

## Volunteer Handbook

Here at the Pillow, we're passionate about dance. Most likely you are too, and you're here because you want to share your love of the arts with all who walk onto our campus. Excitement is contagious, and when you bring that feeling onto our grounds, our patrons will notice -- and if you don't, they'll surely notice that too. Bring a positive attitude to your shift and watch how your energy inspires our patrons, fellow volunteers, and staff to do the same.

### Volunteer Contacts:

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### Volunteer Requirements

It is important that all JPFD volunteers meet the following requirements so we can provide the best customer service possible. Volunteers must:

- Make a minimum commitment of three (3) shifts during the Festival season.
- Be able to stand for a minimum of one hour.
- Be able to lift 10lbs.
- Arrive on time for their shift.
- Have a valid email address and phone number.
- Provide and wear any uniform specific to that position.

### Volunteer Expectations

Our volunteers and staff are the heart of every patron's visit. We are the face of the Festival and we want to represent it well by delivering memorable moments for all. To keep this promise, it is vital that every volunteer meet the following expectations:

- A volunteer should be comfortable interacting with the public, including proactively approaching patrons, and be able to follow the direction of their supervisor.
- A volunteer is expected to fully participate in all shift duties. For ushers, this includes pre-show, during performances and intermissions, and for any post-show activities.
- A volunteer is expected to read and respond to emails in a timely fashion.
- A volunteer is expected to give 48 hours notice if they are unable to work a shift.
- Volunteers are expected to exhibit professional work habits, including but not limited to: being on time, following JPFD policies and dress codes, arriving prepared for shifts, being responsive, and following through on supervisor requests.
- Because live entertainment often has many variables, our volunteers are expected to be flexible and responsive to changes in the scope of their duties.
- Have fun! We want you to enjoy your time as a volunteer and to create a memorable experience for all patrons and visitors.

### Customer Service

As a member of the Jacob's Pillow Dance Festival community, volunteers are expected to provide excellent customer service to all visitors and patrons.

- Do not make comments about the quality of an event, the performance, the patrons, or the theaters.
- Be friendly, courteous, professional, responsible, and cooperative at all times. A personal conversation should never come before assisting a patron. Be aware of your body language (avoid having your hands in your pockets, crossing your arms, etc.), appear friendly and approachable.
- Listen to visitor and patron inquiries and needs, assisting to the best of your abilities.
- Respect all patrons, fellow volunteers, and all members of Pillow staff.
- Should a disagreement arise, please notify your manager immediately.
- It is important for all volunteers to familiarize themselves with not only the Jacob's Pillow Dance Festival grounds and activities, but with nearby restaurants, lodging, and stores. You might be asked Pillow and non-Pillow related questions so it is important to be able to provide the best possible answer for all visitors and patrons.

### **Appearance**

You are expected to be well-groomed, professional, and courteous at all times. Our clothing standards help create a look of professionalism, consistency, and uniformity. Adhering to this dress code makes it easier for patrons to identify you as a member of our volunteer staff. When in doubt about what to wear, please choose the more conservative option. The following guidelines will help you in choosing proper dress:

#### **Ushers**

- Ushers should wear a plain white dress shirt, black trousers or skirt, and black shoes. Shoes should be comfortable with no open back or front. No scarves or shawls, and no perfume or cologne, please. Ushers must wear the provided name tag and apron, and return both at the end of their shift.

#### **Other Volunteer positions**

- Please discuss suitable wardrobe options with your supervisor. Be mindful that you represent the Pillow!

### **Volunteer Benefits**

Volunteers are essential to Jacob's Pillow Dance Festival and other year-round programs. We recognize the time they devote to the Festival and provide benefits to them as a thank you for their service. Benefits are provided in conjunction with the number of hours volunteered. All positions earn the same benefits through accumulating hours.

*All Volunteers receive:*

- Free admission to morning Community Classes during the Festival season, Monday through Friday.
- An invitation to Member/Volunteer Day, including light fare and a special dance presentation.

