

## Dublin Gay Theatre Festival – Winter Festival 2009

### Volunteer Guidelines

Please take a few minutes to read the following guidelines. Most are for Front of House but they should be useful for all volunteers. And don't worry – it's quite straightforward.

#### **Do:**

- **Turn up** on the days/times in the rota – otherwise you'll put other volunteers under pressure.
- Arrive at the venue **at least 30 minutes** before the advertised show time
- Know **what shows** you are helping at and their times (easy to get confused!)
- Bring some **pens** for audience response forms and the raffle tickets
- Bring form of **volunteer identification** – e.g. a badge. I'll supply this if you don't have one already.
- Ensure that I have your mobile number in case of emergency and make sure you have mine – 0857238659 !
- Know the venue:
  - Find out where the toilets are (audience members will ask you)
  - **Find out where the fire exits and fire assembly points are**
- **Sell as many raffle tickets as you can!**
- Ensure that **the show starts on time**

#### **Running the box office:**

There will be 2-3 Front of House volunteers at every show.

- One will usually sell the tickets
- The other(s) will **sell raffle tickets** and assist the audience
- Decide in advance who will do what
- One volunteer **must** take charge of filling out the Box Office sheet and ensuring the float is correct (before and after the show).
- Please take online booking printouts from audience members who pre-booked.
- Record carefully:
  - The number of tickets sold at the venue.
  - The number of online e-tickets collected
  - The volunteers in attendance (including backstage) and the number of audience members in total. This is **essential** for health and safety reasons.
  - The number of raffle tickets sold.
- After the show put the completed Box Office sheet in the correct envelope along with the takings from that show.
- Ensure that the takings balance and **keep the float separate**
- **All matinee tickets are 10EUR**
- **Evening concession price is 13EUR and proof should be produced**
- **Evening standard price is 15EUR.**

One difference with previous years – we will not have physical tickets to collect. Mark all tickets collected on the form and ensure that all audience members have paid.

#### **Opening the show:**

About 15 minutes before the start check with the backstage crew that everything is on track. If all is ok start letting the audience in about 10 minutes before the show time.

Try to leave seats free at the back and at the edge for late-comers.

### **Announcing a show:**

- Welcome everyone to the show (please remember the name!!)
- Ask them to switch **off** all mobile phones
- Point out the fire exits and escape routes
- Ask the audience to fill out the audience response forms at the end
- Encourage the audience to buy raffle tickets

### **After the show:**

- There is a quick turnaround between shows. Try to get the old audience out as quickly as possible and complete the Box Office Form.
- Ask the backstage crew if they need any help
- Please come to **Pantibar** after the final show of the evening (afternoon) where I will collect the Box Office envelope. Please call me if there is any problem.

### **Audience member problems:**

- Be pleasant at all times you are the public face of the Festival!
- Late-comers: use your discretion if someone is arriving late. Your priority is not to disturb the performance. If feasible please choose an appropriate time in a show to admit late-comers (e.g. applause, a break).
- If an audience member is making an issue of something or has problems (ticket problems etc.) try to deal with them quickly. If this isn't possible take them aside and keep the box office moving.

### **Comps:**

I have not been notified of any complimentary tickets. If I hear of any complimentary tickets for a show I'll notify you in advance. By default we do not have a guestlist so please point this out to the person. However sometimes you may need to use your common sense and be polite at all times.

## **Backstage**

I have deliberately over-allocated backstage. This is so newcomers can learn how to work the sound and lighting so use the opportunity given. You may have to operate it yourself the next night! **If you don't turn up the show may have to be canceled.**

### **General**

If you can't make a show for some reason please notify me as far in advance as possible. Keep checking the rota as it will be updated during the week.

Thanks and good luck over the course of the Festival!