Volunteer Handbook 2019

The Music Hall
Portsmouth, NH

Rev. 01.2019
Volunteer Mission Statement

Our purpose as a volunteer program is to support the efforts of The Music Hall in all it does. To bring out the best in each other, provide the highest level of customer service to our patrons and employ practices of safety, inclusivity and positivity in our representation of The Music Hall.

To those of you who are new additions to our volunteer roster, welcome! As our audience has grown and our performance schedule expanded, we are always in need of fresh faces to ensure the smooth operation of the theater.

The volunteer staff plays a vital role in making certain that every patron has an enjoyable and comfortable experience each time he or she visits The Music Hall. In return, you, as a volunteer, can take satisfaction in knowing that you actively contribute to the continued success of The Music Hall while also enjoying top-notch entertainment on our stages and screens.

There are many and varied opportunities to volunteer at The Music Hall. They include assisting with live productions, film presentations and special events, office work and facilities maintenance. Whatever task(s) you choose, rest assured that your efforts are crucial to the daily operations and future progress of The Music Hall.

If you have any special skills, let us know, as it will help us to help you find your niche and make the most of all you have to offer.

“Thank you for helping to make The Music Hall an exceptional and safe entertainment venue. We owe much of our success to the generous spirit of our wonderful volunteers.”

The Music Hall Staff and Board

About The Music Hall Historic Theater - 895 Seats 28 Chestnut St. Portsmouth, NH 03801 (603) 436-2400

Step over the threshold of this landmark Victorian theater – the oldest in New Hampshire – and into the Beaux Arts Founders Lobby featuring superlative patron amenities. Upstairs, and through the newly restored upper lobby is the elegant 900-seat auditorium, now restored to its 1878 splendor, that has welcomed artists ranging from Mark Twain to Buffalo Bill Cody’s Wild West Show to Supreme Court Justice Sonia Sotomayor. Patrons greet friends and neighbors in this community great room, a gathering place for conversation dating back to the days of Frederick Douglass. The original hardwood floor and horseshoe balcony ensure superior acoustics for stage and screen events.

About The Loft - 90-124 Seats - 131 Congress St. Portsmouth, NH 03801 603.433.3100

Just around the corner from The Music Hall’s landmark Historic Theater, the Loft offers the similarly fabulous on-stage and on-screen programs but in a contemporary intimate setting (124 seats), with cocktails that can be taken right to each seat. Signature programs include Writers in the Loft, Live@the Loft, Hilarity, Extraordinary Cinema and Innovation and Leadership Programs, including the popular Digital Portsmouth. Recently named “best performing arts venue” by Yankee Magazine and the recipient of the NH AIA award for design excellence, the Loft is also the primary site for the institution’s Explore + Learn program, encompassing all age offerings such as master classes with visiting artists. Opened in 2011, the Loft and its programs have brought a new dynamism to Portsmouth’s cultural scene and further illuminates the city as a center for inspiration and entertainment in coastal New England.

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Volunteering at the Music Hall

Staying up to date with What's Happening at The Music Hall
1. The Monthly Magazine - automatically delivered to members' homes and digitally by signing up for e-news updates. Also available in all of our lobbies!
2. Emails from Volunteer Central including The Weekly Update and occasional SOS blasts.
3. The Music Hall Website: www.themusichall.org will consistently have the most up-to-date event information and announcements.
4. Facebook - Both The Music Hall page and The Music Hall Volunteer Group are updated regularly.

Job Descriptions

Much of your training will occur on the job. Please don’t allow inexperience to intimidate you, newer volunteers will be paired with veterans who are more than willing to share their expertise and help you feel comfortable in your new role.
The Music Hall will be providing ongoing training with the assistance of our volunteer mentor program. We will aim to provide trainings on a regular basis and on specific roles as necessary.

LOBBY GREETER

You are often the first person to welcome a patron into The Music Hall. Be prepared to answer questions, to direct them to restrooms or to box office for will call. It is your responsibility to keep the flow of patrons moving smoothly into the theater, and to maintain an orderly assembly while patrons are held in the lobby prior to the opening of the house. Patrons with disabilities may be dropped off at the door and wait in the lobby for the rest of their party to arrive. You are responsible for ensuring that the special needs of the elderly and patrons with disabilities are met.

Patrons who enter the lobby with food or beverage not from The Music Hall, must be asked to finish or dispose of these items before they are allowed to enter. We trust that you'll handle this tactfully. Example: “Welcome to The Music Hall. I am sorry but we are not permitted to allow outside food and drink into the building. Would you like to finish that outside or have me dispose of it for you? If the food is restaurant leftovers it can be taken to coat check and held there.”

Whenever possible, we will also have greeters outside, opening doors, directing patrons to parking options and making people feel welcome as soon as they arrive at our newly completed Chestnut Street Green space.

As an upper lobby greeter, you will be responsible for directing patrons to their appropriate entrances to the theater, as well as answering any questions and continuing to enhance the Music Hall experience. This will include bar/concessions line control as well as making sure patrons are not congregating in egresses.

