



Volunteer Handbook 2024

Updated February, 2024

**The Music Hall
Portsmouth, NH**

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Volunteer Vision & Mission

To those of you who are new additions to our volunteer roster, welcome!

Our Volunteer Vision: To cultivate a team of community members who give their time and energy to support the vision and values of the beloved Historic Theater and Lounge venues. In return, we hope to enrich and inspire our volunteer's experience through world-renowned and locally-based programming.

Our Volunteer Mission: To provide the best possible customer care and service to our patrons, and support the Music Hall in delivering the highest quality of theater, music, dance, opera, cinema, literary discussions, and other performing arts - the Seacoast has to offer.

Our volunteers are essential to maintaining and supporting the arts in our community, and we are so grateful for their dedication and commitment.

The volunteer staff plays a vital role in making certain that every patron has an enjoyable and comfortable experience each time they visit us. 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.

As a volunteer, you will have the opportunity to participate in the execution of our film, music, comedy, and literary events. Whatever task(s) you choose, you are a valued member of our team, and we appreciate you assisting in the furthered success of our historic Portsmouth staple.

Please let us know if you have any special skills! It will help us to help you find your niche and make the most of all you have to offer.

VOLUNTEER COORDINATOR CONTACT INFORMATION

Keith Wasserman is your “go-to” House Manager and Volunteer coordinator. If you have issues, or questions, or need to cancel a shift on the day of an event - you can reach Keith by email:

kwasserman@themusichall.org

Or by phone: **603. 766.2189**

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How to Stay up to date, and in the know!

- Visit The Music Hall Website: www.themusichall.org, which will have the most up-to-date event information and announcements.
- Frequently check **Better Impact** for new volunteer opportunities. We strive to have a 2-month lead time for events. However, “last minute” bookings do happen, and it’s always good to check back whenever you’re curious!
- If you need a Better Impact account, please reach out to Keith at kwasserman@themusichall.org
- Make sure you’re signed up for the **Volunteer Newsletter**, and keep an eye out for SOS emails from Keith indicating a need for some last-minute assistance when we are short staffed for a particular event.
- Check out The Music Hall's Facebook pages! - Both The Music Hall page and The Music Hall Volunteer Group are open to join for all of our volunteers
 - <https://www.facebook.com/groups/340474200127368>

Training Resources

Much of what is described in the following pages is also available on our [Portsmouth Music Hall Volunteer YouTube Page](#). To see some of our volunteers in action - we encourage you to take a look at those videos. Remember, you can ALWAYS ask questions simply by reaching out to Keith at: kwasserman@themusichall.com

Volunteer YouTube link:

<https://www.youtube.com/@frontofhouse5592>

Please review these volunteer videos to get a better idea of what each job entails:

https://www.youtube.com/playlist?list=PLJ616TaTJKfp66Q_Fo0RgvU39R9yCjXeA

Arrival Times & Personal Items

Arrival times for volunteer shifts can vary depending on the type of event, and which venue you’ll be working at.

The Lounge:

Arrival time for Lounge volunteers will ALWAYS be **1 hour before the start time of the show**. If a show starts at 7:30pm, the arrival time is 6:30pm. This gives the volunteers about 15min to have a

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“pre-show” meeting with the house manager on duty. Please be aware that parking can be difficult, especially on weekends, so be sure to leave yourself some extra time to find parking.

Once you arrive, you are welcome to leave your coats, backpacks, pocketbooks, messenger bags etc. in the conference room at the end of the downstairs hallway. **The Music Hall is not responsible for lost or stolen items.*

The Historic Theater:

Arrival time for the Historic Theater will vary based on the event in the hall.

- **FOR MOVIES:** We ask that you arrive 45min prior to the start of the film. 6:15pm for a film that begins at 7pm.
- **ALL OTHER EVENTS:** require volunteers to arrive 1 hr & 15min (75min) prior to the start of the event. 6:45pm for an 8pm event.

This gives the volunteers about 15min to have a “pre-show” meeting with the house manager on duty. Please be aware that parking can be difficult, especially on weekends, so be sure to leave yourself some extra time to find parking.

Once you arrive at the Theater - you are encouraged to leave your coat and personal belongings on the **volunteer coat rack**. To access the coat rack - simply pass through the **coat check door** beside the downstairs bar, go down the 3 steps beside the patrons' coat rack, and you'll see the volunteer coat rack straight ahead.

**The Music Hall is not responsible for lost or stolen items.*

***A note about parking:**

The best options for parking are these:

- After 6pm on weekdays, and business hours on weekends, the **TD BANK parking lot** across from the theater is available.
- If you are amenable to a short walk, (5min) parking on **PARROT AVE** is a great option. PARROT AVE is where the Portsmouth Middle School and Public Library are located.
- **Hanover Parking Garage** on **Fleet St.** is a 3min walk from the theater.
- **Foundry Place Garag** on **Foundry Place** is a 7min walk to the theater.

For more info on parking see:

<https://www.themusic hall.org/visit-us/directions-and-parking/>

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Dress Code

We ask that all of our volunteers wear a **white shirt, black bottoms, black close-toed shoes, and a black vest. OR - ALL BLACK, top and bottom.**

There may be some exceptions at certain events (especially around the Holidays!) where volunteers may dress more festively if they'd prefer. However: Please no jeans, or leggings. Skirts and shorts are okay as long as they are knee-length or longer.

