



Volunteer Handbook

December 2020

Welcome to the Garden Theatre

Thank you for becoming a Garden Theatre volunteer!



Garden Theatre, 1935

About the Garden Theatre

Originally built in 1935 as a single-screen cinema, the Garden Theatre was the first in Central Florida built for “talkies,” and was a gathering place for locals to watch the latest newsreels and films of the day. Constructed in the Mediterranean Revival style, the interior of the theatre was modeled after a Spanish courtyard with “Romeo & Juliet” balconies, Spanish tile roof, and a dark blue ceiling resplendent with “stars.” The theatre underwent several renovations until closing in 1963. Soon after, the interior was completely removed and the sloped floor was covered with cement to level the surface to be used by a farm supply store. Through the tireless efforts of the Winter Garden Heritage Foundation, the restored Garden Theatre reopened in February 2008, and with over 450 events per season, has quickly become a shining star on Plant Street. The Garden Theatre brings a cultural performing arts center to Winter Garden, a town with unparalleled charms in Central Florida. This achievement is revitalizing the downtown historic district, and bringing a nostalgic sense of community back to the citizens of Winter Garden.

Volunteers are the “heartbeat” of the Garden Theatre

Volunteers:

-ensure that patrons have the best experience possible
-are warm, welcoming & friendly
-are professional, well-groomed, and courteous
-must be team players who are able to work well with and communicate effectively with people of diverse cultural backgrounds
-should park in the parking garage behind the Theatre (not on Plant St)
-check the “Volunteer Scoop” regularly for volunteer openings, changes, current updates

Volunteers will receive the “Volunteer Scoop” on a regular basis; if you do not receive it, please notify the Volunteer Coordinator at volunteer@gardentheatre.org

The minimum age for volunteers is 14. Volunteers ages 14 and 15 must be accompanied by an adult age 18 or over.

If you are unable to fulfill your commitment, please notify us ASAP at volunteer@gardentheatre.org or call 407-877-4736 x0, and leave a message

The Garden Theatre is a SMOKE-FREE environment (including e-cigs, vapor, etc.)

Garden Theatre welcomes and embraces all patrons, staff, and volunteers without regard to race, ethnicity, religion, country of origin, gender, sexual orientation, or disability. Harassment of anyone on the basis of race, color, disability, gender or gender identity, sexual orientation, etc., is not tolerated and will result in dismissal from our volunteer cadre

INFORMATION YOU NEED TO KNOW....

***COVID-19 Protocols can be found on Page 12**

DRESS CODE

Live Performances/Concerts/Rentals & Special Events

- White shirt/top with sleeves
- Black slacks

- Black closed-toe shoes [for safety reasons, there are no exceptions - nice black or dark sneakers are okay]

Interactive & Classic Movies

- White shirt/top with sleeves (Garden Theatre t-shirt or t-shirt related to movie are okay)
- Nice Jeans or dark slacks (no holes or acid wash)
- Closed-toe shoes (for safety reasons, there are no exceptions – nice black sneakers are okay)

Please do not wear perfume (due to possible allergic reactions of patrons or other volunteers)

No open-toed shoes, hats, mini-skirts, shorts, tank tops, midriff tops, flip flops or shorts

DURING YOUR SHIFTS....

Please be sure you can complete the entire shift you sign up for. If you do need to leave early for any reason, please notify the House Manager immediately upon arrival.

ARRIVAL

- Arrive one (1) hour prior to performance start time
- Please sign in at the concessions area
- Please note: The House Manager may reassign positions as needed
- The House Manager will lead a pre-show briefing and may ask you to help “ready the house” (may include sweeping, checking bathrooms, stocking concessions, etc.)

