



VOLUNTEER HANDBOOK
Ushers, Greeters, Gift Shop

VOLUNTEER PERKS

With more than 300 active participants, Virginia Rep volunteers comprise the largest portion of the theatre's organization and, other than actors, are often the most visible group to our patrons. We consider volunteers to be a part of our family and offers insider perks to recognize your hard work.

- All volunteers receive 10% off gift shop items, a \$5 discount on Hanover and Signature shows to be used throughout the year, \$2 discount to Children's shows, and complimentary tickets to select shows during your service.
- We honor our volunteers with an annual cocktail reception complete with entertainment and recognition of volunteer of the year.
- Ushers are also welcome to attend invitational dress rehearsals (IDR) prior to opening night for productions at our Signature and Hanover Tavern seasons.

VOLUNTEER REGISTRATION & ORIENTATION

Volunteers must register with Virginia Rep prior to performing any tasks. There are three different ways to register as a volunteer at Virginia Rep:

- Fill out an online application at <http://www.virginiarep.org/volunteer.html>
- Call (804)783-1688 x 1145 during regular business hours: Monday through Friday, 9am-5pm
- Email volunteers@virginiarep.org
- When we receive your information, we will contact you to confirm registration. Once you have received confirmation and training, you will be able to begin signing up for performances.
- Registered volunteers will remain on the Usher Corps Mailing List unless they officially request to be removed.
- We will host an orientation for all new volunteers on the Preview Night for each Signature Season show.

SHOW SIGN-UPS

Once registration has been confirmed, there are **three different ways** to sign up for an ushering slot:

- By using our online volunteer management system, Volunteerspot. Prior to the opening of each show, we send out an email via our Mailing List. This email contains a show-specific Volunteerspot link you can follow to pick a date to usher – each show has its own unique link. To prevent unregistered volunteers from signing up, these links are only accessible via direct email from Virginia Rep; they are not posted to our website and cannot be searched for.
- By emailing kbelleman@virginiarep.org- Please include your full name, the name of the performance, and the date(s) and time(s) you wish to usher.
- By calling Kate Belleman (804)783-1688 x. 1145 during regular business hours: Monday through Friday, 9am-5pm

DRESS CODE

Virginia Rep has a dress code for ushers. Please take note, ushers who arrive for a shift in inappropriate attire may not be permitted to usher. The dress code is as follows:

- Men: Solid white or black collared shirt, black slacks, black close-toed shoes.
- Women: Solid black or white top, black slacks or a black skirt, black shoes or dark sandals. Women may also choose to wear a solid black or black and white dress in lieu of the top and slacks/skirt.
- All attire should be free of slogans, etc. Hats are not permitted. Ushers will also be provided a nametag and a red accent (neckties for men, scarves for women) to wear for the duration of their shift or you may bring your own.

CHECK-IN

When you arrive for your shift please check in with the House Manager **no later than one hour before curtain.**

- Every effort should be made to be on time. If you know you are going to be late or absent due to illness, please call the box office at (804)282-2620 and ask them to inform the Front of House staff.
- After you have checked in, the House Manager will assign you a task and hold a brief orientation for new ushers.

WHILE ON THE JOB

Volunteers are considered to be on duty from the moment they check in to the moment the House Manager releases them from their posts. In addition to seating patrons you may be asked to welcome guests as they arrive or help in the gift shop.

- Once the house is open and you are seating patrons, please refrain from:
 - ♦ Eating or drinking
 - ♦ Using personal electronic devices
 - ♦ Reading books, programs, etc.
 - ♦ Abandoning a post without informing the House Manager.
 - ♦ Distributing assistive listening devices (please contact the House Manager if a patron asks for one).
 - ♦ Escorting patrons to handicap seating (please alert the House Manager if a patron has a handicap ticket).
 - ♦
- If an usher must use the restroom while on duty, then he or she should inform the House Manager. Likewise, if an emergency situation arises in the theatre, ushers should check in with the House Manager, who will discuss where to go and what to do.

HAVE FUN!