Please:

- No yoga pants or leggings.
- No non-white shirts, or shorts with colorful patterns or other imagery.
- No open-toed shoes (to comply with New Hampshire Health and Safety Guidelines.)
- Pins and other ornaments may be allowed at your House Manager's discretion, but please try not to be excessive.
- Scarves are okay, as long as they do not have any text on them.

Check out a video on the Dress Code Here:

- o <https://youtu.be/x3UlsXUJ7K>
- ****This video says no shorts, we have since revised: shorts are okay as long as they are knee length or longer, and are not made of jean or jersey material.****

The Music Hall does have some vests for borrowing. If you borrow a vest from The Music Hall or Lounge, 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 Below is a link to a \$10 volunteer unisex vest that will be just perfect!

https://www.amazon.com/TOPTIE-Waiter-Uniform-Supermarket-Volunteer/dp/B071P96KX7/ref=sr_1_7?crd=2M92MV259TW9X&keywords=black+volunteer+vest&qid=1705952966&sprefix=%2Caps%2C53&sr=8-7

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

Please note, if you are not appropriately dressed you may be asked to return home and forfeit the chance to see the show.

Please Note: We do not have lockers or storage accommodations. If you bring anything to the Hall that cannot be kept on your person the Music Hall cannot be held responsible for any theft or

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misplaced items. Some items may be stored in the House Manager's office at the House Manager's discretion. There is a rack downstairs for coats and such.

Job Descriptions

SIGNING UP TO VOLUNTEER FOR THE FIRST TIME **to be updated******

1. Go to the Music Hall website www.themusic hall.org and click on the “about us” tab.
2. Scroll down to VOLUNTEER OPPORTUNITIES.
3. Click the link to peruse the **Volunteer Handbook** and familiarise yourself with Job Descriptions, dress code, arrival times, and a wealth of other information.
4. Send an email to our volunteer coordinator Keith Wasserman expressing your interest, and other questions you may have! < kwasserman@themusic hall.org >

We aim to hold two Volunteer Training and orientation sessions each year, however much of your training as a volunteer will be “on the job”.

Most new volunteers are set up on their first shift with a task to learn and a buddy to help them. If you have any questions, never be afraid to ask. Our House Managers and your fellow volunteers are here to help!

LOBBY GREETER

As the lobby greeter, you are the first face our patrons see when entering the Music Hall. Sometimes, guests will stop to chat with you while waiting for the rest of their party or if they have questions about the venue. Your job here is to be welcoming and informative.

As a greeter, it is important to know the locations of the bathrooms, coat-check, box office, and elevator - as well as the general seating plan for the venue. Patrons with disabilities may need assistance finding or using the elevator, and it falls to **The Greeter** to make sure those Patrons are connected with the right resource.

Patrons who enter the lobby with beverages that are not from The Music Hall, must be asked to finish or dispose of these items before they are allowed to enter. For example:

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“Welcome to The Music Hall. I am so sorry, but we are not permitted to allow outside food and drink into the Theater. Would you like to finish that outside or have me dispose of it for you?”

As an **Upper Lobby Greeter**, your main duty is bar/concessions line management, to make sure that customers at the bar are not blocking the paths of other patrons.

COAT CHECK

The coat check is located downstairs in the lower lobby to the left of the bar. Before your shift, a House Manager will supply you with a bank of \$50.

The coat checker will hang each coat on a hanger that 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. *(unless otherwise instructed that it’s a free service for the evening.)*

Some patrons also choose to leave a tip. **Tips from the Coat Check should be turned over to the House Manager to add to the Volunteer Appreciation Fund**, which is used for parties, swag, and other forms of appreciation for our volunteers. The bank bag should be given to the House Manager(s) at intermission, and again at the end of the evening.

TICKET TAKERS

It falls on the TICKET TAKERS - to scan all patron tickets before they go upstairs to the Concessions Lobby or Balcony and find their seats.

When you arrive at the Theater - check that the “phone/scanners” are in their correct positions, at the bottom center of each staircase - BEFORE - you go upstairs for the “preshow volunteer mtg”. If they have not been set up - please do so*.

(See training manual for the correct procedure in setting up the ticket scanners)

Ticket Takers will be given a smartphone which will be used to scan the tickets. Each ticket should be verified, making sure it is for the correct date, time, and venue. If a patron has a non-ticket (IE Passes, gift certificates, or a punch card) please direct them to the box office to redeem a physical ticket. Any ticket-related questions should be directed to the box office.

Patrons will be held in the lower lobby until you are notified by the House Manager that the house is open. Once the show has started a House Manager will tell you when you are free to leave the post and enjoy the show. Before leaving your post, please move the ticket stand to the side to

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provide clear access to the entire staircase, unless otherwise directed.

