



THE PLAYHOUSE

**GUEST SERVICES
HANDBOOK**

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Introduction

Do you know that you are the face of The Playhouse? For many, you are the only individual who has direct contact with our patrons. You are an ambassador, and you shape our audience's expectations and response to the production. You are very important to the theatre experience, and we can't thank you enough for playing your part!

Audience members, Playhouse patrons, are looking to you for a warm welcome and as someone able to answer questions and aid as needed. It is our goal that every visit is a positive experience for everyone. To help you succeed, we have developed this handbook, supplemented with annual training. Additionally, each time you work, there will be informational meetings to share with you details about the show and changes to processes and procedures.

For ease of reading handbook, please note that Guest Services Volunteers will be designated at GSVs. This does not diminish how important our Guest Services Volunteers are to The Playhouse, nor how much we value and appreciate your contribution.

Our Mission

To create extraordinary, shared experiences through live theatre.

Our Vision

To be the home for artistic collaboration where any story can be told.

Our Values

The story

We commit to telling each story with cultural and artistic integrity.

The space

We commit to ensuring an accessible home for theatre experiences.

The community

We commit to bringing friends and neighbors together to create live theatre.

The individual

We commit to honoring each person's unique contributions, perspectives, and talents.

Diversity, Inclusion, and Representation

The Playhouse makes the following commitments to all participants who work with us:

- We will continually seek opportunities to intern, mentor, include, and professionally engage participants of all races, gender, gender identity, religion, color, national origin, ancestry, marital status, sexual orientation, and ability at all levels of our organization.
- Concerns will be addressed with generosity and humility.

- When invited to audition, prospective participants have the right to make inquiries about how their cultural personhood will be used within the production, particularly when the work will be devised (when there is no script at the time of audition). Inquiries will receive a thoughtful response and will remain confidential.
- Whenever possible, diversity and inclusion will be considered both in casting and in assembling production and design teams. In particular, culturally specific work should seek production personnel who can speak to that cultural experience.
- During the rehearsal process, participants should voice concern if they feel uncomfortable with the use of their cultural personhood
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BASIC RESPONSE TO ANY EMERGENCY

Emergency Contacts

1. In the event of any emergency, it is important to call immediately. A call to any of these numbers will activate response from the appropriate emergency response operation(s):
 - (1) Police Department 911
 - (2) Fire Department 911
2. If calling from a cell phone.
 - (1) Provide a thorough description of the incident to ensure that proper resources are dispatched.
 - (2) Do not hang up until the dispatcher tells you to.

Basic Response to any Emergency / Medical Emergency

3. If necessary, call 911.
 - (1) Provide information to dispatcher on type of emergency, location of victim, condition of victim, and any dangerous conditions.
 - (2) Stay on the line until the dispatcher has completed questioning on victim's location, consciousness, breathing and chief complaint to determine appropriate response.
 - (3) Those trained to perform CPR and first aid can act within their expertise. Those who are not trained should remain calm and stay with the person. Crowding is generally not helpful unless the presence of others is required.
 - (4) Have someone stand outside the building to flag down the police or ambulance when they arrive.
 - (5) Complete a written accident/incident form.

For complete details for most scenarios, please reference the Emergency Response Handbook. A copy can be found in the concession stand and in the house manager's office.

Playhouse Guest Services Policies

COVID-19 Policies

All GSVs are required to put the following guidelines into practice while at The Playhouse:

- **HAND WASHING.** When available, GSVs will wash their hands with soap and water for at least 20 seconds. When this is not an option, GSVs will use sanitizer containing at least 60% ethanol or 70% isopropanol. GSVs should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, or mopping.
- **SOCIAL DISTANCING.** Whenever possible, GSVs should leave at least 6 feet between them and the person closest to them.
- **FACE COVERINGS.** GSVs are welcome to wear physical respiratory protection, such as cloth face masks, whenever possible.
- **OTHER PRACTICES.** GSVs should avoid touching their face, especially their eyes, nose, and mouth, whenever possible. GSVs should also cover their cough or sneeze with a tissue, or elbow/shoulder if no tissue is available, followed by thorough hand washing or hand-sanitizer. It should be common practice to avoid close contact with people who are sick (COVID-19 or not) and to stay home when sick.

