

PARADISE CENTER Arts for the Volunteer Handbook



BASIC INFORMATION:

Volunteers are a key part of any performance or event at the Paradise Center for the Arts. Volunteers provide a friendly and welcoming environment to every patron.

- All volunteers arrive one hour prior to the start of the show. The front doors open one hour before the show starts.
- All volunteers should check in with the Box Office staff when they arrive. The Box Office staff will give volunteers a friendly reminder of what their duties are for the show, and a schedule for the evening's events. If you are running late call the Paradise at 507-332-7372 ext. 1.
- We rely on all our volunteers to keep the Paradise running smoothly. If you are unable to come to your assigned event, please let us know as soon as possible and, if possible, find a substitute. *If you are calling after Friday at 5pm please call the box office 507-332-7372 ext. 1.*
 - We ask for 48-hours notice if you are not going to be able to be here and would like us to find a replacement for you.
 - If it is less than 24-hours, please let us know, but we ask that you try to find a replacement if possible.
- As a volunteer, you represent the Paradise. Please treat all patrons in a friendly manner and follow the Paradise code of conduct: The Paradise is committed to providing an inclusive and welcoming environment for all members of our staff, patrons, volunteers, and artists. Paradise staff, volunteers, instructors, cast/crew, and artists shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status in any of its activities or operations. While in the role of representing the Paradise Center for the Arts, we ask you to conduct yourself in a way that supports this code.
- Ushers must stay until the **end of the show to help clean up**, unless otherwise notified or arranged.
- **COVID-19 ALERT** - Paradise Center for the Arts continues to follow the CDC guidelines for COVID-19

ATTIRE

To help better serve our patrons and allow them to easily recognize you as a volunteer, the Paradise provides badges. We also ask that you follow the dress code below:

- Black or White pants, dress, or skirt
- Black or White shirt, sweater, or blouse
- Appropriate footwear
- Please no ripped or torn clothing, revealing clothing, or any clothing with inappropriate or offensive words or phrases on them

BENEFITS

- As a volunteer, you get to see any show you are working at for free. However, volunteers are not guaranteed a seat for sold-out shows.
- Volunteers are also invited to our annual volunteer appreciation events, where we say “Thank You” with complimentary food, drink, and a chance to win fun prizes.
- Receive one free non-alcoholic beverage of your choice for your service.
- Knowing that you’re helping keep the Arts in downtown Faribault!

VOLUNTEER OPPORTUNITIES FOR FRONT OF HOUSE

USHERS

Ushers must stay until the **end of the show to help clean up**, unless otherwise notified or arranged otherwise. Upon direction of the House Manager (PCT) or Production Manager, Ushers open the doors to the auditorium 30 minutes prior to the show. The ushers then greet patrons and check the guest list to ensure they are at the correct side of the auditorium for easiest access to their seat and at the correct show, date, and time. ***The first Usher looks up the patron’s name on the guest list, then directs them to the second Usher, who helps guide the patron to their seat.*** If the ticket holder is in seat 101 through 107, or an even letter number (i.e. G4), direct them to the ushers on the right. If the ticket holder is in 108 through 114, or an odd letter number (i.e. G1), direct them to the ushers on the left. If the patrons have been waiting in line for a long time, please give them the option of walking through the auditorium instead of waiting in line again. There is a seating chart included at the end of the volunteer handbook.

Shortly before the show begins, and at the close of intermission, the House Manager (PCT) or the Production Manager, will flash the lights in the lobby to signal that

Paradise Center for the Arts
321 Central Ave N
Faribault, MN 55021

patrons should make their way to their seats; at this point the Ushers should wait 3-4 minutes (if there are people in the lobby), then close the doors to the auditorium. If anyone shows up late for the show, the Ushers should use the flashlights provided to guide the patron to his or her seat, if show management allows late entry.

During Intermission, Ushers are again in charge of opening and closing the doors to the auditorium and directing patrons.

After the performance has ended, Ushers should help direct traffic and assist any disabled patrons in leaving the auditorium.

After most patrons have exited the building, the Ushers help make sure the auditorium, lobby, and restrooms are cleaned up. *This includes picking up any garbage in the auditorium and lobby, checking for spills, and taking out recycling and garbage. We ask that if a garbage/recycling bin is over half full it be taken out. Also, collect and take out any recycling and trash the Bar may have placed under the Bar counter in the lobby. The outdoor recycling and garbage cans are located at the back of the building. Proceed down the right side of the auditorium and exit through the curtain. Exit out the single door and cans are to the left. If you notice spills, please ask the production person or house manager for assistance. Ushers also ensure the restrooms are tidy and stocked with paper products and garbage taken out.