If there is an intermission, we ask that you return to the lobby to assist in line management and answer any questions patrons may have. Additionally, please return to the bottom of the stairs at the end of the show to say goodnight and to ensure patrons empty their cups of any alcohol (there will be a bin provided for liquids). **It is important that no alcohol we have provided leaves the Music Hall as it can interfere with our liquor licensing.**

Helpful Tips for Ticket Takers:

- The scanners can be finicky. The best course of action is to have the patron put their phone or ticket down flat on the tray below the scanner with the QR code showing, the camera will usually adjust and scan the ticket.
 - If that doesn't work, try moving the ticket closer then further away from the scanner's camera.
- If the ticket is on a cell phone, have them adjust the brightness on their screen if it is dim.
- If you're still having an issue with a paper ticket, please rip off the QR code from the ticket and set it aside. If it is a cell phone or tablet you can either ask a House Manager to assist or, if a House Manager is not available, verify the date, time and show on the ticket, and allow the patron up.
- Please let the House Manager know if any tickets couldn't be scanned in.

ELEVATOR OPERATOR / ASSISTANT

It is best to have two volunteers working the elevator, one will be the operator while another volunteer watches for and organizes patrons who may benefit from this service. Inform patrons of the limited space and have those accompanying elevator users meet you in the upper lobby, house right. When working the elevator, the fire department requests that we do not have more than one passenger in the lift at a time. This means just yourself and one patron at a time.

Please 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 the elevator is sensitive and that patrons should be instructed not to help with the opening or closing of the doors.

Some shows definitely use the elevator less than others. If this is the case, keep an eye out for ticket takers or greeters who may need assistance. (Example: If a line is busy and a ticket taker needs a

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House Manager you could offer to go grab one, or if you see someone struggling to answer a patron question that you may have the answer to, don't hesitate to help.)

Helpful Tips:

- Feel free to take a test run in the elevator before the house opens, especially if it's your first time.
- **To bring the elevator from one floor to the other, the “call” button outside the elevator must be held 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, can you remove your finger from the button.** The lift will stop automatically. ***Do not pull or push on the door, as this can potentially cause harm to the lift.***
- If you are operating the elevator by yourself - and do not feel comfortable riding in the elevator with a patron - you are welcome to get the patron into the elevator - then go to the other floor and use the exterior “call” button to bring the elevator to the floor the patron requires.

ORCHESTRA USHER

Please be at your post before the house is open, and check that you have a sufficient amount of playbills. If you need playbills to be restocked - please check in with a House Manager, as the boxes can be very heavy to lift.

If an insert is needed on a particular night - please start stuffing playbills as soon as you arrive.

**House Managers will supply you with what's needed.*

For this job, you should be familiar with how to read tickets and the corresponding seating chart.

This chart is available to review online here:

chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.themusic hall.org/wp-content/uploads/2018/12/HT_Seating-Chart-Color_update.pdf

IDEALLY, we will have 4 ushers on both Left and Right sides of the theater. Two ushers should remain by the doors, while two ushers work the aisles - helping Patrons find their seats. *

**Additional information on Ushering will be in the training manual.*

Mini flashlights are available to all the ushers - please ask a House manager if you'd like, and try to remember to return it at the end of the evening.

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During the performance, if an aisle seat is available, an usher may occupy a seat near their post, but you must be able to keep an eye on any patrons coming or going who may need assistance.

If you have been given special instructions regarding late seating for a particular show, please act accordingly when seating late patrons. ***If you're unsure if it is an appropriate time to seat a late patron, a good rule of thumb is for patrons to be held in the back until a break, such as an applause between songs.***

BALCONY USHERS

Four to six balcony ushers are usually sufficient, and all the same protocols apply as with Orchestra ushers. The only added note of caution - is navigating the stairs - especially when the house lights have gone down.

FLASHLIGHTS

We ask volunteers to bring a small flashlight for reading tickets and seating patrons. If you forget, there are a limited number available in the House Manager's office. Please return them before going home!

DIFFICULT PATRONS

During the show, any distracting behavior such as cell phone use, excessive noise, or misbehaving children is to be addressed at your discretion. If you do not feel comfortable speaking to a patron, please find a House Manager. If at any time before, during, or after the performance, you encounter any problem you are not able to resolve, please notify the House Manager.

Helpful Tips:

- It's useful to be aware of which arm of the seats in your section have the seat number on it. Patrons can be told, "You're in row P seat 4 and you'll see the #4 at your right elbow as you sit."
- If you encounter any 'Lost and Found' items, please bring them to concessions or to a House Manager.

Backstage doors to the Left and Right of the stage - must remain closed at all times. No unauthorized person is allowed backstage or in the opera boxes.

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At intermission: fire door ushers will be asked to stand by each emergency exit to prevent patrons from using them. *(Unless otherwise instructed during the pre-show meeting.)*

At intermission, ushers should resume their posts by the entrance to assist patrons as needed.

After the performance, please resume your position to assist patrons and accept returned programs. When most ticket holders have left, please grab a tray from the concessions bar and move through the rows picking up large items for the trash. *(Cans, cups, candy boxes, popcorn bags)* While you do this: please return all seats to their upright position.

House Left Fire Door: Will be used as an alternative exit for patrons who would like to avoid the stairs down to the lobby. **The Fire door usher** will be tasked with opening those doors, and assisting patrons as they exit.

- During the clean up stages, there are gloves and trashbags available at concessions, as well as carrying trays to clean up larger messes.