*Volunteers who have accumulated 10 or more hours also receive:*

- 10% Discount on Pillow Store merchandise
- Two tickets to a Pillow Party

*Volunteers who have accumulated 20 or more hours also receive:*

- 20% off four tickets during the Festival season (can be used together or separately)
- One ticket to the Festival Finale party (does not include performance ticket)

*Volunteers who have accumulated 40 or more hours also receive:*

- 40% off four tickets during the Festival season
- Two tickets to the Festival Finale party (does not include performance tickets)

## Scheduling

If a volunteer cancels with short notice, there is often no guarantee that a replacement can be found.

- If you have an emergency and cannot fulfill your Volunteer duties, please contact the Assistant Theatre Manager as soon as possible.
- Ushers that notify the Theatre Manager of an emergency or illness at least 48 hours prior to their scheduled shift will receive an excused absence.

Excused absences are limited to family or work emergencies or illness only. **Unexcused absences may result in probation and/or removal from the Volunteer Program.**

It is the volunteer's responsibility to track their Jacob's Pillow volunteer schedule. In an effort to reduce absences, we will do our best to contact all scheduled volunteers prior to their shifts each week with a friendly reminder.

If you are running late for a shift, please call the Box Office at 413.243.0745. Please note that volunteers arriving significantly late to their shift may be asked not to arrive.

## Termination

For the well-being of the entire Company and its patrons, the Management has the right to dismiss volunteers at any time.

Grounds for dismissal include, but are not limited to the following:

- Theft of property from Jacob's Pillow, a patron, or another volunteer or employee
- Insubordination
- Offensive, inappropriate, or disruptive behavior
- Arriving for a shift under the influence OR use of illegal drugs or alcohol while on a shift
- Wandering into restricted areas without authorized personnel
- Arriving late, more than 15 minutes past call time, for your shift three times
- No-show with no communication two times
- Poor attitude towards patrons, other volunteers, or Jacob's Pillow staff
- Three issues of non-compliance with the dress code
- Actions or behavior that are detrimental to the health, safety, or welfare of employees, invitees, or patrons of Jacob's Pillow

## Ushering

Ushers are assigned to either the Ted Shawn Theatre or the Doris Duke Theatre and are the primary customer service representatives for Jacob's Pillow during performances. Ushers should be able to stand for long periods of time and be willing to work any duty assigned (positions listed below); including working on any level of the theater, directing patrons to their assigned seats, ensuring smooth and efficient audience traffic flow to help patrons get seated on time, tearing and scanning tickets, remaining after the performance to help with tidying and closing the theatre, stuffing programs, and being prepared to successfully handle patron questions and needs. All ushers will assist in reseating patrons after intermissions, if applicable.

## Usher Positions

Barker (Ted Shawn Theatre) - Rings TST Bell and make announcements at House is Open, 10 minutes, and 2 minutes before top of show, as directed by the House Manager. Directs patrons to correct entrances; answers general questions from patrons

Floater (Doris Duke Theatre) - Acts as eyes and ears of House Manager outside the house. Directs patrons to lobby entrance closest to their seat location. Relays all complaints to HM. Gives five minutes warning for the beginning of the show/end of intermission if necessary by ringing xylophone on the porch corner

Scanners - Read tickets for accuracy (date, time, theater, show); scan tickets; make announcements about the lengths of acts and number of intermissions

Programmers - Act as a host welcoming patrons into the theater for the performance. Hand out programs to everyone. Direct them to Ushers that will show them to their seats

Seaters - Inside the house directing patrons to their assigned seats. Assist patrons who need additional seating needs (wheelchairs, scooters, walkers, canes, etc.).

### **Postering**

Postering volunteers assist the marketing department with distributing brochures, posters, and palm cards to area businesses.

### **Facilities**

Facilities volunteers assist with weeding, watering flowers, and other small maintenance and grounds projects, as well Festival breaking down and storing of materials.

### **Special Events**

Special event volunteers assist with a variety of jobs associated with events on campus and around the Berkshires. This can consist of helping set up, hosting activities, speaking to patrons, and more at events such as Free Fun Friday, Dog Dance, Third Thursdays in Pittsfield, and others.

### **Program Stuffing**

Volunteers are asked to come and assist our interns in stuffing our seasonal program books with the inserted program for that week's performance.