* We ask that if a garbage/recycling bin is over half-full it be taken out. Restroom garbage may often be tamped down as “fluffy” paper towels do not self-compact. Supplies, such as garbage bags, gloves, paper products are in the closet marked “Storage”, next to the women’s restroom.

- Please observe patrons, and, if necessary advise them that **no outside food, drink, or beverage containers are allowed in the auditorium. Also, no tablets are permitted to enter the auditorium. They may consume any outside food and drink in the lobby prior to a show.**
- For Paradise Community Theatre productions/shows, Ushers should walk the main aisle on each side at least once before intermission and once after intermission to ensure phones are turned off...

DOORPERSON

The doorperson is responsible for opening the door for all patrons and being the first to welcome them to the Paradise Center for the Arts.

The door person is the first line of defense concerning outside food, drinks, beverage containers, and tablets. Please inform patrons they may consume outside food and drinks in the lobby prior to the show only. Balcony rentals are an exception – they may bring in outside food, but to drinks.

Should the Doorperson remain until the end of the show, the Doorperson thanks the patrons for coming to the Paradise and holds the door as they leave. They are also expected to participate in cleanup and garbage removal.

GREETER

The Greeter stands in the lobby and welcomes patrons to the building. They assist the patron in finding the box office, coat racks and restrooms, and direct them to the correct Usher based on their seat.

** Greeters should ask patrons if they have tickets and if they do, direct them to the correct Ushers. Conversely, if a patron needs a ticket, direct them to Box Office staff.

** Inform Patrons of our beverage bar and available galleries to browse.

** Should the Greeter notice a patron has outside food, drinks, or beverage containers, inform them they are not permitted to bring these items into the auditorium. Also, electronic tablets are not allowed in the auditorium.

If the ticket holder is in seat 101 through 107 or an even letter number (i.e. J4), direct them to the Ushers on the right. If the ticket holder is in 108 through 114 or an odd letter number (i.e. E3), direct them to the Ushers on the left.

Should the Greeter remain at intermission, they should be available if someone needs help locating something or has questions. Should the Greeter remain until the end of the show, they should also assist in clean up and garbage removal.

BARTENDERS

Bartenders are responsible for setting up the bar and selling refreshments before the show and during Intermission. During some event(s) they may also need to sell during the show itself or remain open past Intermission. The bar menu is posted at the bar.

Box Office staff will give the Bartenders the start-up cash for the bar. The Paradise utilizes the Square app on an iPad that is kept on the kitchen counter. The code for the iPad is 7372 (the bottom of the iPad stand also contains the code). All cash,

check, and credit card purchases must be entered into Square. For questions about the iPad, please see Box Office staff.

If alcohol is being served at the event, Bartenders must also check Identification to ensure the patron is at least 21-years-old. The City of Faribault performs periodic “undercover” compliance checks. If the patron looks under 40-years-old, please ask for an ID. Per MN state law, all canned alcohol-containing beverages must be opened by a volunteer and handed to the patron. The Paradise Center for Arts official policy is to never serve anyone under 21-years-old and never serve anyone who is obviously intoxicated. If you have any questions on this policy please email the Volunteer Coordinator, Char Johnson, at char@paradisecenterforthearts.org or call 507-332-7372 ext. 1.

After intermission, the Bartenders must put all display items and wine away, as well as cups and napkins. The money should be placed in the green banker’s bag and given to Box Office staff. Tip money is deposited in the donation castle by the main doors in the lobby. Bartenders wipe down counters, pull down the gate, and restock the cooler. After intermission, Bartenders should put full garbage cans next to the recycling bin by the order counter of the bar, and tucked under the counter. There are a couple of events/shows where the bar will be open during the whole event.

**HOUSE MANAGERS for Plays:
Paradise Community Theatre**

The Front-of-House Manager oversees all front-of-house volunteers and operations on the day/evening of the event. The House Manager should check in all of the volunteers, except the bartenders, and direct them to their correct locations. Bartenders should check in with the Box Office staff at the front desk. The House Manager should also make sure the volunteer knows what he/she is expected to do for their position. The House Manger should be ready to answer any question that volunteers or patrons may have.

Before, during, and after the show, the House Manager should ensure all patrons are happy and where they need to be.

The Front-of House-Manager is always in contact with the backstage. They are in charge of letting the Ushers know when to open the doors, flashing the lights to let everyone know when to take their seats, and letting the Ushers know when to close the doors. The Front-of-House Manager should also let the Bartenders know when intermission is coming up.

After the show they should make sure all patrons enjoyed the show. The Front-of - House Manger should also remind all volunteers that they need to help clean up the entryway, lobby, both restrooms, bar, and auditorium areas and all trash/recycling is taken out.

