



VOLUNTEER PROGRAM HANDBOOK

HOUSE MANAGEMENT & VOLUNTEER COORDINATION

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MINIMUM COMMITMENT

By participating in the Volunteer Program at Pittsburgh Public Theater, you are agreeing to volunteer on five dates throughout the season—once for each of our five regular-season productions—on a schedule determined prior to the start of each season, which generally runs from September through June.

This commitment does not include any of the limited engagements or special performances —such as The Second City, Pittsburgh Cultural Trust presentations, new play readings, and First Night-related performances. However, volunteer opportunities for these programs will be shared with you as they become available.

Volunteers (or prospective volunteers) who are unavailable for the entirety of two or more productions should not agree to volunteer during that season (Additional information about scheduling conflicts will be provided in the next section).

In exchange for your volunteer service and support of The Public, we are pleased to welcome you to watch the performance as a member of the audience during your shift(s).

SCHEDULE CONFLICTS & SWAPS

Though volunteers are provided with their five-date schedule before the season begins, we understand that schedule conflicts may arise and prevent you from volunteering during a particular production. However, through your efforts and ours, we hope to keep absences to a minimum.

A list of the names and contact information of your fellow volunteers —generally referred to as the Swap List—will be provided to you at the start of each season. **In the event of an anticipated, non-emergency conflict with one of your assigned volunteering dates, your first course of action should be to utilize the Swap List to contact other volunteers who may be willing to “swap” —that is, to trade dates—with you for that production.**

Please note that the inclusion of your name and information on the Swap List is always optional. By default, new volunteers are not included on the list during their first season but will be given the option to be included in subsequent seasons. However, you do not have to be on the list to make use of it. All volunteers are furnished with a copy and encouraged to use it.

If/when you successfully arrange a swap, notifying House Management of that swap via email (preferred) or phone is very helpful and much appreciated, though not absolutely mandatory.

If you are unsuccessful in resolving your conflict via the Swap List, you may contact House Management to request an alternate date on which your services might be needed, in lieu of your regularly scheduled date. However, you are permitted to do this just once per season. Because of the size of our volunteer pool of 550+ people, we must place primary responsibility for resolving schedule conflicts on the volunteers.

Only those who are currently in our database of active volunteers at Pittsburgh Public Theater may come in your place, via swap or substitution. **Regardless of anyone’s experience at other local venues or love**

of theater, we cannot allow your family or friends who are not already Pittsburgh Public Theater volunteers to stand in for you.

ABSENCES

Any anticipated, non-emergency schedule conflict that you are unable or unwilling to resolve, which keeps you from volunteering for a regular-season production, will be recorded as an Unexcused Absence. Each volunteer is permitted one Unexcused Absence per season, while still remaining in good standing. Volunteers who record more than two Unexcused Absences in a single season, or more than three Unexcused Absences in any two consecutive seasons, will not be invited to return the following season.

Absences resulting from illness, injury, or any similar emergency involving you or a close family member are regarded as Excused Absences and will not count against your attendance record or good standing. If a health condition will keep you from your volunteering duties for an extended period of time, you should inform House Management that you need to take a Leave of Absence and provide an approximate length of that leave. Similarly, this will not count against you.

While we don't want you to put yourself at undue risk in attempting to get to the theater, absences related to inclement weather are not typically regarded as Excused. In keeping with the old adage "the show must go on," we rarely cancel performances due to weather. If an audience manages to show up under difficult conditions for a scheduled performance, we need volunteers to show up as well. Similarly, you are responsible for your own transportation.

All things considered, we understand that there may still be last-minute conflicts and impediments which prevent you from volunteering as scheduled. The best rule of thumb is to inform us of the circumstances forcing your absence as soon as possible. Whether or not an absence is deemed Excused or Unexcused (and whether it counts against your attendance record) lies solely with House Management, but the more information we have from you—the better informed we can make that call.