TICKET TAKER

As one of the first people in contact with patrons, your efficiency and courtesy set the tone for the enjoyment of their entire theater experience. You will take your position in the lower lobby 15 minutes before the house is open, or earlier at the discretion of the house manager. theatergoers will be held in the lower lobby until you are notified by the house manager that the house is open. Ticket Takers will be given an android smartphone along

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with a ticket scanner which will be used to scan the tickets. Each ticket should be verified, making sure it is for the correct date, time, and venue. Any ticket-related questions should be directed to the box office. Please remain at the ticket station until you are relieved by the House Manager(s).

Before leaving your post, please move the ticket stand to the side to provide clear access to the entire staircase. At intermission, you are to return to the ticket station to verify tickets and assist patrons. Return to your position at the end of the show to say goodnight and to ensure patrons empty their souvenir cups of any alcohol.

Reminder: Passes, gift certificates, punch cards, etc. must be exchanged at the box office for a ticket and are not to be accepted by the ticket taker.

ELEVATOR OPERATOR / ASSISTANT

It is best to have two elevator volunteers. One will be the operator while another volunteer watches for and organizes patrons who may benefit from this service. Inform patrons of its limited space and have those accompanying elevator users meet you in the upper lobby, house right. Be at your post to operate the elevator at intermission and after the performance. The elevator should be left at the upper lobby level when the performance starts, and returned to the lower lobby at the end of the event. Remember that it is sensitive and that patrons should be instructed not to “help” with the opening or closing of the doors.

NOTE: Before the house opens, both volunteers assigned should take a test run in the elevator.

Helpful Hints:
To bring the elevator from one floor to the other, the “call” button outside the elevator must be held continuously, until the elevator arrives, not pushed and released. The same is true for buttons inside the elevator when moving between floors. Only once you reach the floor, remove your finger from the button, as the lift will have stopped automatically.

Do not pull or push on the door, as this can potentially cause harm to the lift itself.

USHER

Be at your post before the house is open to ticket holders. Check that you have sufficient playbills with the correct programs. You should be familiar with the seating chart, know how the seats and aisles are marked, and know how to read tickets. Escort each patron to the row printed on their ticket and make sure they understand which seat is theirs. Please do not simply point in the direction of their seat. At least one usher should remain at each post throughout the show. If they are available, sit only in seats near your post, as you must be accessible to patrons at any time. It’s useful to be aware of which arm of the seats in your section has the seat number on it. Patrons can be told “You’re in seat P4 and you’ll see the #4 at your right elbow as you sit.”

Any distracting behavior such as cell phone use, excessive noise or unruly children is your responsibility to address with House Managers always available to assist.

Please handle late seating according to any special instructions for specific shows. The general rule is that patrons are held in the back until a break such as applause between songs.

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Backstage doors must remain closed at all times, and no unauthorized person is allowed backstage or in the opera boxes. At intermission and at the end of the show, one usher is assigned to stand by each emergency exit to prevent patrons from using them. At intermission, other ushers should resume their posts by the entrance to assist patrons as needed. After the performance, resume your position to assist patrons and accept programs. When most ticket holders have left, return all seats to their upright position and remove any litter left in the theater. Take lost and found items to the concessions area.

At any time before, during, or after the performance, any problem you are not able to resolve should be directed to the house manager.

MERCHANDISE

Many artists bring merchandise to be sold at the Music Hall. Those who do not have their own staff to handle sales will request a Music Hall volunteer. The house manager will provide a table, a table cloth, a cash box with bills and change, and any other supplies needed, such as tape or pens or printed price lists. If more change is needed during sales, please notify a house manager.

Prices are set by the artist. In most cases, a representative of the artist will give you instructions and tell you if checks and/or credit cards are accepted. Take a count of the number of each item (i.e., CD’s, t-shirts, DVD’s etc.) before and after sales. Familiarize yourself with the merchandise, and organize clothing so that you can easily find the correct size. Merchandise should be attractively displayed. As you may be asked questions about the performer, it is advised that you read any information in the program or possibly talk with the performer’s merchandise manager about what is the newest cd, for example.

Merchandise sales normally take place before the performance, during intermission, and after the program. When the house manager dismisses you to attend the performance, cover the merchandise and give the cash box to a house manager for safe keeping. Never leave the cash box or uncovered merchandise unattended. You are to be back at the table before customers arrive at intermission, and immediately following the performance. At the end of sales, stay with the merchandise until the performer’s representative arrives to pack up and the house manager collects the cash box. Your help may be needed to reconcile sales with cash.

CONCESSIONS

Under the direction of the house manager, concession workers are expected to assist with a pre-show inventory and stocking, set-up, sales, and closing of the concession stand.

Volunteers are to wash their hands before starting their assignment in concessions. At all times during operation and also when closing for the night, the concession stand must be neat and orderly. Volunteers should receive training by a house manager or another experienced volunteer in the use of equipment. Prices are posted on the TV screens behind the concession stand and on the Square Stand iPads.

