

VOLUNTEER GUIDELINES FOR THE 2021-2022 SEASON

We have a great line up of shows coming to the Hall. With that I would like to get a fresh start with our Guidelines so we will all be on the same page. This is not everything as you will notice, but what needs to be addressed. Please review as there have been changes since we opened many years ago. I have tried to gather all the information from Patrons and others, so we will have a great start!

TIME COMMITMENT FOR THE SEASON

- If you have any questions call the hotline number 417-836-6005 and the volunteer coordinator will return your call.
- W2W sign-up is used to sign up for all shows; please try to work two events each month.
- **BROADWAY SHOWS WILL REQUIRE WORKING MORE PERFORMANCES AS WE WILL NEED A COMPLETE GROUP WORKING**

TIME COMMITMENT FOR A PERFORMANCE

- Volunteers need to arrive before the buzz. Late 3 times results going inactive for 1 year.
- You must have your assignment PRIOR to the starting of Buzz
- Go to your assigned area when instructed. You need to be at assigned area when outer doors are opened.

CANCELLATION POLICY

- Missing 2 performances without informing the volunteer coordinator, your name will be placed on the inactive list for 1 year. As always there are emergencies and our families come first. Try to let us know.

PHYSICAL REQUIREMENTS

- You must be able to climb stairs, work heights in the Petite and Mezzanine balconies and stand for two hours or longer. As always there are exceptions when needed.

CELL PHONE AND TALKING, ETC!

- Cell phones are NOT to be USED at any time unless an EMERGENCY and at that time go out into Lobby area to use. We had many complaints this past year from patrons about the use of your phones. NO talking or texting. Remember they purchased tickets to enjoy the performances.
- No talking during performances! We had complaints volunteers talking, standing by the doors (other than those assigned) and sitting in front of patrons during performances. Remember, always set behind the last empty row of patrons. PLEASE respect our patrons.
- Purses and keys can be left behind on the shelf behind the counter. I recommend only bringing in what you need.
- NO reading material to be used when patrons start entering theater.

DRESS CODE

- Be professional. We are the first faces our patrons see.
- Black pants or skirts (no capris) and white tops for the ladies
- Black pants and white tops for the men.
- No jeans or tennis shoes.
- Ladies – Open toed shoes allowed but **must** have straps and **heel enclosed at back**. No flip flops of any kind allowed.

HOUSE MANAGER

- House Managers are MSU employees. They are responsible for ALL front of house operations before, during and after performances.
- They are your supervisors when you are working.

VOLUNTEER POSITIONS

- ALL positions will stay at assigned area until released by house managers, exception Splitters.
- USHERS: You are on duty for the entire show including intermission. Please be mindful of blocking the exits when watching the performance. Chairs provided.
- Remember to be available for patrons leaving and reentering during performances.

INTERMISSION AND AFTER PERFORMANCE

- Be sure not to open doors too soon, at intermission and after the performance, there may be a curtain call, etc. Do not anticipate. WAIT until the lights go up. People may start to leave, but do not open doors.

TIME COMMITMENT

- Please use the W2W program “Time Off” as much as possible if you are unable to work. Phone messages and/or emails may not be gotten to before shows. Always know you can call or email but saves time for all of us.
- Any questions call 417-836-6005, it is the Hot line and the Volunteer Coordinators number. Your call will always be returned but remember volunteer coordinator only works part time.