DRESS CODE

Your attire when volunteering should be business casual, at minimum. Darker clothing is generally preferable, but not mandatory. Blue jeans are discouraged, but can be acceptable, provided they are a darker blue shade and in good condition.

You should not wear anything that might cause a distraction during the performance, such as large hats or headwear, noisy jewelry, or extremely bright or reflective clothing. Additionally, shorts and short-sleeved T-shirts should not be worn.

We reserve the right to require volunteers to change, cover, or remove any article of clothing deemed inappropriate to volunteering (at the sole discretion of House Management), as a condition of volunteering at that performance. Any volunteer who is unwilling or unable to comply with our standards of appropriate dress will not be permitted to volunteer and may not receive attendance credit or be permitted to stay and watch that performance for free.

TRANSPORTATION & PARKING

The O'Reilly Theater, our home at 621 Penn Avenue, is situated less than two blocks from the Wood Street light rail and bus hub and is close to a handful of other downtown bus stops, making us easily accessible via several public transit options.

Unfortunately, Pittsburgh Public Theater does not have a direct, operational relationship with any area parking garage. **As such, we are unable to offer free parking for our 550+ volunteer ushers**, as it would result in a significant expense for our company. Parking advice:

- Street parking downtown is free after 6pm and all day on Sundays. In some cases, daytime travel/loading lanes become valid parking lanes in the evenings, but please check posted signage to be sure.
- Virtually all nearby garages offer discounted, flat-rate parking after 4pm and all day on Saturdays and Sundays. The most economical paid-parking options are generally operated by the Pittsburgh Parking Authority, with flat-rate options as low as \$6 on evenings and weekends. A list of all PPA downtown locations and rates can be found at <https://www.pittsburghparking.com/Facilities>.
- You can reserve a paid parking space using the Spot Hero website: <https://spothero.com> (Or download the app to your phone: <https://spothero.com/get-spothero-app>)
- For days when traffic and parking are especially hectic, check ParkPGH for real-time parking availability information for most downtown garages and lots at: <https://parkpgh.org/> (To download the app to your phone: scroll to the bottom of the page and look for the App Store/Play Store icons).

ARRIVAL & SIGN-IN

On each of your scheduled volunteering dates, you will need to arrive, sign in, and be prepared to work one hour prior to curtain time. Our lobby opens 90 minutes prior to curtain time; all volunteers are required to enter through our main lobby doors and pass through security. **Please do not plan to arrive any earlier than 90 minutes before curtain.** If you do, you may wait in the box office until the main lobby opens. **Volunteers arriving less than 45 minutes prior to curtain are considered late and may or may not be permitted to volunteer or attend that performance for free**, at the sole discretion of House Management. Upon entering the building, you should sign in at the coatroom in the first-floor lobby.

- **For volunteers who are serving as an Usher, mark your time of arrival as well as designating your preferred ushering location for that performance** (An example of the usher sign-in sheet is provided in the appendices of this document). After signing in, Ushers should proceed to The Pub (our second-floor lobby/bar area), to await the start of the pre-show usher meeting. If that space is being used for a private event, you will be directed to an alternate waiting area. In rare instances, we may also ask you to assist us in placing inserts into program booklets, usually in the conference room adjacent to The Pub.
- **For volunteers who are serving in a Front of House role on the first floor (Coat Room, Gift Shop, or Main Entrance Ticket Scanning), mark your time of arrival next to your name and assigned**

role. After signing in, Front of House volunteers should congregate in the main lobby near the coat room to await further instruction.

When signing in, you may check any coats or other belongings, free of charge. If you wish to enter with what would otherwise be a prohibited item for the general public—such as a laptop, tablet, or oversized bag—you should identify yourself as a volunteer to Security personnel and request a House Manager, who will, at their sole discretion, decide if your prohibited item may be allowed to enter. More information on prohibited items, and security in general, can be found at <https://ppt.org/security>.

You should also grab a pin or clip-back lapel badge. **You are asked to wear this badge while volunteering and to return it to the coatroom before leaving the theater.** Please remember to return it; we lose approximately 30 to forgetfulness each year.