COAT CHECK

Coat check is located downstairs in the lower lobby to the left of the bar. A house manager will supply you with a bank of $50. The coat checker will hang each coat on a hanger which has numbered perforated tags and give the patron one half of the tag with which to claim his jacket later. The cost of checking a coat is $1. Some patrons also choose to leave a tip. Every dollar helps with the cost of running the theater! The bank bag will be given to house

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manager(s) at intermission as well as at the end of the performance.

HOW TO SIGN UP TO VOLUNTEER

1. Go to the Music Hall website www.themusichall.org
2. Select: About Us → Work With Us → Volunteer Opportunities → Sign Up
3. You will see a calendar at the bottom of the page. Select a highlighted date to see what events are scheduled.
4. Find what you wish to sign up for and select register. Events in this calendar are password protected.*
   Note: The password changes periodically and as a volunteer, you will be updated when it does.
5. You will then be taken to Eventbrite where you will be required to enter your name and email address.
6. After registering, you can "process your order." You reserve your place as a volunteer by selecting "purchase a ticket." The price is $0, but that is how numbers are tracked.
7. **There is no need to print your “ticket” but keep a calendar of your shows, dates, times and jobs!**
   You’ll also receive automatic confirmation and reminder emails from Eventbrite.
8. **Note:** The password is for volunteers ONLY. Do not share it with others who have not attended orientation.

* Some popular shows have prerequisites. You will be informed of what they are and must first sign up for them in order to be given the special password for that popular event.

SIGNING UP FOR FILM

As a limited number of volunteers are needed at each movie, to be fair to everyone:
   1) Please sign up for only 2 or 3 screenings at a time.
   2) If you and a fellow volunteer want to see a movie together, only one should sign up to volunteer, and the other can attend as a guest. All guests must be issued a complimentary ticket by the box office.
      Note: Some Loft films sell out in which case guest passes will not be issued.
   3) Make sure you cancel if you cannot make it.

Cancellations

Remember, The Music Hall is depending on you! When you sign up to volunteer for a show, you have made a commitment to The Music Hall, and you are expected to honor that commitment. If for some reason you are unable to be here, please follow these directions:

Canceling Your Shift at TMH:
   1. Log in to Eventbrite
   2. Go to the Tickets page
   3. Locate your order.
   4. Click your order to view order details
   5. Select "Cancel Order" to cancel your registration.
   6. TMH will receive an email confirming the cancellation.

**Link to Directions:**

[How to Cancel a Volunteer Shift](#)
Waiting Lists

You may find that an event is filled when you try to register as a volunteer. It’s always worth adding your name to a waiting list because the more popular a show is, the more hastily people sign up, with many eventually realizing there is a schedule conflict. If there’s no waiting list, please email and request that one be created. If you’re next in line when a spot opens you will be notified and given a chance to sign up.

Invitations (SOS)

When we are shorthanded for an event and need your help you may receive an “Invitation” from Eventbrite. These are intended to be seen as an SOS and will contain a link for you to sign up as a volunteer. Your assistance with these events is especially appreciated.

Report Times

<table>
<thead>
<tr>
<th>Event Type</th>
<th>The Music Hall</th>
<th>The Loft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Event</td>
<td>1 hour before event</td>
<td>1 hour before event</td>
</tr>
<tr>
<td>Film</td>
<td>45 minutes before film (1 hr concessions)</td>
<td>45 minutes before film</td>
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DRESS CODE

Volunteers are expected to be neatly attired. Our dress code is essential in order to assure visibility by audience members for the purposes of customer service and safety. It also of course, helps to reflect the professionalism of The Music Hall volunteers.

**Black bottoms are required** – NO jeans, shorts, or leggings. **White blouses or shirts** without decoration are required.

Off white and other colored tops are not acceptable substitutes.

Even a scarf or purse detracts from your professional appearance. However, a very small black purse with a thin shoulder strap is allowed.

**Black shoes are required and must be closed toed** to comply with State of New Hampshire health and safety regulations. As you will often be standing, please remember to wear comfortable shoes.

**A black vest** will complete your uniform. The Music Hall does have some vests for borrowing. If you borrow a vest from The Music Hall or Loft, please return it that day. **If you volunteer often, it is an excellent idea to buy your own vest** to assure you have one to wear. Appropriate vests may be purchased online through Amazon.com or at www.sixstaruniform.com or at other stores such as Macy’s JC Penney or even Savers, Salvation Army or Goodwill.

**Here is the link to the vest we use:**

Volunteer vests

However, if you own a black vest, it may be perfectly suitable. Wear it once and we will let you know!

If you are not appropriately dressed, you cannot serve as a volunteer for that show or event. **The Music Hall strongly suggests that you leave valuables at home as their safety cannot be guaranteed.**

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There are no places in the Music Hall to securely store your possessions.