Guests

- Guests are welcome to wear face coverings, such as masks or face shields, and socially distance between groups and parties as much as possible while on the premises.
- Guests and/or family members of actors/technicians will not be allowed backstage or other restricted areas for any reason.
- Hand sanitizing stations will be located throughout the lobbies for public use.
- If guests find they are having symptoms of COVID-19 such as a temperature of 100.4F or higher or other symptoms, they are asked to stay home and exchange their tickets for a later performance.
- Tickets Exchanges and refunds are available up to 7 days following a performance. So, there is no fear of losing money if they choose not to come to the show. Please contact the ticket office during business hours.

Playhouse Theatres

The Playhouse has two performance spaces.

The John Viars' Theatre, which seats 412, is the primary theatre for programming for adult and family holiday shows.

The Kate Goldman Children's Theatre, which seats 215, is the home of our children's theatre programming.

Guest Service Stations for Performances

A paid staff member will serve as House Manager at each performance. This is the person to whom all GSVs will report. At the GSV meeting that takes place prior to every performance, the House Manager will assign individuals to specific positions, based on the performance's needs.

Ticket Scanner: There are 2 ticket scanners regardless of the performance location, as audiences enter from both the west side and east side of the building.

Ushers: There are minimally 4 ushers at every performance in either theatre.

Photo Stop Host/Hostess: There is 1 host/hostess to assist with Director's Circle attendees as they make drink reservations and to stand by the Photo Stop to take pictures as needed.

Schedule

GSVs sign up for available shifts using VolunteerLocal.com software. Direct links are available on The Playhouse's website at dmplayhouse.com/front-of-house

If you need to cancel a shift, please email housemanager@dmplayhouse.com to let the evening staff know. If you don't have access to email, you are asked to call The Playhouse ticket office at 515-277-6261.

If you cancel three times during a season, you may be asked to take a break from volunteering.

Dress and Decorum

GSVs should be at least 14 years of age. Students as young as 12 may volunteer with a parent or guardian.

All GSVs are asked to wear dark (black or navy) pants or skirt and a tan or white blouse or collared shirt. Jackets and ties are optional. T-shirts and denim are not allowed. Shoes should be safe and comfortable for walking and standing. GSVs will be supplied with name badges.

GSVs should remain standing when guests are present and stay alert to guests' needs. Accommodations will be made for GSVs in wheelchairs and with other mobility issues. GSVs may sit in designated seats during the show but need to continue to be alert to guests' needs.

Backstage Access

Only cast, assigned crew, and Playhouse staff are allowed backstage before and during performances. If a guest has a gift or message for a guest member, please direct them to the House Manager.

Parking

All Playhouse volunteers and staff are asked to leave the theatre's east and west parking lots available to those who are holding tickets to attend the performance. GSVs and staff are asked to park on the streets surrounding the theatre or in the east 41st Street parking lot at the Shops at Roosevelt.

Assisted Listening Devices

The Playhouse now offers T-coil Hearing Assist Technology (Induction Loop). If a guest's hearing aid has a T-coil, they merely need to toggle to that setting to receive the audio signal directly without any headset needed. If a guest is uncertain if they have a T-coil or would like a headset, they can check out a headset at the ticket office by leaving their driver's license. After the show, they will return the headset to a GSV at the Concession Stand.

Driver's licenses should not be left unattended. One GSV should stay with the Driver's License until the hearing assist device unit is returned.

John Viars' Theatre Preshow Talks

For John Viars' Theatre shows, we present a preshow talk in the West Lobby. The talk begins 30 minutes prior to the show and lasts about 15 minutes, allowing enough time for everyone to enter the theatre and take their seat before the show begins.

Playhouse Security

If you see something, say something!

Playhouse entrance doors are unlocked 2 hours prior to curtain. Doors are locked 15 minutes into Act I and unlocked just before intermission. Doors are locked again after the intermission.

In the event of a fire, all staff and GSVs are to calmly direct guests to the nearest exit. The elevator should not be used in the case of a fire.

In the event of a tornado, the performance will be stopped. In the John Viars' Theatre, GSVs will calmly help direct guests to the costume shop and the costume storage on the lower level, using the stairs and elevator in the upper lobby and the stairs by the stage. In the Kate Goldman Children's Theatre, guests will be escorted to the costume shop and costume storage rooms in the lower level.

First Aid Kits

First Aid kits are located at the Concession Stand and lower-level ticket office. There is also an additional first aid kit located in the Kate Goldman Children's Theatre.