While waiting for the start of your duties, you are entitled to one complimentary cup of coffee, hot tea, soda, or water. Cookies, candy, and additional beverages are not complimentary. Ushers who are waiting on the 2nd floor for the pre-show meeting should get their complimentary drink from The Pub bartender (unless directed otherwise) and should be claimed prior to pre-show meeting. Front of House volunteers can get their complimentary drink from one of the bar carts on the first floor and should be claimed prior to taking their assigned stations. **Please note, complimentary drinks will not be granted at intermission or after the show.**

Volunteers are not permitted to purchase or consume alcoholic beverages at the theater prior to the show. It simply isn't a good look for anyone representing the company and providing service to customers to be openly imbibing. Any volunteer who arrives at the theater visibly intoxicated will not be permitted to serve.

VOLUNTEER FRONT OF HOUSE: PRE-PERFORMANCE DUTIES

Front of House Volunteers are considered volunteer members of the theater's staff and are directly responsible to House Management while on duty. While most duties will be completed once the show begins, in some cases we may ask that you return to your station during intermission to lend a hand (although we will not require any additional help once the show ends).

Front of House Volunteer roles include (but are not limited to):

- **Main Entrance Ticket Scanning** – Volunteers will be assigned to the Main Entrance of the theater on the first floor. Using handheld scanners, volunteers will welcome guests at the entrance, scan their ticket, then direct the guest to the appropriate direction so they can take their seat (or floor, if the guest should use a 2nd or 3rd floor entrance to more easily access their seats). You will be trained in using the handheld scanners and the importance of specifying directions to the guests so that they can easily access their seat.
- **Gift Shop** – Volunteers will interact with shoppers, maintain the shop display, and process payments. You will be trained in proper cash handing procedures and using a tablet and credit card processing device for those guests who would like to pay with a credit card.

- **Coat Room** – Volunteers will check any coats or belongings for patrons by accepting the item(s) to be checked, hanging or storing the item(s) in the coat room, tagging the item(s) with a numbered ticket, providing the patron with a copy of the numbered ticket for post-show retrieval, and accepting payment. You will be trained in proper cash handling procedures and using a tablet and credit card processing device for those guests who would like to pay with a credit card.

The above-mentioned roles are new to our Volunteer Program this season. There will be a learning curve in training and installing volunteers in these new roles. We ask for and appreciate your patience while we create a system that works for all parties involved, including House Management, Front of House Volunteers – and most importantly – our guests.

Please be aware that you may be asked to step into a different role than what was originally assigned (for example, if we need to cover a fellow volunteer's unplanned absence). While we will make every effort for you to be in a role that you prefer/feel most comfortable with, **we ask that all Front of House volunteers remain flexible; our main goal and intent is to elevate the guest experience and provide the best level of service that we possibly can.**

VOLUNTEER USHERS: PRE-PERFORMANCE DUTIES & TIMELINE

Ushers are considered volunteer members of the theater's staff and are directly responsible to House Management while on duty. Ushers are regarded as being on duty from the time that they sign in until they leave the theater.

Approximately 45 minutes prior to curtain time, a House Manager will gather ushers into the second-floor conference room for a brief, pre-show meeting. In this meeting, you will be given a bit of background information about the performance, including expected run time and audience size, and alerted to any special concerns. This is also a good time to raise your own questions. The meeting will conclude with the House Manager assigning ushering locations to all volunteers—usually the same locations that everyone signed up for, though sometimes adjustments may be made.

While you may always note your preferred ushering location when signing in, you should be willing and able to work any duty assigned—ushering at any entry point or section, scanning tickets, showing patrons to their seats, placing inserts in programs, etc. We will do our best to make allowances for injury or disability, especially in the case of temporary conditions which prohibit you from performing a certain duty. However, as an overall team, our ushers need to be able to traverse stairs and aisles expediently, read tickets, operate handheld ticket scanners, and potentially aid audience members with disabilities.

