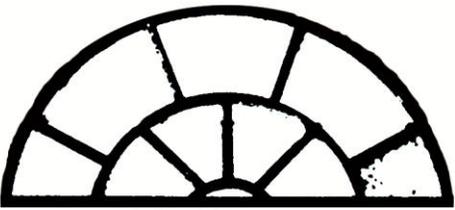


# VOLUNTEER HANDBOOK





*The Historic*  
**WAYNE THEATRE**

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**ROSS PERFORMING ARTS CENTER**

Welcome to the Wayne Theatre

Being a Wayne Theatre volunteer is a meaningful commitment which makes you part of a very special and phenomenal group of people. The time, energy and love of the theatre makes this diverse body of people able to extend the first class service to the audiences that the Wayne Theatre is committed to providing. You, as a volunteer, play an integral role in this being achieved.

The substantial investment of each volunteer's time and talent is greatly appreciated by the patron as well as the staff and board. Each volunteer's labor is a basic part of the success of the Wayne Theatre as much as the staff, board member and artists.

Welcome to the Wayne Theatre family.

This handbook outlines procedures and expectations for the volunteer. Please familiarize yourself with this information as you are responsible for knowing and understanding this document.

Should you have suggestions or need help from the staff in any way please do not hesitate to pass this along. You can contact our office at 540-943-9999 or email Tracy Straight at [str8weaver@gmail.com](mailto:str8weaver@gmail.com)

Thank you for giving of your time.

# General Information

## Assisting the Staff

Your application has given a picture of your skills and talents. Many of you can help in various capacities at various times where needed. You will be contacted by a staff member when something is needed and asked if you can give of your time.

Each department of the Wayne Theatre handles a wide variety of functions which keeps the theatre going, and there are many times when your help would be appreciated and valuable. Such things as crowd control during ticket sales, clerical help, data entry, bulk mailing help, and many more things make up the needs which you can fill. Your volunteered time insures the ongoing success of the Wayne Theatre.

Each volunteer will be asked to serve a function and given the tools needed to complete the task. Parking for volunteers will be behind the WTA Office, which is a white painted building.

## Event Volunteering

### Check in and Personal Property:

Enter through the Main Lobby doors to get to the Box Office. Please be courteous to the box office personnel, keeping in mind that one of their functions is to monitor unauthorized entry, especially on show days. Make them aware that you are a volunteer. Sign in and get your badge which is to be worn at all times while in the theatre and returned before leaving. Any personal property will be locked up for you by the event manager in the box office.

Arrival time is determined and conveyed to you prior to show day by the Wayne Theatre staff. Please be prepared to assist in setting up for the show. Take it upon yourself to learn what needs to be done and lend a hand where you can. The bars need to be stocked and set up. The overall neatness and safety of the theatre is our goal and responsibility. Check with the event manager for an assignment.

The audience is allowed into the lobby one hour before the show is to start for most shows. There will be a short meeting for assignments 15 minutes before doors open. Please then prepare your area and remain there for the door opening. Any questions should be directed to the event manager.

**Volunteer Attire:** All volunteers must wear name badges at all times. The dress code for volunteers is a white shirt/top and navy dress pants, or skirt. A sweater may be worn if it is white, otherwise do not wear a jacket or sweater over your white shirt/ top before the show or during intermission. Men will wear ties (your choice of a long tie or bow tie) and women will wear a scarf (you choose how you want it tied). All ties/bowties and scarves will remain at the theatre box office.

## **Seating Patrons:**

**Greeters:** When there are enough volunteers, we use greeters to welcome guests to the Wayne Theatre. A smile and a warm welcome is what guests need to hear. Open and hold the doors as they enter. When we are short handed, greeters stand several feet behind the ticket takers and distribute programs. They also assist by telling guests their aisle on each level. Greeters will help maintain an even flow of patrons and assist in any bottlenecks when they can.

**Ticket Takers:** A warm greeting with a smile will allow the patron time to hand you their ticket. Direct the patron to proceed toward the auditorium and to the balcony pointing out to them how to read the seating on the stub. Assure the patron that there are people to assist them in finding their seats if needed. A ticket taker ensures that no one enters the auditorium without a valid ticket. Do not allow family, friends, strangers, etc. to enter an event without a ticket or approval from management.