Guest Services Volunteers Benefits

- In most cases, GSVs are able to sit and watch the show. In the event that the performance is sold out for the shift a GSV signed up for, each GSV will be given a pass good for any performance in the year.
- When opportunity presents, GSVs will receive invitations to special events and "insider" experiences.
- GSVs will always be thanked and respected for their support of The Playhouse.

Volunteering and Background Check

From our Youth Protection Policy approved March 26, 2018

All volunteers for The Playhouse, who participate on a "Regular Basis" must undergo a background check, at least once every two years:

- 1) Regular Basis is defined as a task that is scheduled for two or more days a year, or for any single instance that is scheduled to be longer than 8 hours.
- 2) The background check will consist of at least a computer check of criminal history of any state in which the volunteer is known to have resided within the last 10 years as well as a sex offender registry check.
- 3) The background check must be completed prior to the individual's second day of volunteering.
- 4) Cost associated with the background check will be covered by The Playhouse.
- 5) All volunteers who are 18 or older will have the background check regardless of association with youth or otherwise, and without regard to position: guest services, performers, technicians, running crew, building crew, costume crew, administrative service, etc.
 - a) Individuals under 18 are exempt from the background check.
- 6) Background Check Procedure:
 - a) Every potential volunteer must submit first name, last name, and an email address.
 - b) One individual, appointed by The Playhouse, will submit this information to a nationally recognized company, currently Inquirehire of Davenport, IA, which in turn will send documents to the volunteer applicant.
 - c) After completing the forms, Inquirehire will submit a report to The Playhouse representative who alone will review the report.
 - d) If the report is clear, the volunteer will be notified as well as the staff member responsible for leading the volunteer.

- e) If the report has information, The Playhouse representative will notify only the Executive Director who will make the determination to accept or reject the applicant.
- f) No personal identifying information will be collected or stored at The Playhouse.

Use of Alcohol, Illegal Drugs or Controlled Substances

The use or possession of alcohol, illegal drugs, or controlled substances while volunteering constitutes a potential danger to the welfare and safety of patrons, other volunteers, and staff. This also exposes The Playhouse to the risks of property loss or damage, or injury to other persons.

Playhouse rules and standards of conduct apply to all volunteers. The following are strictly prohibited by The Playhouse:

- 1) Possession or use of alcohol or being under the influence of alcohol while volunteering except in cases when approved alcohol consumption occurs at a Playhouse business social event. Approval is by Executive Director only.
- 2) Distribution, sale, or purchase of an illegal or controlled substance while on Playhouse property or serving as a volunteer.
- 3) Possession or use of an illegal or controlled substance or being under the influence of an illegal or controlled substance while serving as a volunteer.
- 4) Being under the influence of a controlled or prescription drug while volunteering if it in any way negatively affects the volunteer's ability to perform his or her job in a safe and efficient manner.

If a volunteer arrives and appears to be unable to fulfill the needs of The Playhouse, or over the course of the shift the volunteer demonstrates an inability to meet the needs of The Playhouse, the volunteer may be asked to leave the premises immediately. If the House Manager determines that it would not be appropriate for the volunteer to drive, arrangements will be made to assist the volunteer to go home safely.

Smoking and Tobacco Use

The Playhouse will comply with the Iowa Smokefree Air Act. In accordance with Iowa law, smoking is prohibited in The Playhouse.

Position Responsibilities

Ticket Scanner

Schedule

- 75 minutes before curtain.
 - Check in at The Playhouse.
 - Attend preshow meeting.

- 60 minutes before curtain.
 - Take up assigned position in the lobby to be available to answer guests' questions.
 - Scan tickets for all guests who enter the building.
 - All persons entering the building, regardless of age, must have a ticket.
 - If a guest does not have a ticket, please send them to the ticket office.
- Curtain
 - The House Manager will release you to go sit in the auditorium until you need to return to the lobby.
- During the show
 - If you see a guest taking photos or recording the show, approach them as quietly as possible and ask them to stop. If they do not, get the House Manager.
 - If you see a guest being disruptive, approach them as quietly as possible and ask them to step out into the lobby. If they become problematic, get the House Manager.
 - If you see someone in distress, determine if you need to call 911.
- Intermission
 - One ticket scanner should remain outside the theatre to guide guests to restrooms and concession stand.
- After the Show
 - Assist other GSVs by walking the aisles, picking up trash and lost and found.