When the auditorium is scheduled to open for seating (generally 30 minutes prior to curtain), ushers must be in position, as assigned—at entry points on both sides of the first, second, and third floors, as well as in the middle of our main aisles, when staffing allows. You will receive the go-ahead from House Management when we are ready to open doors and begin seating. Please do not allow any audience members to enter the auditorium before receiving verbal confirmation from House Management.

Once the auditorium has opened and until the show begins, it is job of the ushering staff to take/scan tickets, distribute programs, and get audience members to their designated seats. (A seating chart is provided in the appendices.) During this time, you may encounter the following needs:

- Resolving minor seating issues, such as moving an audience member who has taken the wrong seat to free up the space for the rightful ticketholder.
- Informing House Management of more significant seating issues, including audience members who cannot get to their seats due to mobility issues. (This should be brought to our attention as soon as possible and not saved for reseating at curtain time.)
- Informing House Management of any complaints you may receive from audience members. Again, this is best addressed as soon as possible, rather than at curtain time.
- Providing minor assistance to audience members with mobility issues in getting to their seats. However, unless you have specific expertise in this area, you should not provide any physical assistance with which you are not comfortable, nor which creates any physical or liability risk for you or the theater. You may provide a helping hand, but if any significant lifting or support should be needed, you should inform House Management.
- Assisting audience members in storing walkers, wheelchairs, scooters, crutches, and other accessibility-related belongings in appropriate places. On the second and third floors, anywhere along the perimeter walls is generally acceptable. On the first floor, these items should be stored along the walls of the horseshoe-shaped hallway, just outside of our main seating area. However, the area immediately in front of the black curtains that separate this space, and the entrances/backstage should be kept clear for actor entrances and exits. A willingness to assist in retrieving and returning these belongings to their owners at intermissions and/or end of show, is very helpful.

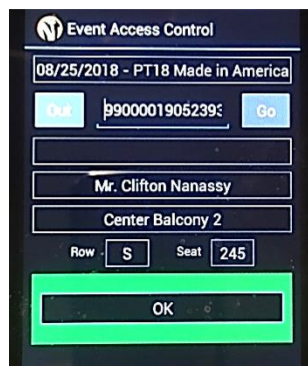
USHERS: SCANNING TICKETS

All volunteer ushers will be given a brief lesson in the use of our handheld NScan ticket scanners (and as many refreshers as necessary, as requested), with the expectation that all ushers will be able to use them. **However, at any given performance, only four volunteers—one on each side of both the second and third floors—will be tasked with scanning tickets.** On the first floor, Front-of-House volunteers handle scanning duties.

Our scanners are largely point-and-click in their operation, and generally user-friendly. The scanners will be delivered to ushers ready-to-use. To scan a ticket, simply press the lower button along either the left or right edge of the scanner, as pictured below.



Pressing and holding either one of these buttons will activate the barcode-scanning function: a red-light, crosshair projection from the top edge of the scanner. Aiming these crosshairs at the center of a ticket's barcode (or QR code), at a distance of about three inches, should generate a response message on the lower portion of the scanner's screen (as well as a beep/chime).



As pictured at left, desirable response messages are either:

“OK”—framed by a green box

-OR-

“Ticket already recorded”—framed by a red box.

When a ticket produces either the “OK” or “Ticket already recorded” responses, you should proceed to seat the ticketholder. However, any other response message, aside from these two, indicates a problem with the ticket. You should politely direct the ticketholder to the box office to resolve it, but a full guide to scanner responses is included in the appendices.

There is nothing you need to do to reset the scanner or clear the screen. After each scan, the scanner is immediately ready for the next ticket.

Should the scanner ever stop responding, lose wireless connection, or display anything other than the scanning screen and messaging you're familiar with, you should begin tearing and saving ticket stubs (the barcode/QR code portion) in the silver ticket buckets located near each entrance. As ushers are usually positioned in pairs, one of the two of you should return to the lobby to alert House Management to the scanner malfunction as soon as possible.