Fire Door Ushers: ***In the event of an emergency, please grab the red bag at the fire door and proceed to either Vaughn Mall if you are on house right, or the TD Bank parking lot if you are House left or in the balcony.***

Balcony Fire Door: Has a SELF-CANTILEVERED staircase down to the street. If you are stationed in the balcony, and would like to be “trained” on the use of that staircase - please let your House Manager know.

A Note about Playbills!

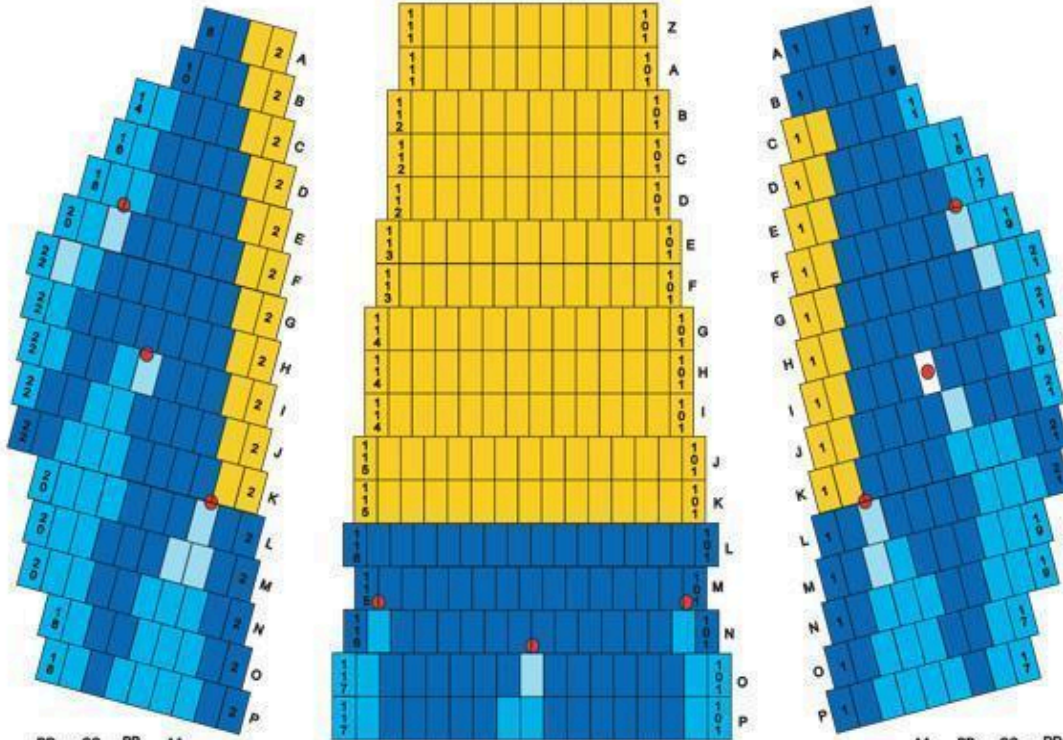
Please encourage patrons to take an Annual Playbill! The Playbill is a significant source of income for The Music Hall, generating nearly \$100,000 annually. It's a great resource for patrons seeking information on Music Hall policies or our Board or staff, or to read about our work in the community. It's also the place where we recognize our incredible family of members, donors, sponsors, and partners. Distributing Playbills to all patrons helps to ensure access to this information, and that our supporters receive proper recognition for their generosity!

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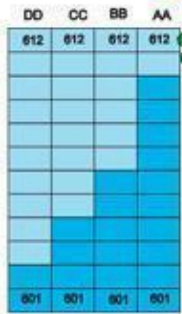
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STAGE

ORCHESTRA



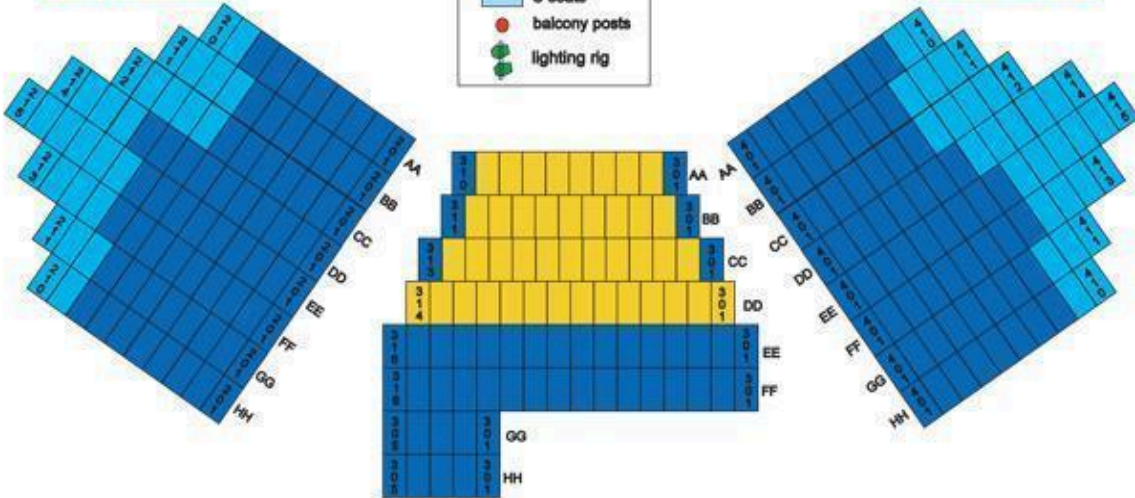
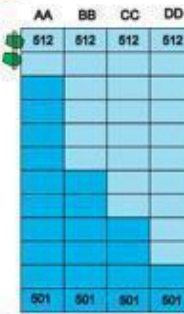
BALCONY