GENERAL INSTRUCTIONS

- Each event will have its own late seating policy. The House Manager will let you know what it is during the pre-show briefing
- Kindly remind patrons that “no outside food or beverage” is allowed in the Theatre auditorium

- Please familiarize yourself with the location of the restrooms, etc., so you can direct patrons as needed
- Children age 2 and under are permitted to sit on a parent's lap for select performances free of charge. Check with House Manager if clarification is needed
- Please do not eat, drink, or chew gum while the lobby is open
- During your shift, please do not share negative opinions about patrons, productions, performers, or other volunteers
- Aisles must be kept clear – patrons and volunteers cannot stand or sit in the aisles during a performance
- Volunteers cannot ask a performer or a celebrity patron for an autograph or picture

BEFORE THE PERFORMANCE

- Before the lobby is open, please put your belongings (purse, keys, etc.) in the benches in the lobby. If you arrive after the lobby is open, please ask the House Manager for instructions on where to put your belongings
- Once the lobby is open, please be at your assigned post ready to interact with patrons. If you are keeping your phone with you, it must be set to vibrate only or turned off
- If a patron approaches you about picking up tickets, please find the House Manager – do not send them out to the box office
- Volunteers should open the doors to the auditorium when directed by the House Manager
- Volunteers should close the doors to the auditorium when directed by the House Manager

DURING THE PERFORMANCE

- Volunteers are invited to watch the performance if open seats are available (the House Manager will make this determination and advise where volunteers can sit)
- Please ensure you're seated before the curtain speech finishes
- Volunteers MUST use theatre etiquette when in the auditorium (no talking, phones, etc.)
- It is very important that volunteers set the tone and abide by the NO cell phone rule (turn it off or to vibrate only). If you must take or make a call, please go to the lobby before doing so
- Volunteers should not enter or exit during a performance unless assisting patrons
- If a patron becomes loud or unruly, please contact the House Manager immediately
- Patrons are not permitted to use cell phones, take pictures or videos, or use any other recording devices in the theatre during a performance! If you notice a patron doing so, you can inform them of our policy (if you're comfortable doing so), or ask the House Manager for assistance (as soon as you notice the distraction – please do not wait for intermission)

- If you are in the lobby during a performance, please be aware that your voices can be heard by patrons in the theatre; please go outside or into the stairwell to converse with other volunteers

DURING INTERMISSION

- Volunteers should open the house doors as soon as the house lights come up (not before!)
- Please go to your assigned areas so that you can assist patrons as needed
- The House Manager will direct volunteers when to close doors

AFTER THE PERFORMANCE

- The House Manager will advise when it's time to open the house doors – please wait!
- Please wait for House Manager's approval to enter the house for cleaning
- Scan aisles and seats for programs and other trash – dispose of properly
- Sweep floors in theatre
- Report any spills, damages, or lost/found items to the House Manager

PLEASE REMEMBER!

- All volunteers are expected to remain for the duration of the show and help with clean-up
- Volunteers should never be on stage, in the box office, tech booth, mezzanine, or in the backstage area of the theatre unless instructed to do so by the House Manager
- Please do not interact with stagehands or road crew with regard to sound, lighting, etc.
- When actors are entering and exiting through the lobby, please respect their space (do not interact with them unless they initiate a conversation)
- All concerns should be directed to the House Manager
- Please remember to collect your G-Buk(s) before you leave
- We appreciate you! Please give yourself a big pat on the back for giving of your time

VOLUNTEER POSITIONS AND DUTIES

TICKET SCANNERS

- Greet patrons
- Scan the ticket from printed white confirmation sheet or patron's cell phone
- Ask patron(s) to show ushers their confirmation sheet or tell them the seat number(s)
- Any ticket issues should be referred to the House Manager
- Ticket scanners may be assigned additional duties at intermission

USHERS

- Please familiarize yourself with the seating of the theatre (there is NO Row I)
 - Row A Numbered from Right to Left – Seat Numbers: #5 - #13
 - Rows B-E Numbered from Right to Left – Seat Numbers: #2 - #16
 - Rows F-R Numbered from Right to Left – Seat Numbers: #1 - #17
 - Rows S-T Numbered from Right to Left – Seat Numbers: #5 - #17
- Please get the row/seat information from patron(s), take them to their row and direct them to their assigned seat(s)
- The seat numbers are located on the arm rest under the patron’s right arm. Please mention this as you’re seating the patron and wait until they start to sit in the correct seat
- If you escort a patron to a seat that is already occupied, politely ask to see the seated patron’s tickets. Check date/performance/seats. If patrons are in the wrong seats, please escort them to their correct seats. If tickets are identical, ask the House Manager for assistance. If patron refuses to move, please ask House Manager for assistance
- Go back to your position to assist next patron
- Please assist patrons with special mobility needs. Wheelchairs and walkers can be moved to the back of the house or lobby area during show time and then taken back to patron at intermission (if requested) and end of performance