Usher

Schedule

- 75 minutes before curtain
 - Check in at The Playhouse.
 - Attend preshow meeting.
- 60 minutes before curtain
 - One user will stand in front of the theatre doors to ensure guests don't enter until the House Manager opens the doors.
 - The rest are to walk the house, checking for missed trash or other issues. Report any problems to the House Manager.
 - Place cards and notes on seats as appropriate.
- 30 minutes before curtain
 - The House Manager opens the house doors for guests.
 - Offer a program as guests enter.
 - In the children's theatre, adults receive the Standing Ovation program only and young people receive the P Bill Jr and Standing Ovation. P Bill Jr should not be stuffed inside Standing Ovation.
 - Ask if they need help finding their seats, take them to their row, and point out how many seats they cross to get to their seats if necessary.
 - Just before the guest leaves your area, say something appropriate such as, "I hope you enjoy the show." or "Thank you for coming today."

- Curtain
 - The House Manager will release you to go sit in the auditorium in your assigned seat.
 - Two ushers will be asked to stay by the entrances until the show-hold has ended.
- During the show
 - If you see a guest taking photos or recording the show, approach them as quietly as possible and ask them to stop. If they do not, get the House Manager.
 - If you see a guest being disruptive, approach them as quietly as possible and ask them to step out into the lobby. If they become problematic, get the House Manager.
 - If you see someone in distress, determine if we need to call 911.
- Intermission
 - One usher will stand near the stage, preventing guests from going on stage or playing with props, and answering questions.
 - For the Kate Goldman Children's Theatre, two ushers will be posted on the stage to prevent guests from playing.
 - One usher will be visible near the entrance, answering questions.
 - One usher will direct guests to available restrooms.
 - For the Kate Goldman Children's Theatre, this includes directing guests upstairs for concessions and additional restrooms.
 - For John Viars' Theatre shows, an usher will position themselves to hand out pre-ordered intermission drinks by the Concessions Stand.
- After the Show
 - Assist other GSVs by walking the aisles, picking up trash and lost and found.

Photo Stop Host/Hostess

Schedule

- 75 minutes before curtain
 - Check in at The Playhouse.
 - Attend preshow meeting.
- 60 minutes before curtain
 - Be in position at either the John Viars' Theatre Photo Stop or the Kate Goldman Children's Theatre Photo Stop depending on the performance.
 - For John Viars' Theatre shows
 - There will be a clipboard with a list of Director's Circle attendees. These guests receive complimentary drinks. You will take their orders.
 - Assist with photos where appropriate.
- Curtain
 - The House Manager will release you to go sit in the auditorium and will let you know when you need to return to the lobby.

- During the show
 - If you see a guest taking photos or recording the show, approach them as quietly as possible and ask them to stop. If they do not, get the House Manager.
 - If you see a guest being disruptive, approach them as quietly as possible and ask them to step out into the lobby. If they become problematic, get the House Manager.
 - If you see someone in distress, determine if we need to call 911.
- Intermission
 - Return to the Photo Stop to be helpful.
 - Be visible in the lobbies to answer guests' questions.
 - For John Viars' Theatre shows, the west lobby greeter will position themselves to hand out pre-ordered intermission drinks by the Concessions Stand.
 - For John Viars' Theatre shows, the Kate Goldman Children's Theatre lobby greeter will be in the upper lobby, managing the concessions line and directing guests to the upper restrooms and as needed, Kate Goldman Children's Theatre lobby restrooms.
- After the Show
 - Assist other GSVs by walking the aisles, picking up trash and lost and found.



The Playhouse Volunteer Agreement

1. I signify that I have read and understand all the policies and expectations presented in this handbook.
2. I understand that all members of The Playhouse, including staff, volunteers, and board members, will abide by the policies and expectations presented in this handbook and as a volunteer I reserve the right to hold them to such.
3. I understand my expectations as a volunteer and understand that any failure to meet those expectations may result in my dismissal from the production or volunteer activity in which I am participating.
4. I understand that in order to volunteer at The Playhouse in any capacity I am required to present a signed copy of this form to appropriate Playhouse personnel.

Signature: _____ Date: _____

Printed Name: _____

Volunteer's birthday (month/day only): _____

Volunteer's employer: _____

Parent's Signature: _____ Date: _____
(If participant is under 18)

Parent's Printed Name: _____

Emergency Contact for Volunteer

Name: _____ Relationship to volunteer: _____

Cell phone: _____