THE MUSIC HALL SEATING CHART

LEGEND

- GOLD seats
- A seats
- B seats
- C seats
- balcony posts
- lighting rig



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UPPER LOBBY CONCESSIONS

Under the direction of the House Manager or bartenders, concession workers will be asked to assist with pre-show inventory stocking and set-up. **Volunteers are asked to please wash their hands before starting their assignment in concessions.**

In preparation for, and during the intermission - the Volunteer Concession Helper will assist in making and filling popcorn bags, brewing coffee, and getting water and other beverages from the coolers. After the performance, you may be asked to help with the breakdown and clean up of that area. You will work in sync with, and take direction from the bartenders.

At all times during operation and also when closing for the night, the concession stand must be neat and orderly. Volunteers should receive training from a bartender, House Manager, or another experienced volunteer in the use of equipment, specifically the coffee maker and popcorn machine. Prices are posted on the TV screens behind the concession stand.

When working concessions, please do not put your hands into the popcorn unless you are wearing gloves, please no eating or drinking behind the bar while patrons are in the lobby.

Additionally, please do not go behind the bar without first asking the permission of the bartenders if they are actively behind the bar, *especially* if you are not the volunteer who is working concessions. It is a tight space back there and they don't want to accidentally bump into you.

AUTHOR EVENTS

Author events frequently have a **'one free book with your ticket'** bundle. When this is the case, volunteer Merch 'Sellers' will be given hole punchers. When a patron comes up to retrieve their book, **politely ask to see their ticket, confirm that it is not a 'comp' ticket**, and punch a hole anywhere on the ticket. If it is a mobile ticket, confirm again that it is for a paid seat, and you may give them a book.

If you feel someone is trying to take extra books they have not paid for, politely tell them that books are limited to one per ticket. If you are uncomfortable dealing with a patron at any time, please do not hesitate to find a House Manager.

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At the Lounge:

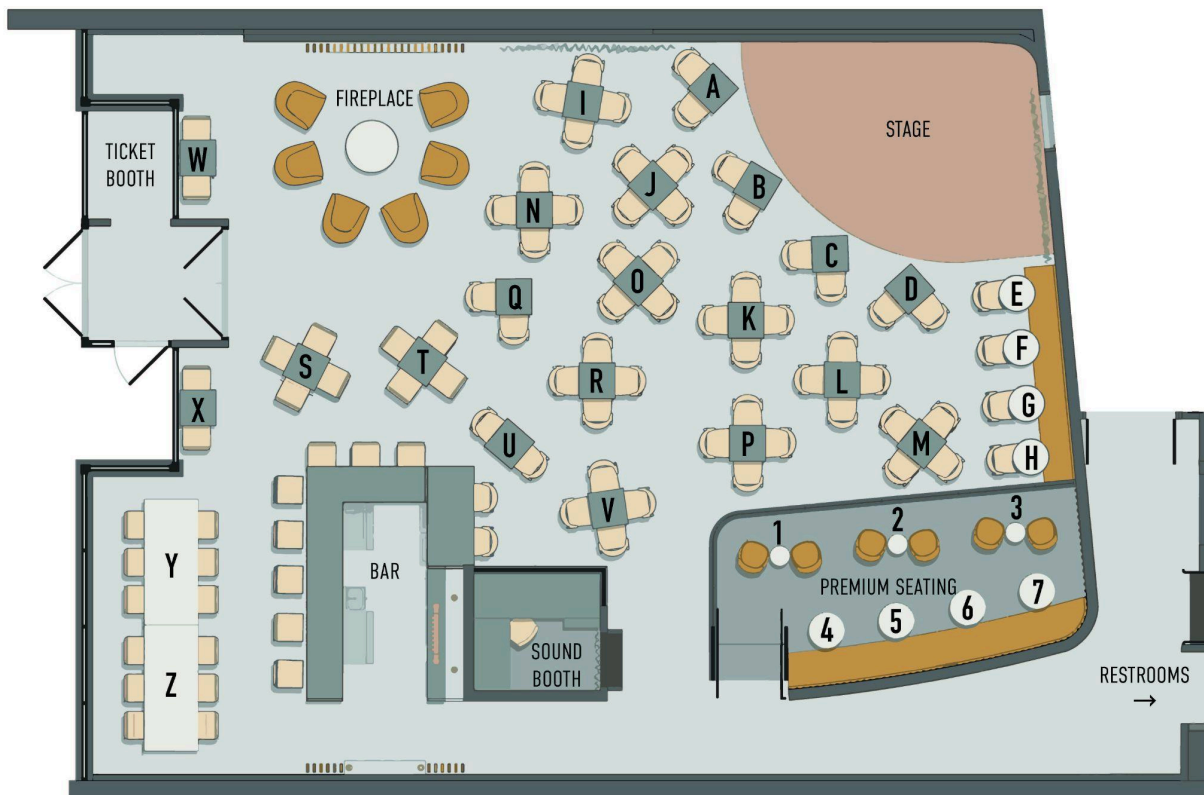
GREETER @ The Lounge

At the lounge, one greeter stands outside the door or just inside the vestibule that we use as the main entrance. Your job as the greeter is to say a quick hello to patrons and ask if they already have their tickets.