FLOATER

- Your primary job will be to direct patrons to the appropriate usher for seating
- Your tasks may also include (but are not limited to):
 - Assist with alleviating overcrowding in lobby
 - Assist with guiding patrons to the correct door for seating
 - Assist with ushering as needed

CASHIER – Must be at least 18 years old

- Count and verify cash drawer (\$200) and initial check sheet
- Ask House Manager for change, if needed (do not ask box office)
- When selling beer or wine, please ID anyone who appears to be under the age of 30!
- At intermission, please return promptly to your station
- Count cash drawer after concessions close – House Manager will verify
- Count donation/tip jar after concessions close – House Manager will verify

CONCESSIONS – Must be at least 18 years old

- Please keep concessions area clean at all times
- It is important to allow the cashier to set the pace of sales – please do not start filling the next order until the cashier is ready. Also, cashier is responsible for checking ID for beer/wine sales
- At start of shift, please ensure that all soft drinks, beer, wine and candy are fully stocked
- At intermission, please return promptly to your station
- After intermission, please ensure all concessions items are fully stocked

POPCORN

- Please wash your hands and wear gloves whenever handling popcorn, scooper, containers, etc.
- Please assist in keeping concessions area clean at all times
- Prior to show & prior to intermission, ensure popcorn is ready
- If you are not watching the show, please help “clean” the popcorn machine once the concessions area is closed

GENERAL INFORMATION

CONCESSIONS:

- The concessions area sells soft drinks, water, beer and wine, popcorn and various snacks/candy
- All volunteers receive a small container of popcorn and a bottle of water during their shift. Please pick up your water/popcorn as soon as you’re given the go-ahead to do so

DRINKING FOUNTAINS:

- Drinking fountain is located on the 2nd floor of the Garden Building (near restrooms). If a patron is coughing or asks for water to take medication, etc., please give them tap water in one of the white plastic cups

LOST AND FOUND ITEMS:

- Lost and found items are to be turned into the House Manager

RESTROOMS:

- Restrooms are located on the 2nd floor of the Garden Building
- A single stall (ADA) accessible restroom is located in the Main Lobby – please direct patrons to the 2nd floor restrooms, so that the ADA accessible restroom is available to those who need it most

SPECIAL NEEDS SEATING:

- The special needs seating areas are in both the front and back of the theatre. We have seating for five (5) wheelchairs/scooters/walkers with a companion seat. Arrangements are usually made in advance for special seating. Please check with the House Manager if a patron has a question

EMERGENCY SITUATIONS

- **Volunteers should always think about SAFETY AND ACCESSIBILITY.** Any emergency that may arise should be brought to the House Manager's attention immediately. Accidents/incidents should be referred to the House Manager
- If a patron trips or falls, or otherwise injures themselves and needs assistance, please take the following steps:
- Send a second volunteer to get the House Manager
- Stay with the patron – if the person has fallen, **DO NOT MOVE OR TOUCH THEM!** Please do not try to give assistance unless you are certified (by the proper authority) to do so

FIRE EXTINGUISHERS (Fire Extinguishers are located in the following areas):

- House Left Exit alcove
- Lobby
- Onstage (Stage Left)
- On 3rd floor across from the elevator door
- Green Room
- In Elevator Closet
- In Exit Alcove
- By the tech booth exit door (mezzanine)
- In each dressing room

FIRE OR SIMILAR EMERGENCIES:

- REFER TO HOUSE MANAGER FOR PLAN

TORNADOES/WIND EVENTS:

- EVERYONE IS TO REMAIN SEATED!! - STAY PUT!!!

EMERGENCY FIRST AID:

- A First Aid kit is located in the concessions area
- An AED Defibrillator is located in the concessions area

POLICE PANIC BUTTON:

- Panic buttons are located in the box office, concessions area, and historic ticket booth. The concessions panic button is attached to the underside of the counter where the red wine is stored. When pressed, these buttons will trigger a silent alarm and the police **WILL** respond. These panic buttons are for emergencies **ONLY** (robbery, etc.)!!!
- The police department's non-emergency telephone number is 407-656-3636.

