



Venables Theatre Volunteer Handbook

Welcome, and thank you for being part of Venables Theatre.

Our volunteers play a vital role in creating a welcoming, safe, and enjoyable experience for every guest. We're grateful for your time, energy, and commitment.

This handbook outlines your roles, responsibilities, and what you can expect as a volunteer. If you ever have questions, your Volunteer Coordinator or House Manager is always available to help.

Volunteer Roles

Most volunteer opportunities take place during performances. Roles may vary depending on the event, but typically include:

Ticket Scanner

Ticket scanners are responsible for welcoming patrons and managing entry into the theatre.

Key responsibilities:

- Greet patrons and scan tickets for entry
 - Assist with general questions and direct patrons to the appropriate area
 - Help manage line flow to ensure a smooth and efficient entry process
 - Alert the House Manager to any ticketing issues or concerns
-

Usher

Ushers support patrons inside the theatre and help ensure a safe and comfortable experience.

Key responsibilities:

- Direct patrons to the correct auditorium entrance
- Assist guests in finding their seats

- Distribute programs (when available)
 - Support patrons with mobility needs and safely store devices
 - Open and close auditorium doors as directed by the House Manager
 - Monitor for unauthorized photography or recording
-

Concession

Help provide a smooth and enjoyable concession experience for patrons.

Requirements:

- Valid *Serving It Right* certificate (copy kept on file)

Key responsibilities:

- Sell snacks and beverages, including alcohol (responsibly)
 - Handle cash, debit transactions, and operate the register
 - Assist with float counts and general setup/cleanup
-

Additional Duties (as needed)

- Merchandise sales
- Event promotion (e.g., poster distribution)
- Raffle sales

We'll always aim to place you in roles you're comfortable with.

During the Performance

Volunteers are welcome to watch performances when possible, but your role remains active.

Ushers:

- Stay alert to audience movement and assist late arrivals
- Use a flashlight when helping patrons find seats

- Monitor for unauthorized recording and address it discreetly when appropriate
- Return to position promptly before intermission ends

Ticket Scanners:

- Remain at your assigned post unless otherwise directed
 - Assist with late seating or re-entry as needed
-

Volunteer Expectations

To ensure a positive experience for everyone:

- Complete a volunteer registration form and keep your contact information current
- Arrive on time and notify us as early as possible if you are unable to attend
- Park in the south parking lot
- Dress in clean, business casual attire
- Keep cell phones out of sight while on duty
- Remain professional, respectful, and inclusive at all times
- Do not work under the influence of drugs or alcohol
- Do not consume alcohol while volunteering
- Speak positively about performances while on shift
- Follow all theatre policies, including IDEA and anti-harassment guidelines
- Maintain confidentiality regarding theatre operations and individuals
- Do not speak to media on behalf of the theatre unless authorized

Commitment: Volunteers are asked to support a minimum of three shifts per month where possible.

Communication and Shift Sign-Up

Venables Theatre uses the **Vome** platform to coordinate volunteer scheduling.

Available shifts are posted in Vome, where volunteers can sign up, view their schedule, and manage their availability. We encourage volunteers to check the platform regularly for new opportunities.

Instructions for using Vome can be found in the volunteer and staff **portal** on the Venables Theatre website.

If you can no longer make a shift you have signed up for, please cancel your shift in the Vome platform or let the Volunteer Coordinator know as soon as possible.

While some updates may still be shared by email, Vome is the main platform used for volunteer shift sign-up.

Safety

Your safety and the safety of our patrons is a priority.

- Annual safety training is provided, including fire and evacuation procedures
- The muster point is the lawn on the south side of the theatre

In an emergency:

- Ushers guide patrons to exits
- Stay at your assigned position unless directed otherwise
- Ticket scanners proceed to the stage door
- Concession volunteers remain in the lobby
- Stay with any patron who requires assistance

If you are not comfortable with emergency responsibilities, please speak with the Volunteer Coordinator about alternative roles.

Volunteer Benefits

We value your contribution and aim to make volunteering rewarding.

- Opportunity to watch performances (from designated volunteer seating)
- Invitation to our annual volunteer appreciation event
- A chance to connect with others and be part of a vibrant arts community

Shift Quick Guide

A quick reference for your volunteer shift:

Before Your Shift

- Check Vome for your assigned role and arrival time
- Review any updates shared through Vome or email
- Arrive on time
- Park in the south parking lot
- Check in with the House Manager upon arrival

What to Wear

- Business casual attire or event themed attire
- Comfortable shoes
- Name tag

During Your Shift

- Be welcoming, helpful, and attentive
- Stay in your assigned area unless directed otherwise
- Keep phones out of sight
- Ask the House Manager if you are unsure about anything

Key Reminders by Role

Ticket Scanner

- Greet guests and scan tickets efficiently
- Keep entry lines moving smoothly

- Direct questions to the appropriate staff when needed

Usher

- Help guests find seats and assist with accessibility needs
- Monitor audience behaviour and late arrivals
- Be ready to assist during intermission and at the end of the show

Concession

- Follow responsible service practices
 - Handle cash and payments carefully
 - Keep your area clean and organized
-

If You Can't Make Your Shift

- Remove yourself from the shift in Vome if possible
 - Notify the Volunteer Coordinator as soon as you can
-

In Case of Emergency

- Follow direction from the House Manager
 - Assist patrons calmly and clearly
 - Guide guests to exits if instructed
 - Proceed to the muster point (south lawn) if required
-

Final Notes

Volunteering at Venables Theatre is about more than supporting events—it's about creating a space where community and the arts come together.

Thank you for being part of that.

Revised: March 2026

(Based on original document)