1. Ticket takers help open the house by propping open the inner Main Auditorium doors and unlocking the outer doors. At the show's end, these people hold open the outer doors for patrons.
2. Check the patron's ticket for the correct performance and return the ticket to the patron.
3. Keep the flow of traffic moving into the house.
4. Patrons may present a replacement ticket issued by the Box Office in lieu of a regular ticket. Read it as a ticket and admit the patron. The Box Office representative signs any replacement tickets.
5. Many serious problems can be avoided by referring patrons to the appropriate personnel. As ticket takers you should send any problems or misunderstandings about tickets to the Box Office, i.e., questions about lost tickets, extra tickets or Will Call.

Fifteen minutes after the show begins, ticket takers will move any necessary stanchions. At intermission, one ticket taker will be stationed at the door to check for patrons' tickets if they reenter the lobby. Ticket takers may be assigned additional duties at this time if necessary.

**Captains:** Carry radios and should position themselves in the main Gallery and just inside the balcony doors to check tickets and direct patrons to the correct aisle. Keep close watches on each aisle to keep a good flow of patrons going to their seats. Be prepared to assist if there is a problem or if a bottleneck develops. Patrons should be allowed to proceed to their seats unless they ask for assistance in finding their seats.

The captain also arranges rotations for monitoring the lobby, restroom and lounge areas. One to two people are assigned outside these areas, and before intermission, one is also assigned at the top of the gallery to monitor late-comers, alcohol, and money.

Captains are expected to remain through the end of the performance, and help all volunteers by working with them to form an efficient, cohesive team. The captains are in charge of their level of the theatre. In addition to helping patrons with seating assignments, and assisting volunteers, a captain may arbitrate seating problems or problems of any other nature, referring them to the event manager if necessary.

**Aisle Ushers:** Before the house is open, ushers should space themselves evenly in their respective aisle. Those positioned at the doors will await the event managers signal to open the doors for seating, usually ½ hour before show time. This usher will work to maintain an even flow of patrons going down their aisle with his captain. The other ushers will space themselves from the front facing the back of the theatre.

Welcome the patron at the top of your assigned area and ascertain if the patron needs assistance. If the patron states they do not need assistance, please do not force this on them. Allow them to seat themselves.

If the patron needs assistance, the first attempt should be to simply direct the patron to the correct location or usher. Once the patron reaches you:

- (a) Take their tickets and check for the number in their party,
- (b) Take all tickets noting if all the party is sitting in the same area,
- (c) Check the location of the seats, and
- (d) Move when you are sure of the location of the seats.

Carry the tickets yourself and ask the patron to follow you to the row. Stand down from the patron's row, facing the patron, so that there is no doubt as to the correct row to enter. If there are patrons already sitting in a row who must be disturbed, excuse yourself for the patron. As the patron enters the row, give him/her the stub. It is important that you stay at this location until you are certain that the patrons are in the correct seat, particularly if the row is partly empty. Seating errors can cause confusion and embarrassment, so please be careful. Return to your station to assist more patrons.

Ushers should be ready to accommodate people in wheelchairs, escorting them to their seat. All wheelchairs and walkers are kept in the alcove of the historic side entrance.

After the performance begins, ushers should wait in the lobby outside the doors to greet latecomers and then seat them during the late seating period. Volunteers should always be aware of the noise level in the lobbies, and at their post during the performance. All should be considerate of the patrons enjoying the performance.

**\*\*Ticketing and Seating issues:** Any issues which arise with people sitting in the wrong seats should be dealt with in a courteous and friendly manner. If an usher cannot resolve the issue, quickly signal your captain for assistance. Any situations that cannot be resolved should be directed to the event manager.

**Difficult Problems:**

Most confusion within the house will focus on seating problems. If you escort a patron to a seat, which is already occupied, excuse yourself and ask to see the seated patron's ticket. Never have two sets of tickets in your hand at one time! Compare the two sets of tickets by asking yourself:

- (1) Are they for the correct performance?
- (2) Are they for the correct seating area (balcony vs. orchestra)?
- (3) What is their last name?

If the tickets still appear to be identical, return the stubs to the patrons, ask for the captain or the event manager's assistance. Above all remain calm, optimistic and assure the patron that you will remain with them until the problem is solved.

**Start of Show:**

The aim is to start the show at the advertised time. Every effort should be made to allow patrons to flow to their seats with enough assistance and direction offered to facilitate this. The event manager will closely watch this progress and determine if additional time is required. Once the show has started the doors will be closed. Any additional seating should happen only with the minimum of disturbance to those already seated and enjoying the show. Flashlights should be used to light the floor in front of the patron only.

