right to terminate a volunteer at any time.

**RESIGNATION:** If a volunteer wishes to resign from the corps, a letter to the Volunteer Coordinator to this effect is requested. **ID badge must be returned to the office.**

**CELL PHONE USE:** Volunteers may not use cell phones while on duty. You are considered to be on duty when the House Manager's briefing begins until such time as you are released.

**VOLUNTEER SEATING:** Volunteer seating inside the theatre is permitted only if the assigned seats are available. Patrons should never be asked to move in order to accommodate a volunteer. If volunteer seating is not available, ushers will be required to stand during the performance. Volunteers will not talk or in any way distract the patrons during a performance.

**RESTRICTED AREAS:** The ticket office, tech booth, stage, backstage and crown club are restricted to authorized personnel only. Volunteers will refrain from entering any restricted area unless specific duties have been assigned to them.

**TIPS:** Except for concessions services, do not accept tips. If a patron insists on giving you a tip, verbally accept it as a donation to the King Center Volunteer Corps. Turn tip money to the receptionist on duty.

**TICKET PURCHASE PRIVILEGE:** Once a volunteer has completed training and is considered "qualified", his or her badge ID number will be entered into the ticket office and volunteer database. There are two ways volunteers may use his or her ticket privileges:

- A volunteer may purchase show tickets at regular prices after noon on the Wednesday before the Friday public on sale. Tickets can be purchased by calling the ticket office at (321-242-2219) or through the King Center web site. Handling fees do apply.
- If offered, volunteers may purchase day-of-show tickets to designated events at half price. (Seating for 1/2 price tickets is usually in the Grand Tier). Tickets must be purchased at the ticket office and handling fees do apply. Limit 4 tickets per volunteer unless otherwise stated.

**SPOUSES:** Providing both have signed up to work the same events, and one was selected by the scheduling program, the spouse will automatically be assigned to work the same events. This privilege may also be granted to unmarried partners who reside together and have the same legal mailing address.

## **CHECK YOUR EMAIL FREQUENTLY**

**KEEP INFORMED:** Please make it a habit to check your email several times throughout the week. Messages from the Volunteer Office often include announcements for help needed, add-on events, event cancellation, ticket discount information, special volunteer event information and much more.

**DAY OF EVENT:** The Volunteer Coordinator reserves the right to change assigned positions when necessary. Occasionally, due to cancellations or staffing needs, it is necessary to make job position assignment changes at the last minute. Make it a habit to check your ABI schedule prior to coming to work to confirm your assigned position for the event.

## **ACCEPTING INSTRUCTIONS BY LEAD VOLUNTEERS**

Lead volunteer positions include Assistant House Managers and Head Ushers. These volunteers assist the House Manager by overseeing specific teams of volunteers such as ushers, splitters and ticket takers. They help to ensure that procedures are followed by the entire team of volunteers. It is necessary for volunteers to comply with the instructions given by the Assistant House Managers and Head Ushers.

## **ADDING JOB SKILLS**

If after one season of service you would like to add job skills such as ticket taking, lobby receptionist, greeter, guest services, head usher or assistant house manager, let the Volunteer Coordinator know. Special training is required for all positions.

## **REMEMBER...**

*Whatever your assigned job, you have the added responsibility of **providing the best possible customer service to our valued patrons**. Patrons should always be greeted with a smile, a pleasant tone and your willingness to help. Volunteers need to be courteous, friendly, professional and positive not only toward our patrons but to fellow volunteers. We urge you to keep negative thoughts to yourselves while on the job. Keep in mind, if beauty is in the eye of the beholder, then surely "interpretation is in the ear of the listener." Let's join together and fill our patrons' eyes and ears with the many great things the King Center has to offer.*

*Although it is certainly a perk to see **portions** of a performance, when you are here you are here to perform a specific job...not watch the performance. Our patrons are our most valuable asset. Volunteers are expected to perform their jobs in a friendly and professional manner in order to ensure that the patrons' experience at the King Center is an enjoyable one.*