G-Buk Guidelines

***Please note that G-Buks do not have any cash value or equivalent. ***

How to Earn G-Buks

Volunteer for a performance or movie (earn one [1] G-Buk per shift)

Volunteer as Cashier – Earn two [2] G-Buks per shift

Hang/Distribute Posters as needed – Earn one [1] G-Buk

G-BUK SHOPPING MENU

Please Note: Items can be purchased by G-Buks OR Cash (NO splits)

ITEM	G-BUKS NEEDED
Concessions Items Note: cannot be used for beer/wine.	1 (for each item)
GT Logo T-Shirts	12 for sizes S-XL 14 for sizes 2X and 3X
GT White Polo Shirts	15 for sizes S-XL 17 for sizes 2X and 3X
GT Magnet	3
GT Face Mask	5
Name Tag	12
Movie Ticket	10
Live Show Ticket*	15

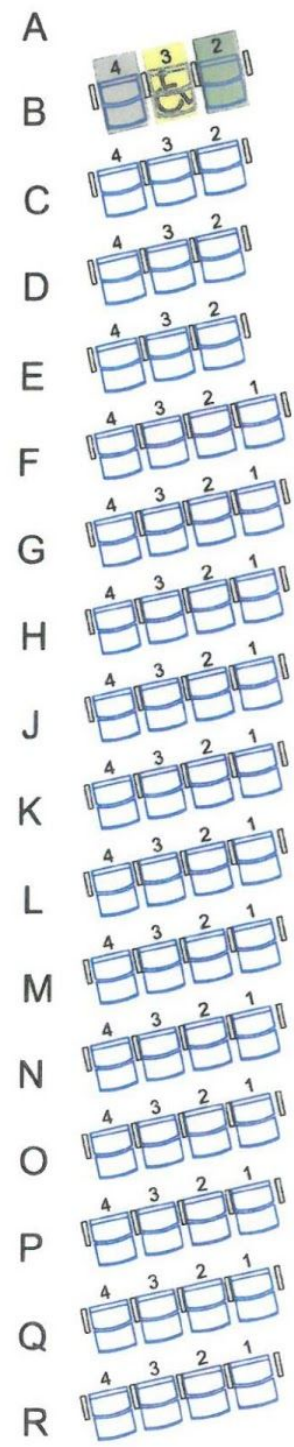
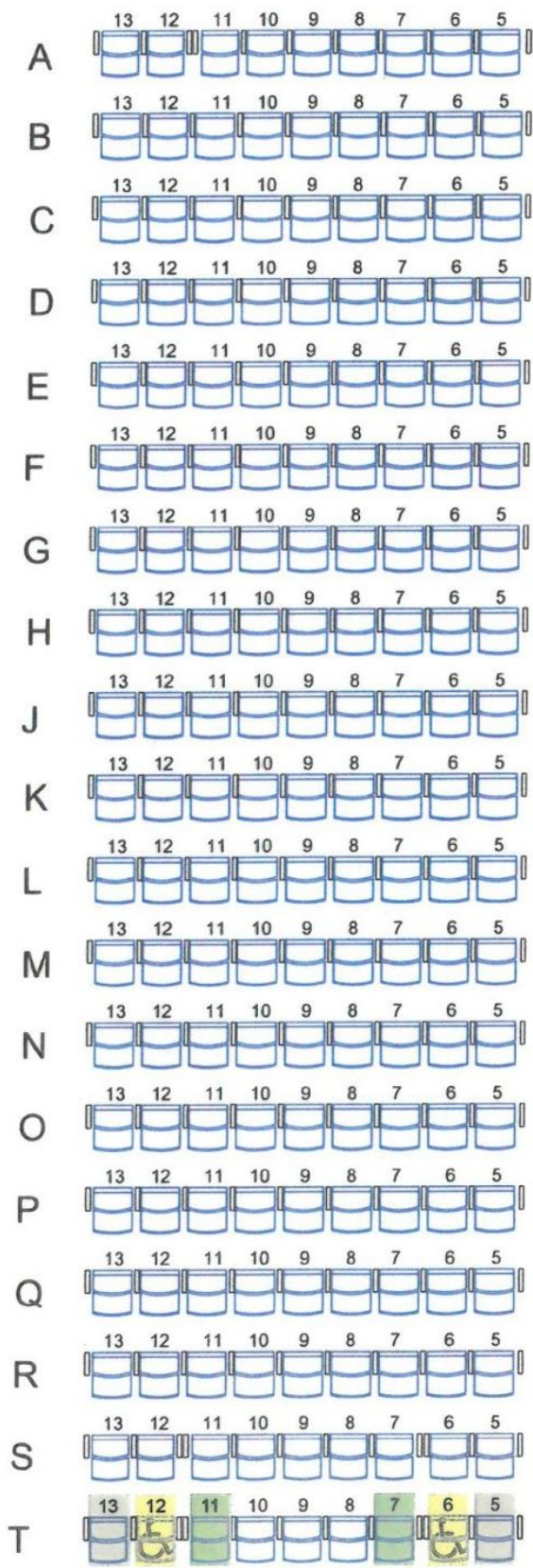
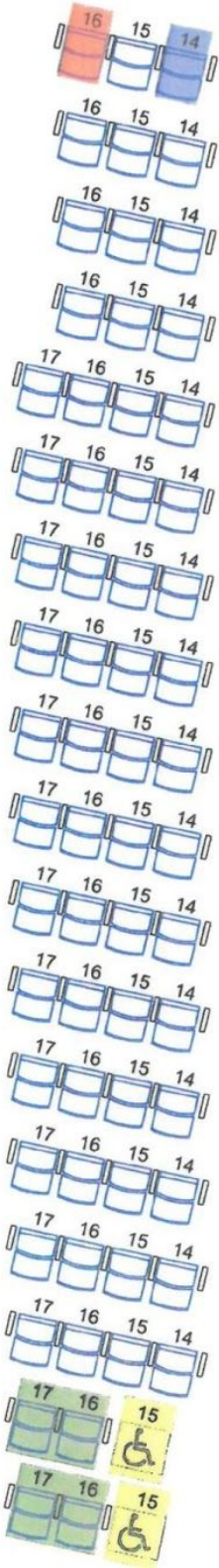
*G-Buks cannot be used for show subscriptions.