If they have their tickets in hand or on their phones, they can proceed directly inside to the ticket taker. If they do not have tickets: please direct them to the mini box office inside the vestibule to speak with a staff member about purchasing or retrieving their ticket(s).

TICKET TAKER @ The Lounge

We will have at least one but sometimes two ticket takers standing just inside the Lounge doors. It is helpful to have a general knowledge of the setting layout for the Lounge. During a sold out show - Ushers may be busy with other Patrons - so it is helpful if you can point to their assigned table and give them a general sense of where to go. Here is the table layout at The Lounge.



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TABLE USHER @ The Lounge

Table ushers are responsible for helping to seat patrons at the correct tables. Table Ushers are needed for all Lounge, Stage Door Cabaret, and Live Under the Arch performances. This spot tends to get a little crowded as this is where everyone comes in. Please be sure to give the ticket takers a little space when you can if you're doing table ushering or directions.

TRAFFIC DIRECTOR @ The Lounge

At the Lounge, traffic directors will help patrons find the bathroom, elevator, coat hooks, and exit door (down the hall and out the back), and relocate their tables if they need help. In this role, you are the center of information for anyone who may have questions about where to go.

TRAINING VIDEOS AND OTHER LINKS

If you are viewing this handbook on your computer you can click the links below for more information and video training about all of our volunteer positions:

You can view all of our training videos here:

- https://www.youtube.com/playlist?list=PLJ616TaTJKfp66Q_Fo0RgvU39R9yCjXeA
- These videos will provide some more detailed information about the different positions.

Other Useful Information

CANCELLATIONS

- Better Impact provides a REMOVE ME button from their “Schedule View”. This button is available up to 24 hours before your shift starts.
- **24 Hour or less (the day of your shift) - that button will disappear.** If you need to cancel a shift on the same day as you're scheduled – please give Keith a call, or send an email.

SIGNING UP FOR FRIENDS

If you have a friend, partner, or family member who would like to try volunteering before committing - please reach out to Keith, who will add them to a “trial” account on Better Impact. If they have a positive experience and foresee signing up for more events – they can create their own Better Impact account at that time.

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WAITING LISTS

You may find that the more popular a show is, the more quickly people will sign up. If an event is filled when you try to register you can add your name to a waiting list. If you're next in line when a spot opens you will be notified and given a chance to sign up.

** Please see the Better Impact Training Manual for instructions on how to sign up for the waitlist.*

THE SOS

When we are shorthanded for an event and need extra help, you may receive a message from Better Impact seeking more volunteers. These are intended to be seen as an SOS and will typically contain a link for you to sign up as a volunteer for some of our short-staffed shows. Your assistance with these events is especially appreciated!

NAME BADGES

Name badges are provided by The Music Hall to all volunteers. Name badges are made every few months. All name badges must be the current style and volunteers are responsible for their badges. If you don't have one, please request that one be made for you by emailing Keith.

WHAT TO DO WHILE YOU'RE WAITING

Many of our volunteers are so amazing that when they come in the first thing they ask is: Is there anything I can do to help? We love that team spirit, so below is a handy guide of 'Before Pre-Show Meeting Tasks'. So if you find yourself asking the question: What can I do after I arrive and before the pre-show meeting, please consider the options below!

AT THE HALL:

Ask a house manager or bartender if you can help them stock the bar. The bartenders frequently need a refreshed supply of cups, lids, coffee creamers, or sugar, and filling up napkin holders, among other things. They'd love to have a helping hand in getting set up before shows, but please be sure you ask them before stepping behind the bar. All of the extra cups and such are located downstairs in storage.

Stuffing playbills. For some of our shows, we will need to stuff our playbills with show-specific info. In this case, see your House Manager for a box of playbill inserts.

Take a walk through the theater. If there is no soundcheck happening, please feel free to take a walk through the theater. Keep an eye out for Trash that can easily be picked up, or seats that need to be flipped to the upright position.

Check the Bathrooms. If you're able, please take a quick walk through the bathrooms. Make sure each stall has at least one roll of toilet paper, and that the two paper towel machines are working with towels inside. If we're short on something, please let a house manager know, we can either stock it when we have a moment or direct you to keys and products to change in with.

AT LUTA:

Check each of the tables. Each table should have a QR code and a decoration on it. If you're feeling extra enthusiastic, you can even take a moment and test some of the QR codes. That way if a patron has a question about how to use them later, you may be able to answer it!

Fill up pitchers and bring out water. About 15 minutes before the doors open, we like to deliver a pitcher of water with ice to every table. If it's getting close to doors time and this hasn't been done yet, ask a house manager or a bartender for help filling pitchers and walking them out.

AT THE LOUNGE:

Check the Tables. At the Lounge, we do a lot of quick turnovers between shows. When you arrive please make sure that each table has the appropriate menus and napkins, and that the lamp on the table is switched on (there is a button on the bottom). Please make sure that the tables have been cleaned between shows, and clean up any messes you find.