VOLUNTEER OPPORTUNITIES BEHIND THE SCENES

LIGHTING OPERATOR, SOUND OPERATOR, STAGE MANAGER, SET DESIGNERS, SET PAINTERS

If you are interested in volunteering behind the scenes, please contact the Director of Paradise Community Theatre, Kathy Rush at 507-363-6720

VOLUNTEER TO BE ON A COMMITTEE

There are many committees that help make the Paradise possible. The Paradise is in need of dedicated volunteers for the following committees: Paradise Community Theatre, Gallery Committee, Education Committee, Fundraising Committee, Finance Committee, Outreach Committee, and ADA Committee. If you are interested in being on a committee, please contact the Volunteer Coordinator, Char Johnson, at char@paradisecenterforthearts.org, or call 3322-7372 ext. 1.

CONTACT INFORMATION

To sign up to volunteer or if you have any questions, please contact the Volunteer Coordinator, Char Johnson at char@paradisecenterforthearts.org or call 507-332-7372 ext. 1.

VOLUNTEER EMAIL LIST

A Call for volunteers is emailed to all volunteers once a week, listing the upcoming volunteer opportunities. At the bottom of each list there is a button that reads "click here to volunteer for (name of the show/event)". Click on the button, and it will populate an email to the Volunteer Coordinator, informing her which position you would like to volunteer for. To be added to the volunteer email list, please contact the Volunteer Coordinator, Char Johnson at char@paradisecenterforthearts.org or call 507-332-7372 ext. 1.

PARADISE
CENTER Arts
for the A

Soda \$2.00

Water \$2.00

Wine \$6.00

Beer \$6.00

Feel free to bring PCA purchased beverages into the auditorium with you

Subject to change for special events

Paradise Center for the Arts
321 Central Ave N
Faribault, MN 55021

PARADISE CENTER FOR THE ARTS
 BAHIL FAMILY AUDITORIUM
 SEATING CHART

BALCONY					
	BAL	BAL	BAL	BAL	BAL
	BAL	BAL	BAL	BAL	BAL
	BAL	BAL	BAL	BAL	BAL
	BAL	BAL	BAL	BAL	BAL
	BAL	BAL	BAL	BAL	BAL

BALCONY RENTAL: \$100 * COST OF EACH INDIVIDUAL SEAT USED

A I S L E														OPEN						
P6	P4	P2													L1	L3	L5			
O6	O4	O2	O101	O102	O103	O104	O105	O106	O107	O108	O109	O110	O111	O112	O113	O114	K1	K3	K5	K7
N6	N4	N2	N101	N102	N103	N104	N105	N106	N107	N108	N109	N110	N111	N112	N113	N114	J1	J3	J5	J7
M6	M4	M2	M101	M102	M103	M104	M105	M106	M107	M108	M109	M110	M111	M112	M113	M114	H1	H3	H5	H7
L6	L4	L2	L101	L102	L103	L104	L105	L106	L107	L108	L109	L110	L111	L112	L113	L114	G1	G3	G5	G7
K8	K6	K4	K101	K102	K103	K104	K105	K106	K107	K108	K109	K110	K111	K112	K113	K114	F1	F3	F5	F7
J8	J6	J4	J101	J102	J103	J104	J105	J106	J107	J108	J109	J110	J111	J112	J113	J114	E1	E3	E5	E7
H8	H6	H4	H101	H102	H103	H104	H105	H106	H107	H108	H109	H110	H111	H112	H113	H114	D1	D3	D5	D7
G8	G6	G4	G101	G102	G103	G104	G105	G106	G107	G108	G109	G110	G111	G112	G113	G114	C1	C3	C5	C7
F8	F6	F4	F101	F102	F103	F104	F105	F106	F107	F108	F109	F110	F111	F112	F113	F114	B1	B3	B5	B7
E8	E6	E4	E101	E102	E103	E104	E105	E106	E107	E108	E109	E110	E111	E112	E113	E114				
D8	D6	D4	D101	D102	D103	D104	D105	D106	D107	D108	D109	D110	D111	D112	D113	D114				
C8	C6	C4	C101	C102	C103	C104	C105	C106	C107	C108	C109	C110	C111	C112	C113	C114				
B8	B6	B4	B101	B102	B103	B104	B105	B106	B107	B108	B109	B110	B111	B112	B113	B114				
			WHEEL CHAIR A101	WHEEL CHAIR A102	WHEEL CHAIR A103	WHEEL CHAIR A104	WHEEL CHAIR A105	WHEEL CHAIR A106	WHEEL CHAIR A107	WHEEL CHAIR A108	WHEEL CHAIR A109	WHEEL CHAIR A110	WHEEL CHAIR A111	WHEEL CHAIR A112	WHEEL CHAIR A113	WHEEL CHAIR A114				

STAGE