

Jim Brandenburg and Michael Monroe
Conservation Through the Lens
An Evening of Photography and Music

EVENING PROGRAM

Thursday, October 13, 6:30 p.m. – 9 p.m. (doors open at 6pm, there will be an intermission)

POSITION

Greeter/Usher (6 positions available) *version 6.2.16*

MANDATORY PRE-POSITION TRAINING:

Tuesday, October 11, 7 p.m. – 8 p.m., Visitor Center Great Hall

TIMES REQUIRED FOR THIS POSITION

Thursday, October 13

5:30 p.m. – 7:15 (pre-event) AND

7:25 p.m. – 8:05 p.m. (intermission) AND

8:45 p.m. – 9:15 p.m. (post-event)

Each Greeter/Usher is responsible for manning the doors and assisting patrons during ALL of the times listed above. Pre-event greeting/seat finding, Intermission guidance, AND post-event helping and herding are part of the duty.

OPTIONAL TIMES FOR THIS POSITION

Tuesday, October 11, 1 p.m. – 4 p.m. (prep day)

Wednesday, October 12, 11 a.m. – 5 p.m. (prep Day)

SKILLS REQUIRED

- * Must have successfully completed a background check and be registered as an Arboretum volunteer.
- * Ability to move about quickly and efficiently without impeding the flow of traffic.
- * A friendly, welcoming smile!
- * Ability to see in dim lighting
- * Ability to stand/walk for up to 2 hours at a time

BENEFIT

One complimentary seat per each of the 6 volunteers

(Four volunteers will be seated at the rear of the auditorium.)

(Two volunteers will be seated at the mid-sides.)

DUTIES

5:30p.m. – 7:15 p.m. (pre-event, performance begins at 6:30pm)

5:30 p.m.

- * Arrange yourselves into two teams of 3 volunteers. Each team of 3 will be responsible for one side of the auditorium (auditorium will be divided by a main aisle): Team North and Team South.
- * Assign one person on each team to be the leader, who will communicate with Arboretum staff if needs or challenges arise.
- * North and South teams will position yourselves strategically in front of your assigned set of doors in Reedy Gallery and in the hallway leading from the Great Hall to Reedy Gallery. In a friendly tone, loudly and clearly announce and gesture to which door patrons should be using:
 - * For seat numbers 1-13, use the {south} doors closest to the Gift Shop
 - * For seat numbers 20-33, use the {north} doors closest to the windows/Highway 5.
- * Proactively offer information on where to find beverages, restrooms, gift shop, sales/signings from performers, and any other questions they may have.
- * Assign one member of each team to make sure to keep all auditorium doors closed and do not allow visitors in until 5:45pm.

5:45 p.m. (or 6pm, if more time is needed before the doors open)

- * One member of each team will open both sets of double doors, ONLY if the room and performers are set and ready. If the room/performers are not ready, wait until 6 pm to open doors.
- * Once the doors are opened, each team will man their set of double doors (North or South), standing visibly yet not blocking door traffic.
- * As needed based on flow, adjust the positioning of team members to continue guiding patrons to the correct door in Reedy Gallery (based on seat number) and providing assistance inside the auditorium to those who need help finding their seat.
- * Greet all attendees with a warm welcoming smile. (Yes, this is repeated. It's important!)
- * Ask each group of attendees if they would like help finding their seat.
- * For those who would like assistance to their seats, members of each team will work in rotation to guide each group to the correct location.
- * Use a combination of possible tools (a master seating chart, the patron's tickets, and/or a master registration list) to help people find their seats quickly and expediently.
- * Team leaders should alert an Arboretum staff member of any problems or discrepancies you may experience with seating. (Do not move seats or offer any alternatives yourself)

6:29pm

- * one of the team leaders will need to dim the auditorium lights to 10%.

6:31pm

- * Close all doors to the auditorium.
- * If patrons arrive after the performance begins, wait for a break between songs to seat show latecomers to their seats to achieve minimal disruption to the performers and audience.

7 p.m.

- * Each team leader will seat themselves at the mid-room position, on their assigned {north or south} side. You will watch and be responsible for the side doors.
- * At 7 p.m. the remaining 2 volunteers from each team will sit in the volunteer seats at the BACK. making sure those doors are closed, too.

- * Stay focused on greeting the customers; keep non-event conversation between greeters to a minimum

7:25 p.m. – 8:05 p.m. (intermission from approx. 7:30-8pm)

* At Intermission, QUICKLY and efficiently turn on all lights to 80%, open all sets of doors, including the side doors.

* Post yourself at the doors to which you've been assigned and smile at everyone.

* Proactively offer information on where to find beverages, restrooms, gift shop, sales/signings from performers, and any other questions they may have.

* Blink the lights in the Reedy gallery and the main auditorium at the 5 minute mark before intermission ends.

* As the performance begins, quietly close all sets of doors, including side and rear double doors.

* As the performance starts, team leader will dim the auditorium lights to 10%.

* Stay focused on greeting the customers; keep non-event conversation between greeters to a minimum

8:45 p.m. – 9:15 p.m. (post-event, performance ends at approx. 9 pm)

* Post yourself at the doors to which you've been assigned before the performance ends.

* As the performance ends, QUICKLY and efficiently turn on all lights to 80%, open all sets of doors, including the side doors.

* Post yourself at the doors to which you've been assigned and smile at everyone.

* Proactively offer information on where to find beverages, restrooms, gift shop, sales/signings from performers, and any other questions they may have.

* Assist clean-up volunteers with collecting paper and miscellaneous items, if desired (not required)

OPTIONAL PREP DAYS

Tuesday, October 11, 1 p.m. – 4 p.m. (prep day)

Wednesday, October 12, 11 a.m. – 5 p.m. (prep Day)

Duties as assigned to help the Arboretum prepare for this exciting event!

Duties may include:

- * laminating
- * taping
- * Assembling name badges or packets
- * Copying
- * Organization registration lists
- * Cross-checking data
- * Making signs