

IBT ONE ACT BALLETS 2019
VOLUNTEER INFORMATION SHEET – FRONT OF HOUSE
BOX OFFICE, WILL CALL, USHERS AND IBT REPRESENTATIVES

Key Contacts

Box Office: Marla Kerkam +1 425.260.8786 Front of House Manager: Kaisa Mackie +1 651.202.1250

Box Office: Carlena Kool +1 919 356 5648

Sections included in this Document

- **Box Office**
- **Will Call**
- **IBT Representatives**
- **Ushers**
- **Flower Presentation to cast: Saturday, May 18, 2019 7:30pm show and Sunday, May 19 2pm show**

Note: There are two intermissions for One Act Ballets: 15 min between Paquita and Contemporary Piece and another 15 min between Contemporary and Sleeping Beauty

Thank you for signing up to help with Front of House! 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 Manger. Everything is subject to change. Thank you for being flexible!

Box Office (Must be approved by Box Office Manager)

- Dress nicely.
- Please arrive 90 min before the performance starts to be trained by Box Office manager. 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 Manager 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 Manager will train you.
- **If you cannot keep your commitment, please change it on SignupGenius ASAP and notify Box Office Manager via text message.**

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Will Call

- Dress nicely. Absolutely no jeans!
- Please arrive 60 min (by 6:30pm on Saturday and 1pm on Sunday) before the performance starts. Expect to stay about 10 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 by last name. 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. Theatre doors (for seating in theatre) usually open 15-20 minutes before show time.
- You may volunteer for will call as well as some backstage roles for the same performance. Please send an email via Signup Genius to confirm roles are compatible.

IBT Representatives

- Dress nicely. Absolutely no jeans! 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 staff the IBT Table before the show, during **both intermissions** and after the show. This is a 3-hour commitment position, however you may be in the house (audience) during most of the performance.
- Set up the IBT Table in the inner lobby (through interior glass doors).
- Answer questions about IBA and IBT including upcoming shows, tickets, show run time, two intermissions (15 min each), dance instruction, summer camps, summer intensives, signing up for classes, auditioning, etc. And be able to direct people to the bathrooms. There are no sales for One Act Ballets, this is an information only table.
- After the last show of each day, help pack up 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 sign up for the last show on Sunday, May 19 should expect to stay for about 30 min after the show to help pack up.

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Ushers

- Dress nicely. Absolutely no jeans! Dresses and heels are preferred for the ladies; suits, ties and dress shoes for gents. See **Special Instructions For Flower Presentation** below.
- 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 give people programs and smiles, and direct them to their seats if necessary. You do so before the show until late comers are seated, during **both intermissions** until late comers are seated and after the show. If you purchased tickets to watch the show, know that you will miss the beginning of the first and second act.
- 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 intermissions (2), direct people to the IBT Table.
- 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 stage at the end the Saturday and Sunday shows. See **Special Instructions For Flower Presentation** below.

Flower Presentation to cast: Saturday, May 18, 7:30pm show and Sunday, May 19, 2pm show

- Ushers and others present flowers to dancers on stage at the end of the Saturday 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. No 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. 3-piece suit and bow ties are welcome.
- 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, pick up 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 two recipients and present the flowers to them. The next usher follows and presents to the middle two recipients and the last usher presents to the nearest two recipients, etc.

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Saturday Flowers	Sunday Flowers
1. Katerina Kukhar (Princess Aurora)	1. Katerina Kukhar (Princess Aurora)
2. Nikolai Gorodiskii (Prince Desire)	2. Nikolai Gorodiskii (Prince Desire)
3. Oleg Dusaev (piano)	3. Ms. Vera
4. Jennifer Caine Provine (violin)	4. Mr. Francois
5. Ms. Vera	
6. Mr. Francois	

- Present Flowers, then keep walking straight across the stage to exit. Return to the lobby to finish ushering.

Thank You!