Job Descriptions

Lobby Greeter

You’re likely to be the first person to welcome a patron to The Music Hall. Be prepared to answer questions and to direct them to restrooms or the ticket window. It is your responsibility to keep the flow of patrons moving smoothly into the theater, and to maintain an orderly assembly while patrons are held in the lobby prior to the opening of the house. Patrons with disabilities may be dropped off at the door and wait in the lobby for the rest of their party to arrive. You are responsible for ensuring that the special needs of elderly and disabled patrons are met. Patrons who enter the lobby with food or beverage not from The Music Hall, must be asked to finish or dispose of those items before they are allowed to enter. Please handle politely and with tact. Example: “Welcome to The Music Hall. I’m sorry but we are not permitted to allow outside food and drink into the building. Would you like to finish that outside or have me dispose of it for you?”

As an upper lobby greeter, you will be responsible for directing patrons to their appropriate entrances to the theater as well as answering any questions and continuing to enhance the Music Hall experience.

Ticket Taker

As you are often among the first to make contact with patrons, your efficiency and courtesy set the tone for the enjoyment of their entire theater experience. You will take your position in the lower lobby 15 minutes before the house is open, or earlier at the discretion of the house manager. theatergoers will be held in the lower lobby until you are notified by the house manager that the house is open. Ticket Takers will be given an android device as well as a ticket scanner, which will be used to scan the tickets. Detailed instructions on how to use the scanner will be provided. Each ticket should be verified (as patrons sometimes bring the wrong tickets), and any problems should be directed to the box office. Please remain at the ticket station until you are relieved by the house manager(s).

Move ticket stand to the side to provide clear access to the entire staircase from that point on.

At intermission, you are to return to the ticket station to verify tickets and assist patrons.

Ticket Takers also return to the bottom of the stairs at the end of an event, to thank patrons for coming and to help monitor for and alcohol to empty from souvenir cups.

Reminder: Passes, gift certificates, punch cards, etc. must be exchanged at the box office for a ticket and are not to be accepted by the ticket taker.

Elevator Operator

Before the house opens, you should take a test run in the elevator. Inform patrons of its limited capacity and those who accommodate elevator users meet you in the upper lobby, house right. Be at your post to operate the elevator at intermission and after the performance. The elevator should be left in the upper lobby when the performance starts, and returned to the lower lobby at the end of the event. Patrons may need to be reminded not to “help” with the opening or closing of the doors.

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OPERATION TIPS

Hold the button for the desired floor. Keep the button held down for the entire duration of the ride. Once you reach the floor, remove your finger from the button, as the lift will have stopped automatically.

Remember to push the button in order to open the door. There is a button located on the outside as well as the inside of the lift. Do not pull or push on the door, as this can potentially cause harm to the lift itself.

**Usher**

Be at your post before the house is open to ticket holders. Check that you have sufficient playbills stuffed with the correct programs. You should be familiar with the seating chart, know how the seats and aisles are marked, and know how to read tickets. Escort each patron to the row printed on their ticket and make sure they understand which seat is theirs. **Please do not simply point in the direction of their seat.**

**Helpful Hint:** Be aware within your section, of what side of the seat the numbers are on. This way you can say "the number will be on the left arm of the chair as you face it" or "at your right elbow when you sit down."

At least one usher should remain at each post throughout the show.

If they are available, sit only in seats near your post, as you must be accessible to patrons at any time.

Any distracting behavior such as cell phone use, excessive noise or unruly children is your responsibility to address. **At the first sign of resistance or difficulty ask a House Manager for assistance.**

Please handle late seating according to any special instructions for specific shows.

The general rule is that patrons are held in the back until a break such as applause between songs.

Backstage doors must remain closed at all times, and no unauthorized person is allowed backstage or in the opera boxes.

**Fire Door Duty as an Usher** - One volunteer will always be assigned to make sure that the Fire Doors are used only in the event of an emergency. At intermission, other ushers should resume their posts by the entrance to assist patrons as needed. After the performance, you must again resume your position to assist patrons and accept programs. When most ticket holders have left, return all seats to their upright position and remove any litter left in the theater. Take lost and found items to the concessions area.

At any time before, during, or after the performance, any problem you are not able to resolve should be directed to the house manager.

**Merchandise**

Some artists will bring merchandise to be sold at the Music Hall. Those who do not have their own staff to handle sales will request a Music Hall volunteer. The house manager will provide a tablecloth, a table cloth, a cash box with bills and change, and any other supplies needed, such as tape or pens. If more change is needed during sales, please notify a house manager.

Prices are set by the artist. In most cases, a representative of the artist will give you instructions and tell you if

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checks and/or credit cards are accepted. Take a count of the number of each item (i.e., CD’s, t-shirts, DVD’s etc.) before and after sales. Familiarize yourself with the merchandise, and organize clothing so that you can easily find the correct size. Merchandise should be attractively displayed. As you may be asked questions about the performer, it is advised that you read any information in the program or possibly talk with the performer’s merchandise manager. If possible, try to find out if/when the performer(s) will be signing autographs following their performance.