**Latecomers:**

Each event will have its own late seating policy. The event manager will notify you of the late seating policy at the volunteer briefing. If someone wants to enter, keep them with you until an appropriate break unless the artist has given other directions. Make sure you know where you are taking the patrons before you start down the aisle. Use your flashlight for their benefit and assist them as quickly as possible.

**During the Show:**

Once the show has started ushers will watch the audience to see that there are no disturbances. As is announced, phones should be off and cameras and recording devices are not permitted. Courteously tell any patron using these devices of the policy and ask that they turn them off. If a captain or the event manager is needed, please get their assistance. Care should be taken to not disturb the other patrons. A patron leaving his/her seat to use the restroom should be given assistance to see where they are going; however, care should be taken to not disturb the others watching the show.

Ushers positioned outside the auditorium will assist in keeping the theater looking neat as well as assisting in getting prepared for intermission. Check with your captain for any help you can give. Periodically an usher will check the sitting rooms and the restrooms in case a patron should need assistance. Please take any opportunity to give directions or answer questions of the patron.

**Emergencies:**

Any emergencies that may arise should be brought to the event manager's attention immediately. If you are a witness to an accident, speak with the event manager. A staff person will complete an accident report for insurance purposes. If a person falls, do not try to move the person. If they attempt to move on their own, discourage them until the event manager arrives. Do not assist them in moving.

Volunteers should always think **SAFETY AND ACCESSIBILITY**. In the event a guest trips or falls, or otherwise injures themselves, or needs assistance, please adhere to the following steps:

1. Acknowledge the guest immediately.
2. Inquire about their condition.
3. Contact a captain or the event manager.

Physicians on call may wish to have their seating location known and should be referred to the Box Office to leave their name and seat location. The Box Office only stays open ½ hour after the performance begins.

**Intermission:**

At intermission, ushers will open the house doors as soon as the house lights come up and stay at their assigned posts to direct guests to the restrooms, water fountains, etc. Do not remain seated during intermission.

Bartenders and merchandise sales people should be at their posts a few minutes before intermission and have their stations ready for patrons. Be prepared to serve the patron quickly and efficiently with the Wayne Theatre level of courtesy.

**Second Act:**

The event manager will signal for the lobby lights to be dimmed indicating five minutes until the show restarting. Ushers will lead people back to their seats assisting where they can. Once the show has resumed, late comers will be seated in the same way they were seated at the beginning of the show. Ushers will resume their stations inside, and those outside will assist in closing out the bars and merchandise booths as needed and neaten the lobby area where necessary. Volunteers will monitor the lobby areas as they did during the first act and should assist any patron in need.

**End of Show:**

At the end of the show, volunteers will open the doors to the gallery. The captains will position volunteers at each exit door to indicate to the patron that they should exit through the Side or Main Theatre doors. Once the house is clear, volunteers should police the aisles and rows to gather programs and trash left behind, keeping a sharp eye out for lost and found items. Captains will check their respective restrooms to make sure no patron is in need of help.

## **Duties and Responsibilities**

**If you are unable to attend an event, please contact the Theatre Office 540-943-9999.**

Volunteers must report and sign-in promptly at the specified times unless you have arranged to arrive late with staff. If late, talk with the captain on your level for information.

If bad weather prevents a performance from occurring, the Wayne Theatre staff will call or email you.

Do not eat, drink, smoke, or chew gum while on duty before the show begins. If you are on duty in the lobby or lounge area during a show, you may drink soda or water in the lounge or lobby areas. Volunteers are expected to stay until end of the performance unless approved by the event manager.

### **Photography and Recording Devices**

Because of the disturbance caused to other patrons and contractual arrangements with many artists, photography and recording devices are strictly forbidden in the auditorium during a performance unless the event manager instructs volunteers otherwise. You are to ask the patron to put the device away and monitor the situation throughout the performance. If it is used again, the patron must check the device with the event manager and reclaim it in the box office after the performance.

Volunteers should only be on the stage, in the Green Room, in the sound booth or in the backstage area of the Theater if instructed to do so.

Volunteers should direct all requests about sound, lighting, etc. to the event manager.

Once the House is open, do not read newspapers, books or other materials.

