



# **Volunteering at TCAN**

**Small Space**

**BIG EXPERIENCE**

# TCAN Mission

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**We believe the arts are essential to everyone, that they complete the human experience and contribute to a vibrant, healthy community**

- Provide opportunities to experience, participate in, and learn about the arts
- Present diverse arts programs featuring national/emerging performers
- Maintain the highest standards for presentation
- Provide community access through
  - Reducing barriers to attendance
  - Building appreciation through arts education

# Our Challenge

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## **Provide the best possible experience for patrons**

- Display a courteous, welcoming, friendly attitude
- Provide great customer service in every aspect of operations
- Maximize enjoyment
- Maintain a clean, well-organized facility

**Inspire patrons to return, to tell their friends, to become members, and to volunteer**

# Maximize Enjoyment

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## Eliminate Distractions

- Loud conversations in theater or lobby
- Crying babies
- Rude patrons
- Temperature complaints
- Bright lights (black out curtain)
- Conversations/cell phone use in the lobby, not the theater

# Volunteer Policies

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## How to Join the A-TEAM

- Don't be a cherry-picker – TCAN Players, Classical, Family events and movies need help too
- For movies – voucher perk for volunteers staying through cleanup
- Reliability & initiative factor into access to future events
- Once registered for an event, we're depending on you! Notify Box Office if you need to cancel
- Volunteers should be ready for any need during performances
- Guests are not permitted on your assignment
- Respect the artists' privacy – no access to dressing room

**TCAN cannot survive on volunteer service alone  
– consider becoming a member**

# Post-Covid Reentry

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- We will reopen for all patrons – no vaccine verification
- Vaccines required for all Event Volunteers & Staff
- Masks required for all staff & volunteers; patrons will be requested to wear masks when not eating or drinking
- New addition to pre/post show tasks – surface disinfecting

Chair arms (2nd floor)	Bathroom touch surfaces (2 floors)
Stair railings	Box & Concessions counters
Door handles	Keyboards & mousepads
Elevator buttons	iPads

## Safety Rules!

# After the Performance

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## ALL HANDS ON DECK!

- Complete assigned end-of-show tasks, then look for other areas needing help

Picking up trash in theater	Cleaning/restocking Concessions
Cleaning up spills	Clearing chair pockets
Collecting all trash	Deposit trash/recycling in outside bins

- Summer time = summer camps – chair moving for the last weekend performance
- Respect your fellow volunteers – EVERYONE pitches in!

**Check with Event Manager for any other assignments prior to departure**

# General Info

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- The show must go on! Cancellations are rare - announced on TCAN website & notices sent from Volunteer Hub
- Alert Event Manager of any accident or emergency
  - First aid Kits / Fire Extinguishers / Exits
- Mind the Parking Meters – M-F til 5, Saturday til 2
- No official dress code – conform to event patrons; Volunteer badges in the Box Office
- Volunteer seating for performance limited – SHARE!

**Everyone owns responsibility for the TCAN experience**  
**See something, say something**



# Ushering

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- Check tickets/quantities – no need to take or tear
- Assert control (CAN vs. LET me help you to your seat)
- Seating conflicts – check seat assignment & event date
- Assist wheelchair patrons
- Ensure assistance is available at the door for late arrivals – wait for performance breaks
- Alert Event Manager/Bartenders to questionable behavior
- Open House doors only on queue when house lights come up
- Movies are General Admission; fade lobby lights when trailers begin (theater lights are pre-programmed)
- Theater cleanup – back pockets & under chairs
- Trash collection (Theater, Concessions, bathrooms)

# Box Office

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- Ticketing system requires training & frequency
- Will Call ticket pickup
- No need to check IDs
- Outside sign preparation

**First impression – make it a good one!**

# Concessions

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- Only TIPS-trained staff can serve wine/beer
- Coffee warning – one filter only, one push only
- iPad for sales at Concessions counter
- Popcorn only served for movies
- Volunteers can not be served alcohol during events

# Merchandise

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- iPad for logging all sales; cash pouch provided for making change
- Count all inventory at beginning of event
- Track sales (opener vs. headliner)
- Count all inventory at end of event
- After show signing

**Every transaction must be made/finished  
on iPad, even when busy**

# Volunteer Hub

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- Online registration for events – best chance to secure a spot
- Confirmation provides time of arrival and estimated end time
- Late cancellations blocked (within 3 days of event) – call Box Office



**Thank You!**