Just before the performance begins, a Front-of-House staff member will collect the ticket scanners. However, if ever this does not happen before the performance begins, simply leave the ticket scanner on top of the box of program booklets at your entry point.

USHERS: FOOD & BEVERAGE POLICY

While our official, stated policy on food is that it is not permitted inside the auditorium, we do not ask ushers to enforce this policy. All of the snacks we sell in our lobby can be sneaked into the auditorium all too easily in a pocket or purse, so consistent policing becomes a losing battle. Moreover, Security personnel prevent outside food from being brought into the building in the first place. Instead, we keep our food policy in place so that we may enforce it in the event that someone is creating a disruption or a mess with their snacking.

Water, in any container, is allowed inside the auditorium. There is no need to turn away patrons bringing any sort of water to their seats. We do not want anyone to miss taking medication or be unable to soothe a coughing fit. Moreover, spilled water is not going to stain or make anything sticky. **However,**

all other beverages must be in one of three styles of approved, lidded cup to be allowed into the auditorium. These permissible cups consist of the blue Pittsburgh Public Theater cups sold at our bars, and the two styles of lidded cup sold at other Pittsburgh Cultural Trust venues, as pictured on the next page.



Unless empty or containing only water, no other beverage containers are permitted inside the auditorium; this includes other styles of lidded cup sold by other area performing arts companies.

USHERS: START OF & DURING THE PERFORMANCE

Just before the start of the show, a House Manager or Front-of-House staff person will inform you that you may take a seat. You should not take a seat before you've been given the go-ahead to do so.

Though we reserve the right to require ushers to take specific seats, unless you are instructed otherwise, you are welcome to occupy any available seat in your assigned section, after all patrons—including walk-in and standing-room guests—have been seated. Should all seats be full, standing-room space will be made available to you, though this is an extremely rare occurrence.

Because actors have already been called to “places” at this point, and because music, choreography, or other time-sensitive procedures may already be in progress, you should be prepared to take a seat quickly. Under no circumstances should your looking for or moving to seating cause any delay to the start of the performance. Additionally, this is not the best time to ask questions or raise other concerns, unless they are related to an immediate hazard to the audience, actors, or performance.

During the performance, we hope that ushers will help serve as our eyes and ears inside the auditorium and alert us to any audience emergencies or disruptions. A good rule of thumb for assessing a disruption (such as an audience member who is constantly talking) and whether it requires a response is, if it's enough to distract you or detract from your enjoyment of a performance, it's likely bothering other audience members as well. For minor disruptions such as talking, any nearby ushers who can inform the audience member that their behavior is disruptive should feel empowered to do so. However, if you do not feel comfortable doing so, you should report the disruption to a House Manager in the lobby—either immediately or at intermission, depending on how disruptive you believe the behavior to be. Note: photos and videography are not permitted during performances.

If an audience (or staff) member suffers any sort of medical emergency, unless you are a medical professional yourself and able to respond, you should immediately locate a House Manager in the lobby and alert us to the situation. House Managers and select Box Office staff are certified in CPR/AED/first aid. Our AED machine is located in the first-floor lobby, and we also keep Narcan, oxygen, and basic first aid supplies on site.

As an usher, your behavior reflects directly upon the theater, so you must be a model audience member! Please do not forget to silence your mobile phone. If any talking is necessary, keep it to an absolute whisper. If you need to leave your seat, do so as discreetly as possible. And, of course, stay awake and attentive!

During intermissions, we don't want to take away your opportunity to visit the restroom, grab a beverage, make a phone call, etc. **If you have something you want or need to attend to during an intermission, you may do so. However, in the absence of anything else to do, you should return to your assigned ushering location** to direct patrons to exits/restrooms/etc, assist them with any seating issues, answer any other questions or concerns, or (occasionally) to guard props and scenery near the edge of the stage, if directed to do so. Insofar as ushers typically are positioned in pairs, it usually works well to take turns stepping away from your ushering location at intermission.