Merchandise sales normally take place before the performance, during intermission, and after the program. When the house manager dismisses you to attend the performance, cover the merchandise and give the cash box to a house manager for safe keeping. Never leave the cash box or uncovered merchandise unattended. You are to be back at the table before customers arrive at intermission, and immediately following the performance. At the end of sales, stay with the merchandise until the performer’s representative arrives to pack up and the house manager collects the cash box to add up the money and balance the account.

**Concessions**

Under the direction of the house manager, concession workers are expected to assist with a pre-show inventory, set-up, sales, and closing of the concession stand. Volunteers are to wash their hands before starting their assignment in concessions. At all times during operation and also when closing for the night, the concession stand must be neat and orderly. Volunteers should receive training by a house manager or another experienced volunteer in the use of the cash register. Prices are posted on the TV screens behind the concession stand. Food and non-alcoholic drinks, are allowed in the auditorium during live productions, unless noted by the house manager. Alcohol is allowed in the theater, provided it is in one of the covered cups that are sold at the bar. Occasionally, when noted by the house manager, the concession stand will remain open throughout the evening, and patrons will be allowed to enter and exit the theater during the performance. It will close at the end of intermission, signaled by the flashing of the house lights. At all times, concession workers should be courteous and pleasant to patrons of The Music Hall. If there are any issues that cannot be resolved, seek the house manager’s assistance.

**Coat Check**

Coat check is located downstairs in the lower lobby to the left of the bar. A house manager will supply you with a bank of $50. The coat checker will hang each coat on a hanger which has numbered perforated tags and give the patron one half of the tag with which to claim his jacket later. The cost of checking a coat is $1. Some patrons also choose to leave a tip. Every dollar helps with the cost of running the theater! The bank bag will be given to house manager(s) at intermission as well as at the end of the performance.
Miscellaneous Volunteer Notes

Name Badges
Name badges are provided by The Music Hall to all volunteers. Name badges are generally made quarterly following an orientation. All name badges must be the current style and volunteers are responsible for their own badges.
If you don’t have one, please request that one be made for you by emailing volunteer@themusichall.org

Flashlights
We ask volunteers to provide their own small flashlights for reading tickets and seating patrons.
If you forget, several will be available at concessions. Please return them before going home!

Bells and Whistles
Please turn off cell phones, watch alarms & beepers once you arrive for your shift and throughout the performance.

Volunteer Code of Conduct
Dignified, professional behavior is expected when volunteers are “on duty.” Your black and white volunteer attire sets you apart — please behave accordingly and remember that you are here as part of the staff, not as an audience member.

- Volunteers must report to the house manager when arriving and before leaving their shift.
- No food or drink is allowed at your post at any time, including while in the lobby. The exception is the beverage/popcorn, which should be enjoyed discreetly during the show and not in the lobby at intermission.
- You are entitled to a free coffee, tea or water of your choice and small popcorn while volunteering at an event. All other refreshments at the concession stand are available to you at half price. The same is true for your guest at a film. When attending as a paying customer, regular prices will apply.
- Ushers should remain at or near their posts throughout the performance. If seats are available in the back of your section, on the aisle, you may sit in these seats. Do not pass in front of a patron to take a seat.
- Please remain focused and restrict your activities to your assigned duties. For example, do not read or do needlework while at your post.
- Volunteers are not permitted backstage without the permission of or instruction from the house manager or stage manager.
- Aisles must be kept clear due to fire regulations. Please do not sit on the stairs or in the aisles in the house.
- Volunteers are asked not to dance during the performance. If you intend to dance, please attend as an audience member. There are a few exceptions when performers want help getting the audience on their feet and House Managers may ask that you take part as well.
- Complimentary refreshments are occasionally provided for our patrons at performances or private events. These are for ticket holders or invitees. Alcohol, especially, is prohibited while volunteering.
- The Music Hall has exceptional acoustics and sound carries. Therefore, keep noise of all kinds, including conversation, to a minimum.
- You are responsible for providing The Music Hall with a current email address. This is so you can

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continue to receive the most up to the minute news and updates.

- During your shift, if there are any tasks that are unfamiliar to you or any problems that you are unable to resolve, seek the assistance of the house manager(s). The house manager is most likely to be found in the upper lobby, the back of the theater or office.
- While cleaning up the theater after a performance, please bring all lost and found items to a house manager. All lost & found items may be redeemed at the box office. The Music Hall is not responsible for lost or stolen items.
- For security reasons, please do not leave your post without notifying a House Manager. Please remember that the balcony is open to patrons during films and it will need to be cleaned afterwards.
- **Volunteers are required to sit in aisle seats toward the rear of the section they are assigned. They must be ready at all times to act promptly in assisting with late seating, patron evacuation or other situations.**
- Be aware that the two fire doors at the left and right of the orchestra section are the preferred exits during emergencies and should be opened immediately by the volunteers if evacuation is necessary.
- At all times, volunteers should be courteous and pleasant to patrons of The Music Hall and demonstrate a respectful "Team Spirit" to fellow volunteers and staff & board members.