Ushers are not guaranteed a seat for any performance. If seats are available, volunteers downstairs should sit in the back of the theater and the balcony volunteers should sit in the last rows. Do not sit in the auditorium until 20 minutes into a show. Always let the captain know where you are seated. Volunteers should remember that even though the show is going on, they are still responsible for the safety, comfort and care of the patrons.

Volunteers should not enter or exit during the performance unless the artist has agreed to this procedure.

Only ushers are allowed to stand in the aisles.

## House Information

Each volunteer should be familiar with the following basic information about The Wayne Theatre.

### Restrooms:

Located on the Main Floor, turning left after the concession area. There is a family restroom with a baby changing table on the 2<sup>nd</sup> floor that can be accessed by the elevator located at the end of the hall after the main floor restrooms. There is a single restroom at the back of the Custin Cabaret and a single restroom located on the stage for rented events.

### Handicapped Seat Locations:

Orchestra level – **will be completed**

Balcony level – **will be completed**

Arrangements are usually made in advance for seating in these rows.

### Elevator:

Located on the main floor (Level 1) down the hall after the restrooms

Lower Level: orchestra pit

Level 1: Main Floor, restrooms, concessions, entrance for orchestra and mezzanine level seating

Level 2: Catering prep kitchen, balcony, Large meeting room, Custin Cabaret, Family Restroom

### Public Telephone:

In case of emergency, you may have a volunteer contact the event manager to use a phone.

### Drinking Fountain:

Two are located on the main level across from the concession area.

### Food and Beverages:

Food and beverages are allowed in the theatre during selected programs.

### Concessions:

There are bars on the main floor and large meeting room on the 2<sup>nd</sup> floor. The bars will sell sodas, water, spirits, beer, wine and various snacks. Wayne Theatre merchandise will be sold in the box office as well.

### Lost and Found Items:

Lost items are to be turned into the event manager. They will be stored in the Box Office.

### Emergency First Aide:

An AED is located in the box office. First Aide kits are located in 3 locations: Box office on the main floor, catering prep kitchen on the 2<sup>nd</sup> floor, and the Tech directors office backstage.



## Fact Sheet

### History

- Opened:** **January 18, 1926 with movie “Charley’s Aunt”.** The original theatre was a vaudeville/movie theatre with approximately 380 seats. It was expanded in 1949 to accommodate an audience of 600.
- Designed by:** Firm from Richmond – Jones and Davis  
Lighting system was the “most up-to-date” by Lee Lash Studios of New York City
- Unusual style:** **Beautiful stained glass windows, historically restored**
- Built by:** Col. Carl Loth and Col. Max Patterson
- First Talkie:** In 1929 the Wayne installed an RCA “Talking machine” which allowed the Wayne to show the first full-length talkie, *The Jazz Singer*, with Al Jolson.
- Theatre organ:** Like most theaters of the time, The Wayne had a theater organ. **The original Jordan Orchestra pipe organ, touted as the “largest and most expensive in the state.” Cost was \$10,000. Professor Frank Vanderherchen, a local organist and music teacher became the Wayne’s permanent musician providing music for silent films, aided by a small orchestra.**
- Segregation:** The Wayne was segregated for over 30 years. The historic entrance – rare in that it is still intact – was the entrance for African-Americans. **Segregation at The Wayne ended in the early 1960s.** The Entrance and staircase has been fully restored, and **a permanent interpretive display** telling its history is located in the entrance’s foyer.
- The Future:** **Lillian Morse pulled together Tracy Straight and Donald Dollins for the first meeting of saving the Wayne in 1998.** The Wayne Theatre Alliance was formed and incorporated as a 501(c)3 non-profit in 2000. In early 2016, 90 years from its original opening, the Wayne Theatre opened its doors again as a performing arts center.

## **Staff Information**

Tracy Straight                      Clair Myers  
Julie Woosley  
Sandi Henderson  
Gene Walker  
Chris Wray

## **Contact Information**

Wayne Theatre Address:  
521 West Main St.  
Waynesboro, VA 22980

Administrative Office:  
533 West Main Street  
Waynesboro, VA 22980  
Also: PO Box 1821  
Hours: Monday - Friday, 9:00am-5:00pm  
Phone: 540-943-9999

Box Office:  
Hours: Tuesday – Friday, 10:00am-2:00pm  
Phone: 540-943-9999