EMERGENCY EVACUATION

Should we ever need to evacuate the building for a fire or other emergency, volunteers have no official responsibilities and are not required to assist in that evacuation. The evacuation will be conducted by House Management, Security, and Front of House staff (not to be confused with Front of House Volunteers).

However, should you wish to be of some service in an evacuation, the most helpful thing you can do is to inform (or show) patrons that emergency exits are located on all three levels, in all four corners of the auditorium—on both the front/Penn Avenue side (which they are familiar with), and the rear/alley side (which they are not). In a moment of potential panic, helping us to “part the seas” of crowd egress to both ends of the building could be very beneficial, but it is, in no way, required of you.

SERVICE & CONDUCT

Pittsburgh Public Theater strives to ensure a welcoming, inclusive, and safe environment for all of our guests and employees. We endeavor to further a culture of inclusion by prioritizing the varied needs and circumstances of our guests and patrons to create an open, inviting, and conscientious space in which they can enjoy our productions.

As a volunteer, you are expected to observe the highest standards of professionalism at all times in your interactions with others at the theater. You should provide excellent customer service to all Pittsburgh Public Theater patrons, artists, and staff. If a disagreement with a patron or employee should arise, you must notify House Management immediately. Because our patrons' satisfaction is of top priority, their needs must be met first.

Pittsburgh Public Theater reserves the right to take disciplinary action, up to and including dismissal, in response to any usher volunteer whose conduct is deemed inappropriate or unrepresentative of the company and our values. The following are some examples of the kind of inappropriate conduct that would warrant discipline:

- Insubordination—refusal to comply with instructions of a House Manager or other member of the theater’s management team;
- Use of abusive or threatening language towards others;
- Undermining the quality of patron and guest experiences;
- Theft of, inappropriate use of, or malicious damage to the theater’s property;
- Fighting or other undue physical interaction or altercation;
- Violation of any policy set forth in this document.

Any such behavior by a volunteer will be documented by House Management and reported to the theater’s Artistic and Managing Directors, who will determine what disciplinary action should be taken. Discipline may range from a written warning to dismissal. If another individual or individuals are involved as complainants to a behavior, a report with next steps will be shared with complainant(s), including an acknowledgement of the violation, where appropriate.

MISCELLANY

Capacity: The O’Reilly Theater seats approximately 600 people, depending on exactly how some of our flexible seating is configured for a particular production.

Restrooms and Elevator: On the first floor, men’s and women’s restrooms are on opposite sides of the lobby. On the second and third floors, restrooms are located along a hallway that runs along the left side of the building. Our public elevator is also on this side of the building.

Walk-In Passes: At times you may encounter audience members with a Walk-In Pass—especially if ushering on the first floor. These passes are issued to subscribers who have mistakenly missed their subscription performance and entitle the bearer to take any seat that is still available at curtain time. It’s like flying standby. These individuals should not be seated until after all ticketholders have been seated, and just before you take a seat yourself. On the first floor, a House Manager will take care of seating Walk-In Pass holders just before curtain time.

Late Seating: Once a performance begins, no one may enter the auditorium on the first floor. Latecomers and anyone who leaves their seat during a performance will be shown to a seat on our second or third floors by Front-of-House staff and may take their rightful seat at intermission. This re-entry rule also applies to any volunteers who exit the auditorium during a show.

Accessibility: We offer a variety of accessibility-related technology for audience members (or volunteers) to borrow while attending a performance. These items are available at the coatroom and individuals must provide identification as collateral when borrowing any device. More information on accessibility and the range of services offered is available on our website at https://ppt.org/ppt_home/engage-learn/accessibility.

Post-Show: Volunteers have no required duties following a performance. Ushers - If you are able to help return stored walkers or wheelchairs to the audience members they belong to, or if you wish to help pick up programs and trash from beneath the seats, great! However, you are not required to do so. As such, if ever you need to leave a performance early, that's usually fine. However, if you know that you'll be exiting during a performance, please choose a seat near our second- or third floor exits, so that you can slip out discreetly.