*Violation of the above codes may result in your not being asked back to volunteer for future events.*

**Volunteer Dismissal**

Either the The Music Hall or volunteer may terminate service at any time for any reason not prohibited by law, with or without notice.

In volunteering with The Music Hall there are high expectations of professionalism and understanding of volunteering for an arts organization. Those who do not meet our requirements will be given a verbal warning. Any issues that arise will be discussed by phone or in person between the volunteer and supervising staff members. Dismissal decisions are made by the Volunteer Coordinator or their supervisor.

Naturally, in the course of events, there may need for corrections of minor details and clarifications of instructions and are simply part of ongoing communication to ensure mutual understanding and optimum performance.
So Let’s Clarify Some Expectations:

When Arriving for Your Shift

Upon arrival for a volunteer shift, immediately after putting your belongings away in the designated volunteer area, go to the upper lobby to sign in with the house manager. Please be flexible with your job placement as some last minute changes may be necessary. (You may discuss any physical limitations with the house manager.) There will be a mandatory meeting with the house manager 30 minutes before opening the house for each performance.

You are expected to complete the tasks assigned to you before, during, and after each performance. Before each show, volunteers may be required to insert specified materials into playbills and place them at the usher stations for distribution to patrons. The house manager will provide you with all inserts and instructions. Any materials should then be removed and recycled before you leave.

During the Event

During the performance, ushers should remain near their posts to seat latecomers and provide other assistance as needed. Please, use your best judgement so as not to disturb the performance or the audience when seating patrons who arrive after the performance has begun. Latecomers can be held in the back of the theater or along the sidewalls until an appropriate break, or they can sit in empty seats in the back of the house if the show is not sold out. If seats are available in the back of the theater, ushers may be seated approximately 15 minutes into the show. Ushers are not, under any circumstances, to disturb patrons by taking seats that require them to step over audience members. Ushers also should not sit on the aisle steps of the balcony.

Photography, Taping, Video Cameras

The photographing, video and/or sound recording of most performances including film is strictly prohibited due to contractual arrangements with the artists or production companies. Any exceptions will be noted by the house manager prior to the show. If you observe violations of this policy please ask patrons to refrain. Problems should be reported to the house manager.

Seats

The seats in The Music Hall have been replaced at considerable expense. Patrons sitting on the backs of the seats or with their feet up on the seats should be reminded to keep their feet on the floor.

Railings

Be on the lookout for clothing and other items draped over the balcony and opera box railings, and ask patrons to remove them, as this is both a visual distraction and a safety hazard.

Restrooms

Restrooms are located on the lower lobby level, on either side of the bar in the rear. The handicapped/family restroom is to the right of the bar. Restrooms should be regularly checked to make sure toilets are flushed, soap,
toilet paper & paper towels are stocked and trash cans are not flowing over.

Post Event

Volunteers are expected to remain through the performance. When the show has ended, please make yourself available to the audience to provide assistance if needed, and accept programs handed back to you. When the majority of patrons have exited the theater, all volunteers are expected to help return all seats to the upright position, pick up trash from the auditorium, and strip the playbills of all inserts and tickets. Inserts for the current performance are recycled—do not put them in the trash cans. Stripped playbills in good condition should be returned to the bookcase in each section of the theater. Left behind souvenir cups are to be taken to concessions and rinsed. Lids can be recycled and the rinsed cups will be bagged for later washing.

Leaving a performance early is unfair to your fellow volunteers and can leave The Music Hall understaffed. If due to exceptional circumstances, you must leave early, please notify the house manager.

Patrons with Disabilities

The Music Hall makes every effort to make our performances accessible for patrons with disabilities.

- Wheelchair seating is in row A of the orchestra on both sides in front of the opera boxes.

- In case of emergency, patrons in wheelchairs are to be removed from the theater by the house right fire doors to the landing outside the building. This has been designated by the Portsmouth Fire Dept. as our “area of refuge”, and the FD will check there for people in need of being taken to safety.

- Headphones for patrons requiring hearing assistance are available at the box office.
Emergency Procedures

In the case of any emergency involving the safety of patrons, artists or other personnel in the building, the Production Staff and the House Managers will function as Emergency Supervisors. All procedures will be managed through them.

Please note: It is illegal to trigger a fire alarm or to in any way indicate, with intent, a state of emergency when there is none in a public place such as a theater. If you are not sure of the need for evacuation, please contact one of the Supervisors. The Music Hall fire alarm has a direct link to the Portsmouth Fire Department and any false alarms will be reported.

It is very important that the house manager knows if you have official medical training of any sort when you are in the building. Please make sure they are aware of this at each event you are working.

In the Case of Fire, Flood, Bomb Threat, Gas or Chemical Leak

If you see the early signs of an emergency yet there is no immediate danger to persons in the building, seek out one of the House Managers, who will determine how to proceed.