Check the bathrooms. Much like at the hall, please check the bathrooms for toilet paper and hand towels, and report to a house manager if either is low or out.

OTHER VOLUNTEER OPPORTUNITIES

Occasionally, at the Music Hall or Lounge, we may 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 BENEFITS

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 CODE OF CONDUCT

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 a part of the team here at the Music Hall, not just an audience member.

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USING CELL PHONES

Cell phones are an essential tool in our day-to-day lives - but while you're working, not so much! We ask that you not use your cell phone while performing your duties, or in front of patrons. Please turn off ringers and alarms on your phone, watch, or any other loud devices when arriving for your shift.

Additionally, we ask that all volunteers adhere to phone/picture policies for individual shows. And don't forget - we can supply you with a flashlight - if you typically use your cell phone as a flashlight.

GENERAL CODE OF CONDUCT

- Volunteers should report to a House Manager when arriving **and** before leaving their shift.
- You are entitled to a free popcorn, coffee, tea, water, or soda of your choice while volunteering at an event, but only after general seating and the performance of your duties.
- All other ***non-alcoholic*** refreshments at the concession stand are available to you at half price. *The same is true for your guest at a film.*
- When you attend an event as a paying customer, ***let the House Manager or Bartender know you're a volunteer to receive half price on candy, popcorn, water or soda!***
- Ushers should remain at or near their posts throughout the performance. If seats are available in your section, on the aisle, you may sit in these seats. *Do not pass in front of a patron to take a seat.*
- Volunteers are asked to sit in aisle seats toward the rear of the section they are assigned. *They must be ready at all times to assist with late seating, patron evacuation, or other situations that may arise.*
- **When working at The Lounge:** please be aware that because it's such a small space, we need to be extra quiet during soundcheck so the artists can communicate with the Audio Techs to get their sound right for the performance. If a soundcheck is going on - it is very important to minimize any other noise or distractions so that artists and audio tech can get their soundcheck dialed in before the show.
- **DO NOT take any pictures or videos of the artists during soundcheck for any reason.**
- Because of the limited space at the Lounge there is not always going to be a spot for volunteers to sit. If you see empty seats at the end of the community table across from the

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bar we encourage you to use them, or the two seats behind the fireplace against the wall of the building.

- When there is no space to sit, we ask that you try not to stand in the way of patrons or block any paths of egress that staff or patrons may be using.
- The back conference room at the LOUNGE is always available as a place to sit away from the show - and also as a place to leave your coats and bags.
- **Please do not put any food or drinks down in front of the sound or lighting booths in the Hall or Lounge.**
- **Please do not cross behind any of our bar spaces without permission.**
- **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 of the theater.***
- **At the Music Hall, we intend for our customers to have a first-class experience. If you would like to dance during a performance, please stand off to the side or in the lobby and away from patrons and guests.**
- **Alcohol consumption is prohibited while volunteering in all of our venues and spaces.**
- **During your shift, if any tasks are unfamiliar to you or you encounter 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, or near the box office. Additionally, they can be called on the radio. See the Box Office if you need to radio a House Manager.**
- **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 picked up 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 afterward.**
- **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.**
- **Unfortunately, there is absolutely no recording or photos during any sound checks.**
- **Please do not sit on the stairs while patrons are in the building as this is a fire safety hazard and a matter of appropriate egress. If you'd like to sit in the upper lobby during a show, please ask the front-of-house staff and we can provide you with a chair or stool.**
- **Please also be careful not to block any doors that the production team may need to use**

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during the show, such as the backstage doors or the door to the projection booth.

- *When sitting in the theater at a show, please remember to never sit in front of paying patrons, and keep all conversation inside the theater to a minimum during performances so as to not disturb patrons who have paid to attend the show.*
- Our volunteers are amazing, and we love their knowledge and expertise in our theater but please under **no circumstances** should one volunteer be ordering any other volunteers or patrons around. *If you have an issue with another volunteer, please let your house manager know and they will deal with the situation. We are all equal here and we want to foster a good working relationship.*
- At all times, volunteers should be courteous and pleasant to patrons of The Music Hall and demonstrate a respectful “Team Spirit”!

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

ENDING YOUR VOLUNTEER SERVICE

Either 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 is an expectation of professionalism and understanding while 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 General Manager or their supervisor.

Naturally, in the course of events, there may be a need for corrections of minor details and clarifications of instructions which are simply part of ongoing communication to ensure mutual understanding and optimum performance.

Event Days

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 judgment so as not to disturb the performance or

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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.

Photography, Taping, Video Cameras

Photography, video, and/or sound recording policies are entirely dependent on the event.

Photography or Video/Sound Recording during films is prohibited.

The “House Policy” for Live Shows is: photography (non-flash) and video recording in short spurts (on personal devices only) is allowed during live performances as long as it is not obtrusive or disruptive to other patrons.

Professional and Press Photographers may be permitted to take photos outside of these restrictions. On occasion, there will be exceptions and will be noted by House Management before the show. If you observe violations of the policy please ask patrons to refrain.

There is absolutely no photography or video recording permitted during soundcheck on any shows or performances. If you are caught violating this rule, you will be sent home, frequent offenders will be dismissed from volunteering at the Music Hall.