VOLUNTEER TICKET DISCOUNT

You may purchase tickets to any regular-season Pittsburgh Public Theater performance at a 50% discount. However, if a production is selling particularly well, we reserve the right to reduce, modify, or eliminate the volunteer discount for that production—with or without notice (However, we will always try to notify everyone in a timely manner, should we choose to alter the discount).

This discount is not applicable for any of our limited engagements or special programming though from time to time, we may offer you discounted rates on special programming, with notice. Your volunteer discount cannot be used in conjunction with other discounts, offers, or promotions (Please note that, in most cases, our student pricing will beat the volunteer discount for anyone who is age 26 or younger or a full-time student).

To purchase tickets at the volunteer discount, simply contact our Box Office by phone (412.316.1600) and identify yourself as a volunteer. At present, this discount is not available for online ticket purchases. You must initiate the ticket order in your name, but friends or family can provide payment.

If a friend or family member accompanies you to the theater, they must have a ticket to see the show. Under no circumstances are you permitted to bring guests with you to watch a performance for free.

REFERRING NEW VOLUNTEER CANDIDATES

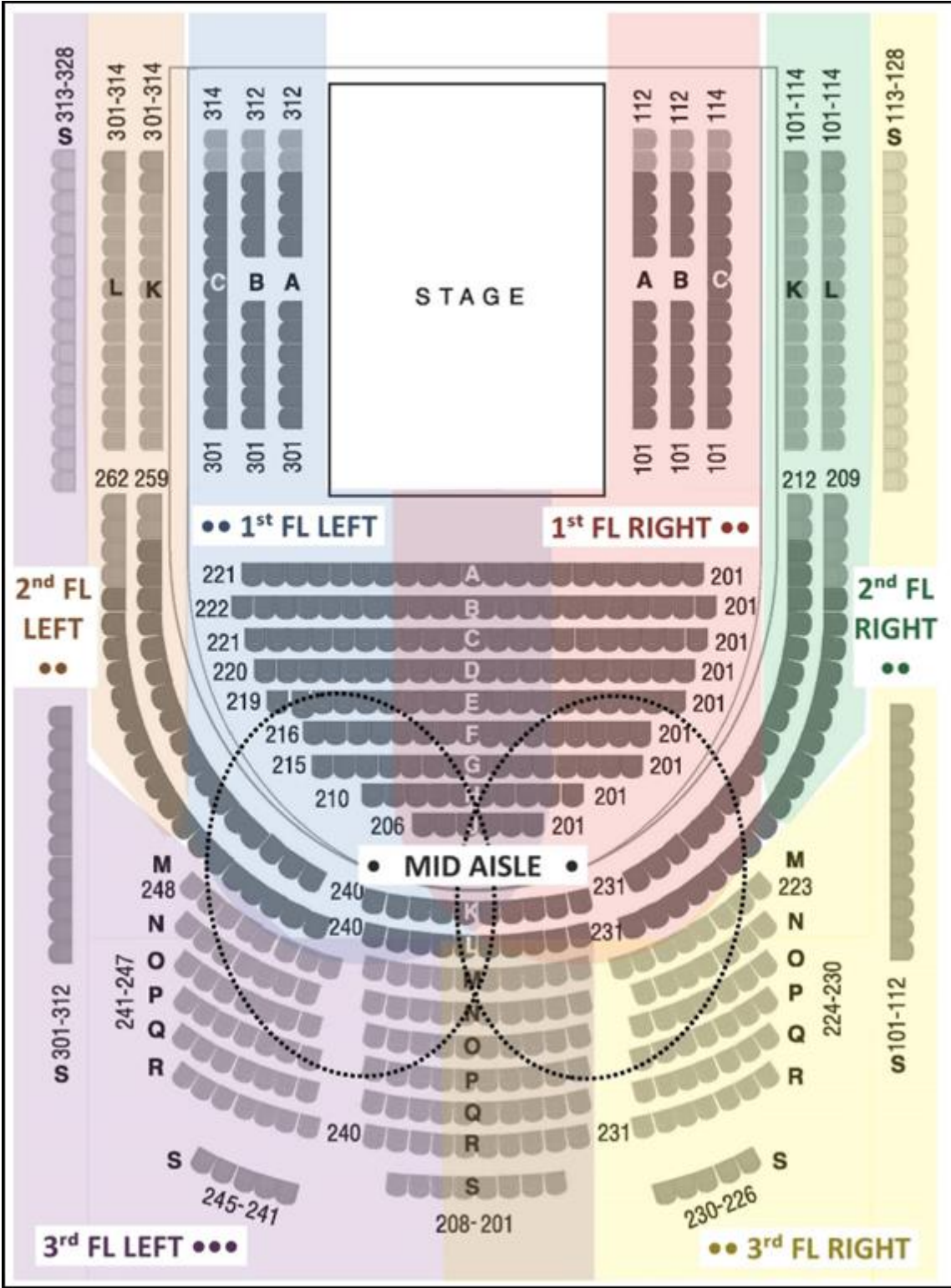
We cannot do what we do without the generous service of our volunteers (Thank you!) For the past 15 years or more, we have kept our volunteer roster populated without any active recruitment efforts. Word of mouth from current volunteers is our most fruitful means of finding new volunteer candidates. **If you know anyone who would like to join our Volunteer Program, please invite them to visit our Volunteer page at PPT.org/volunteer or email Jamie Dawson, House Manager, at jdawson@ppt.org** (No phone calls, please).