Emergency exits are located on both sides of the orchestra, as well as the left of the balcony.

Once the alarm is triggered and/or a House Manager communicates the need to evacuate, the following procedures should take place.

- Volunteers should go immediately to their designated emergency exits to confirm safe and clear passage for the patrons in their area. There are Emergency Bags placed by the Fire Exits. These contain flashlights, emergency blankets, notepads/pens etc. The first volunteer to exit should take the bag. Please remember to ask patrons to move out of the street and into the parking lot areas (Congress Street sidewalk for House Right patrons) and await an announcement. High-heeled shoes should be removed before exiting by way of the balcony fire escape.
- Volunteers should be dispersed throughout the crowd of patrons to be available to answer questions and maintain a calm presence.

If the Fire Department determines it is safe to return to the building and proceed with the performance an announcement will be made to all of the volunteers who should then assist in the re-entry and seating of patrons.

If it is determined, that the building may not be re-entered, an announcement will be made and the volunteers should assist in safely getting patrons dispersed. Please make sure to keep patrons out of the streets to enable the passage of emergency vehicles.

The house manager will assign a volunteer at the Bank parking lot to answer questions as patrons are leaving and to take down any information about personal items remaining in the building. If items are retrieved after the
emergency, we will contact the owners and let them know where they can pick them up.

If any patron has been injured during the evacuation, you must inform a house manager immediately so they can notify the authorities for assistance. Once it is determined that a patron needs medical assistance, at least one volunteer should remain with that patron until emergency personnel are available.

Volunteers must check in with the House Manager before leaving the scene after an emergency. There may be need of your assistance in information gathering required by the authorities. **It is also important to us that we can vouch for the safe evacuation of every volunteer.**

**Medical Emergencies**

If a patron requires medical attention but is able to move on his own, a volunteer should assist him as needed to a comfortable place in the lobby. At all times, **two volunteers** should attend to the patron’s needs in the following manner. Once the patron is comfortable and outside of the auditorium, one volunteer should remain with the patron getting his name and where he was seated if he came with others who are still in the theater. The second volunteer should immediately find the house manager, who will determine along with the patron, if 911 should be called. In that case, the house manager may ask a volunteer to make the call so the house manager is available to take an official “Accident/Incident” report. The volunteers may be needed to remain with the patron until emergency personnel are present. At this point, if it has not been done yet a house manager or volunteer will find the members of the patron’s party, give details of the incident, and assist in their departure from the theater.

If a patron requires medical attention and is not able to move on his own, volunteers should assist in the following manner. One volunteer should go immediately to the patron to assess the problem, while one goes to the house manager. If it is necessary to remove patrons from their seats to reach the patron in trouble, please ask them to quietly stand and move to the back of the house. As above, the volunteer should attempt to get the patrons name and if he is here with anyone else, as well as the details of the problem. The house manager will determine if 911 is required.

**DO NOT UNDER ANY CIRCUMSTANCES:** try to move a patron who is unable to speak or move on his own. The house manager will determine if it is necessary to stop the show and/or turn on the lights and will communicate that to the stage manager who will then make an announcement from the stage asking that people remain calm. If necessary certain patrons may be relocated temporarily while the medical emergency is being taken care of. In most cases, the emergency medical personnel will remove the patron without the need to stop the show. Once the patron is safely in the care of emergency personnel, volunteers should quietly thank the displaced patrons and ask them to return to their seats.

House Managers may ask for your assistance with the Accident/Incident report if you have been involved with a patron or have witnessed the event first hand.

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Other Volunteering Opportunities

Often times, The Music Hall or Loft need assistance from volunteers in areas other than standard theater operations. Some of these needs include, but are not limited to, office help with data entry or mailings, help with facilities, special events and occasional off-site gatherings.

Membership

The Music Hall truly appreciates all that the volunteers do to make the show go on. You do not need to be a member to volunteer but we are grateful that many volunteers choose to support The Music Hall in this capacity as well. As a nonprofit organization, we rely on memberships to support the daily operations of the theater. If you are interested in becoming a member, we encourage you to reach out to our Membership Manager at 603-766-2176.

Volunteer Appreciation

We hope that our appreciation is obvious to you and we express our gratitude often because we are well aware that we could not possibly do what we do, if it were not for all that YOU do.

We make a special effort to show our appreciation at events that honor our volunteers.

Description of Events and Series

School Day Series

Top-caliber affordable (only $6!) matinees entertain children from 80 Seacoast Pre-K to Middle School groups, homeschool groups and families, and provide valuable educational opportunities for all creative educators. Jobs include meeting groups as they arrive off of buses and showing them to their seats, assisting with maintaining order during the show and with release of groups as buses arrive. These events typically take place during the weekday mornings.