Seats

The seats in The Music Hall are hard to replace, anyone 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. If they have a medical need that requires their legs to be extended, we can relocate them to our ADA seating.

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 family

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restroom is to the right of the bar. Restrooms should be regularly checked to make sure toilets are flushed, trash cans are not overflowing, and soap, toilet paper & paper towels are stocked.

Post Event

Volunteers are expected to remain through the performance. When the show has ended, please make yourself available to patrons to assist 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 landfill bins. Stripped playbills in good condition should be returned to the bookcase in each section of the theater.

Generally, we ask that you stay until the end of the show to assist in cleaning up.

If you must leave early for any reason, please notify the House Manager.

Patrons with Disabilities

The Music Hall takes great pains to make our performances accessible to patrons with disabilities. If a patron has a disability requiring assistance, please ask a house manager for help.

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

If you have essential medical training, please let the House Managers know so that your skills may be used in the case of an emergency (if you are comfortable doing so).

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Medical Emergencies

If a patron requires medical attention but can move on their own, a volunteer should assist them 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:

1. Once the patron is comfortable and outside of the auditorium, one volunteer should remain with the patron getting their name, where they were seated, if they came with others who are still in the theater.
2. 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.
3. The volunteer(s) may need 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 but is NOT able to move on their own, volunteers should assist in the following manner:

1. One volunteer should go immediately to the patron to assess the problem, while another volunteer goes to the House Manager.
2. 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.**
3. As above, the volunteer should attempt to get the patron's name and if they are 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 move or speak on their 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.

House Managers may ask for volunteer assistance with the Accident/Incident report if that volunteer has been involved with a patron or witnessed the event firsthand.

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

Here is our video on fire safety and evacuations:

https://www.youtube.com/watch?v=vik5mfehJ8s&list=PLJ616TaTJKfp66Q_Fo0RqvU39R9yCjXeA&index=4&t=77s

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 on the left side 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.**
- *Once volunteers are safely out of the building, they 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

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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 as there may be a need for your assistance in the information gathering required by the authorities. ***It is also important to us that we can vouch for the safe evacuation of every volunteer.***

Description of Special Events

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.

Volunteers are needed to meet groups as they arrive, guide them from their buses through the theater, and show them to their assigned seating areas.

Volunteers will also assist in maintaining order during the show, and help release the groups from the theater when their buses arrive. These events typically take place during the weekday mornings, with a scheduled time of 8:30am - 1pm

Cinema & Broadcasts

Great films. Unrivaled ambiance. Our film curator 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 asked to stay throughout the discussion if possible.

*****For most films, you may bring a guest with you for FREE to attend the show! Please check-in with Keith Wasserman via email or phone - to inform the House Manager working that night.***

kwasserman@themusicHall.org // 603.766.2189

Rental Partners

Rental partners are valued Nonprofits and businesses who seek to promote their mission through the 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, New Hampshire Film Festival & Portsmouth Symphony Orchestra. Standard live event volunteering positions apply.

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Writers on a New England Stage

<https://www.themusic hall.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. These may also be simulcast or Livestream events online.

Lit at the Lounge

<https://www.themusic hall.org/series/literary/writers-in-the-lounge/>

Today's top writers in an intimate setting - featuring an author talk/reading, facilitated Q&A, and book signing. These may also be simulcast or Livestream events online.

Telluride by the Sea

<https://www.themusic hall.org/series/on-screen/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.

Private Events

Private events are events held at the Music Hall or Lounge that are not open to the public. These could be private film screenings, corporate rentals, cocktail parties, or any other form of rental. The roles of volunteers at such events are generally a little different. Your House Manager will always discuss the details with you on the day of the event.

Off-site Private Events

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

Theater Amenities

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.

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Ear Plugs - If you (or a patron) need earplugs, ask a House Manager or bartender, they are located behind concessions.

Important Contact Information

The Music Hall
28 Chestnut St
Portsmouth, NH 03801

The Lounge
131 Congress St
Portsmouth, NH 03801

Website: TheMusicHall.org | Facebook: [/musichall](https://www.facebook.com/musichall) | Twitter: [/musichall](https://twitter.com/musichall) | Instagram: [/musichallnh](https://www.instagram.com/musichallnh)

Box Office 603.436.2400 | **Business Office:** 603.433.3100

Front of House Contact Info:

Jeff Kamensky - General Manager - Jkamensky@themusichall.org - 603-766-2026

Kevin Walsh - Assistant General Manager - Kwalsh@themusichall.org

Keith Wasserman - Front of House Team Manager - kwasserman@themusichall.org - 603-766-2189

Kirsten Engebretson - House Manager - Kengebretson@themusichall.org

For cancellations, questions, or general communications, you can always reach out to Keith via email or the Better Impact messaging feature.

Lastly, thank you!

At the Music Hall, our volunteers are of the highest caliber, and we wanted to extend our greatest thanks to the many of you who go above and beyond at every show. Thank you for supporting The Music Hall in our mission to enrich, entertain and inspire our community. The Music Hall is such an intrinsic part of the arts community in New Hampshire, and we wouldn't be able to do it without all of you. Thank you!

- **The Music Hall Staff**

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