

IBT JUNGLE BOOK 2018
VOLUNTEER INFORMATION SHEET - FRONT OF HOUSE
BOX OFFICE, WILL CALL, USHERS AND IBT REPRESENTATIVES

Box Office Staff: Marla Kerkam (425.260.8786) House Manager: Judith Wong (714.791.8614)

Thank you for signing up to help with the Front of House! The dancers and production team work hard to put together the show. But, before the show begins, we provide the first impression. Let's give them a good one.

The Front of House Team includes Box Office, Will Call, IBT Representatives and Ushers. If we are short volunteers in any area, you may be asked to help out with another role. Familiarity with all the roles of the team will help us support each other and serve our patrons better. Please be sure to read the **entire document**.

If you cannot keep your commitment, please change it on SignupGenius ASAP and notify House Manager. Everything is subject to change. Thank you for being flexible!

Box Office (Must be approved by Box Office Staff)

- Dress nicely.
- Please arrive 90 min before the performance starts to be trained by Box Office Staff. Expect to stay about 15 min after the performance starts, longer for near-sold-out performances.
- Sell unsold seats to walk-in patrons. Box Office Staff will train you on how to process all forms of payments accepted by International Ballet Theatre.
- Take care of patrons with ticket problems. Again, Box Office Staff will train you.
- **If you cannot keep your commitment, please change it on Signupgenius ASAP and notify Box Office Staff.**

Will Call

- Dress nicely. Absolutely no jeans and no IBT Volunteer t-shirts
- Please arrive 60 min before the performance starts. Expect to stay about 15 min after the performance starts, more for near-sold-out performances.
- You will be helping to organize will call tickets and then staff the table for patrons to pick up tickets. Tickets are usually organized alphabetically by last name. Often the tickets will be split up into 2-3 groups. Each Will Call volunteer will staff one group to help move the line more quickly.
- If there are issues with tickets, refer patrons to the Box Office.
- Know how to direct people to the IBT Table or the bathroom. Know that doors usually open 15 minutes before show time.

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IBT Representatives

- Dress nicely. Absolutely no jeans and no IBT Volunteer t-shirts. Dresses and dress shoes are preferred for the ladies although dress pants are acceptable. Shirts and ties for gents, please.
- Please arrive 90 minutes before show time to be trained. You will attend the IBT Table before the show, during intermission and after the show. This is a 2.5-hour commitment position. However, if you purchased tickets to watch the show, you will be able to watch the show in full, unlike the other front of house positions.
- Set up the IBT Table in the outer lobby if it has been moved to the inner lobby. Also set up the poster boards. Count money in cash box with House Manager.
- Answer questions about IBA and IBT including upcoming shows, tickets, show run time, intermission, dance instruction, summer camps, summer intensives, signing up for classes, auditioning, etc. And be able to direct people to the bathrooms.
- Sell single roses (\$5 each) and stuffed animals (\$10 each). If there are any cast t-shirts left, sell those to cast families only (\$25 each). Cash or Check only. Checks should be made out to IBT. Bank of America ATM is north of the theatre on 6th Street.
- Cast Party will be on 3/11 (Sun) after the 2 p.m. show at the studio.
- We may have gifts for children. Give those out to engage parents.
- Close the IBT Table a few minutes before the beginning of the show and beginning of second act by giving the cash box to the House Manager. Get the cash box back from the House Manager at intermission and after the show.
- After the show, when the crowd has thinned out, count money in cash box with House Manager.
- After the last show of each day, move the IBT Table back into the inner lobby or cover with cloth. House Manager will check with Meydenbauer to see if it is necessary for all shows.
- IBT Representatives who signs up for the last show on 3/11 should expect to stay for 1 hour after the show the help pack up. There will be no sales after that show. Most likely, the IBT Representatives will already have been trained. So, they can arrive 60 minutes before show.