Extraordinary Cinema / Film

Great films. Unrivaled ambiance. Post-film discussions. Our film curator Bill Pence, one of the founders of Telluride Film Festival, brings you an experience unlike anything else on the Seacoast. Jobs include ticket taking, ushering, & concessions. If there is a discussion that night, volunteers are expected to stay throughout the discussion if possible.

Rental Partners

Rental partners are valued Not for Profits and businesses who seek to promote their mission through use of The Music Hall venues. We look to achieve maximum community benefit by way of our partnerships. Examples of TMH Rental Partners are: Warren Miller, Great Bay Academy of Dance’s “An 1836
Portsmouth Nutcracker” & Portsmouth Symphony Orchestra. Standard live event volunteering positions apply.

**Intimately Yours**  
[https://www.themusichall.org/series/music/intimately-yours/](https://www.themusichall.org/series/music/intimately-yours/)

Get up close and personal with the most talented musicians of our time, from living legends to alt-rock stars.

**Writers on a New England Stage -**  
[https://www.themusichall.org/series/literary/writers-on-a-new-england-stage/](https://www.themusichall.org/series/literary/writers-on-a-new-england-stage/)

Celebrated authors from Salman Rushdie to Margaret Atwood, John Irving to Isabel Allende. In partnership with New Hampshire Public Radio.

**Writers at the LOFT**  

Today’s top writers in an intimate setting - featuring an author talk/reading, facilitated Q&A, and book signing.

**Telluride by the Sea**  

Every September with a minimum of six films. Three days. One weekend festival of new cinema fresh from their debuts at Colorado’s Telluride Film Festival. Standard live event volunteering positions apply as well as controlling lines of patrons on Chestnut Street.

**Kitchen Tours**

The Kitchen Tour is the perfect opportunity to come and see breathtaking kitchen designs. The annual benefit showcases the best kitchens on the Seacoast. Jobs include trolley assistance, ushering in shown homes as well as informing patrons of where homes are located and where to park.

**The Met**

Opera broadcasts live from Lincoln Center on screen in HD. Elegant setting, superlative amenities. Standard live event volunteering positions apply with the addition of constructing “Opera Box lunches.”

**Private Events**

Events that are not open to the public at either venues. Jobs include help with catering, coat check & guiding guests throughout the venue. These events can range from corporate seminars to holiday parties, sometimes happening before or after scheduled programmed events.

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Off-site Private Events

Private parties for Music Hall high-level sponsors or board members often held in private homes. Jobs include help with catering, coat check, valet & guiding guests throughout designated areas of a private home.

Theater Amenities

ATM

While there is not an ATM in the building, the nearest one can be found across Porter Street at the TD Bank.

Assisted Listening Devices

We have assisted listening headsets available for the hearing-impaired at no charge. They can be picked up at the box office. A driver’s license or ID card is required as a deposit. Please alert a house manager if one is in use.

Drinking Fountain

Located in the lower lobby level across from the elevator entrance.

Ear Plugs

Some performances are considered loud by some patrons. Earplugs are located free of charge at concessions in the upper lobby.

Parking - The Music Hall Does NOT Have Any Designated Parking Areas so plan ahead!

https://www.themusichall.org/visit-us/directions-and-parking/

Parking is extremely limited in the downtown area, especially during summer months. Please plan accordingly to ensure that you are not late. Parking options include the Hanover St. parking garage or metered street parking. Please note that some downtown banks are open seven days a week. Please use your judgement when parking in a bank lot that is open for business. Bank lots are considered private property and therefore, cars can be towed without notice. Next door to TMH is a small lot reserved for residents of The Rockingham building. Do not mistake it for bank parking as cars are frequently towed from there at great expense and inconvenience to the owners.

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Important Contact Information

The Music Hall
28 Chestnut St
Portsmouth, NH 03801

The Loft
131 Congress St
Portsmouth, NH 03801

Website www.themusichall.org

Box Office (603) 436-2400
Open Monday-Saturday 12:00p-6:00p

24 Hour Film Line (603) 436-9900

Business Office (603) 433-3100

Front of House Staff Directory

<table>
<thead>
<tr>
<th>Cancellations and Questions</th>
<th>Volunteer Communication</th>
<th><a href="mailto:Volunteer@themusichall.org">Volunteer@themusichall.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Title</td>
<td>Email</td>
</tr>
<tr>
<td>Michael Tucker</td>
<td>Director of Operations</td>
<td><a href="mailto:mtucker@themusichall.org">mtucker@themusichall.org</a></td>
</tr>
<tr>
<td>James Paone</td>
<td>General Manager of Front of House and Rentals</td>
<td><a href="mailto:jpaone@themusichall.org">jpaone@themusichall.org</a></td>
</tr>
<tr>
<td>Jeff Kamensky</td>
<td>Senior Front of House Manager</td>
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</tr>
<tr>
<td>Lauren Rosen</td>
<td>Volunteer Coordinator / Assistant Front of House Manager</td>
<td><a href="mailto:lrosen@themusichall.org">lrosen@themusichall.org</a></td>
</tr>
</tbody>
</table>

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