Wheelchair Access
Transfer Seat

Companion Seat

Stage

Partially Obstructed View
Not For Sale



COVID-19 Protocols

Here's what you can expect while you're volunteering:

- A face mask is required to enter the building, and it must cover your nose and mouth. Face shields, neck gaiters, and bandanas are not considered face masks. Volunteers and staff (as well as our patrons) must wear their face masks at all times while inside the building.
- Upon arrival, you'll have your temperature checked. If your temperature is 100.4 degrees or higher, it will be checked again. If your temperature is still 100.4 degrees or higher, you won't be able to volunteer during the shift.
- Please sanitize your hands as frequently as possible for at least 20 seconds. Hand sanitizer stations are strategically placed throughout the lobby and public areas.
- Please keep at least six feet away from others (to the extent possible). There are wayfinding and/or floor markings throughout our public spaces.
- We will not be selling concessions.
- Our auditorium seating has been reduced/reconfigured to comply with physical distancing recommendations.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. According to the Centers for Disease Control and Prevention, senior citizens and people with underlying medical conditions are especially vulnerable. By participating in events and programs at Garden Theatre, you voluntarily assume all risks related to exposure to COVID-19.

Our COVID-19 protocols include everything listed above, as well as additional cleaning protocols, and temperature checks for all patrons! We've reworked the volunteer positions to make sure that there is as little physical contact as possible.

- We have two separate entrances/exits depending on where a patron's seat is, and patrons must use those entrances/exits when arriving, at intermission, and when departing after the play.
- Ticket takers have lists of patrons and check them off rather than scanning confirmation sheets.
- Ushers stand in the aisles and direct patrons instead of accompanying them to their seats.

We are not distributing hard copy playbills. There are QR codes posted around the building for patrons to access the playbill, and it's also available on our website. We are not selling concessions, and no outside food/drink is allowed inside the Theatre building.

Our current COVID-19 protocols are on our website. Please bookmark [this page](#) to keep up-to-date as we'll update it regularly.

Please [click here](#) to view the current socially distanced seat map for the 2020-2021 season.