We typically only add new volunteers to our roster in August, prior to the start of each season. Occasionally, we need more volunteers during the season and will add them on an as-needed basis. As long as a candidate has reached out via email, they will be contacted the next time we add new volunteers. However, they should be aware that months may go by before they hear from us.

Naturally, we ask that you only refer reliable individuals who have been informed of the nature, expectations, and time commitment of this volunteer opportunity.

APPENDIX B | O'REILLY THEATER SEATING CHART

Coded by typical seating responsibilities for each ushering location. Each • represents an usher.



APPENDIX C | GUIDE TO SCANNER RESPONSE MESSAGES

| DESIRABLE MESSAGES | WHAT THIS MEANS | WHAT TO DO |
|-------------------------|---|-------------------------------------|
| OK | A successful scan! | Proceed to seat the patron . |
| Ticket Already Recorded | Patron already entered / Ticket was already scanned by another usher. | Proceed to seat the patron . |

| ERROR MESSAGES | WHAT THIS MEANS | WHAT TO DO |
|------------------------------|---|--|
| Ticket Number Not Found | Could be as simple as a misread barcode. Try scanning again, making sure to try both barcodes on ticket. | If error message persists after multiple attempts, direct patron to Box Office . |
| Ticket Has Been Returned | Ticket was returned or exchanged over the phone. Patron probably has a new ticket waiting at the box office. | Ask patron if there was a return or exchange. Direct them to the Box Office to pick up new ticket or for further assistance. |
| Ticket For Other Performance | Patron has come to wrong venue or brought a ticket for a different production. | Double check info on ticket to confirm and explain this to patron . If patron purchased ticket for current show, it can be reprinted at Box Office . |
| Ticket Superseded by Reprint | Another copy of this ticket has been printed, either by patron's request or box office error. | Tear ticket stub and save in bucket. Proceed to seat the patron . |
| Wrong Performance Date/Time | Patron's ticket is for a performance on a different date or at a different time. | Double-check info on ticket to confirm and explain this to patron . Patron may be able to exchange for ticket to current show at Box Office . |
| Ticket Not Scanned In | Scanner is set to the wrong mode. It is trying to scan a patron <i>out</i> of the theater, rather than <i>in</i> . (We don't bother with this feature.) | Begin tearing and saving ticket stubs, find House Manager to change scanner settings. |