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Ushers for Performance for School Shows:

- Dress nicely, like a teacher. Ushers for Performance for School Shows should be adults.
- Arrive 1 hour before show time to be trained. School show dates and times are 3/9 (Fri) 10:30 a.m.
- School shows are not ticketed. Public schools and some private schools will arrive in buses by the glass doors on 6th streets. Some private schools and all home school co-ops will arrive in private vehicles and will come through the elevator.
- House manager will show you where each group will sit. Names of schools will be posted on the inner lobby doors. As people arrive, ask them to line up by the door assigned to each school.
- Direct people to the bathrooms.
- By 10 a.m. the outer lobby should be full. Each usher will take school group through one inner lobby door and one theatre door. Lead them to the front of their seats and show the teacher the last row of their seats.
- During show, ushers will set up IBT Table and inner lobby if they are not done already. You may not get to watch the shows.
- After each show, if public school buses have returned, dismiss the public schools first. If not, dismiss the home school co-ops first.

Ushers for Regular Shows:

- Dress nicely. Absolutely no jeans or tennis shoes! Dresses and heels are preferred for the ladies; suits, ties and dress shoes for gents. See **Special Instructions For Flower Presentation** below.
- Ushers are usually IBT/IBA parents. However, they can be high school students. They may receive community service hours. Grandparents, aunts and uncles, alumni of IBA/IBT are welcome as well. Anyone who is friendly can do it.
- Arrive 45-60 min before the show to be trained by House Manager. Doors are usually opened for the audience 15 min before the show. Expect to stay for 15 minutes after the show, longer if the show is near sold out.
- As Ushers, your primary job is to **collect ticket stubs** and give people programs. You do so before the show until latecomers are seated. If you purchased tickets to watch the show, know that you will miss the beginning of the first act.
- Four ushers will be divided into two two-person teams. One team will take the two doors on the left, another the right. One person in each team will collect ticket stubs, the other will distribute programs. There are different “tickets” so we take “stubs” differently. You will be trained when you come early. After most of the audience has been seated, turn stubs in to Box Office to be counted.
- Be able to direct people to restrooms. Disabled bathroom is located next to the ticket booth on the inner lobby side. Allow elderly, people with very young children to that one when it is not busy. Men’s room and Ladies’ room are upstairs, once they are in the inner lobby.
- During intermission and after the show, continue to greet people. Direct people to the IBA Info table or leave e-mail addresses with us.

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- After the last show of each day, move the poster boards into the inner lobby. House Manager will check with Meydenbauer to see if it is necessary for all shows.
- Ushers present flowers to dancers on Sunday 3/11 4 p.m. show. See **Special Instructions For Flower Presentation** below.
- Ushers who sign up to help with the last show on 3/11 should expect to stay for 1 hour after the show to help pack up. Most likely the ushers will have been trained already. So, they may arrive 30 minutes before that show.

Special Instructions For Flower Presentation

- Ushers present flowers to dancers on stage at the end of the 3/11 (Sun) 4 p.m. show. These instructions are in addition to your usher job descriptions above.
- Dress code is strictly enforced on shows with flower presentation. Ladies' dresses must be longer than knee length. Absolutely no pants, short skirts with or without tights. This is for your safety. You will bend over slightly and the audience is looking up at you. Feel free to match Ms. Vera's full length gowns. Gentlemen, please wear suits and ties, dress pants and dress shoes.
- When you arrive 1 hour before the show, the House Manager will show you the path to take to the stage, and where the flowers will be and where to wait by the side of stage. At the end of the show and the curtains falls for the first time, run to pick up 3 bundles of flowers per usher and wait by the side of stage. When Anatoli or Ms. Vera gives you the signal, the lead usher should walk to the furthest recipients and present the flowers to them. The next usher follows and presents to the next three recipients and so forth. Then, keep walking straight across the stage to exit. Come to the lobby to finish ushering.
- There will be 13 recipients in all. Ms. Vera and Mr. Tassin will get bigger bouquets than the rest of the lead characters.

Finally, thank you!