UNLOCK THE THEATRE. Be on time. Volunteers are waiting outside for you. Use the hex key, located on box office bulletin board, set front doors in unlocked position.

TURN ON LIGHTS
1. Concession Booth, Behind door are lobby lights (don't touch the ones taped)
2. Concession Booth, To right of the window: there's a light switch plus a ceiling pull string.
3. Gender neutral / handicap bathroom: Light switch immediately at left of door and in back closet, on right, one switch is for light, the other is fan. Back closet has a pull-string ceiling light in case you need to see in there.
4. Front Porch light is on the switch panel next to the lobby picture window (near box office)
5. Houselights - though theatre entry doors on left
6. Stairs Lights- double switch below the house lights switch.
7. Lamp stand next to candy machine.
8. Women’s bathroom: Turn lights and fan on

HEAT
1. Thermostat #1 on wall at back of the house: Set to 62 degrees for heat and 52 when closing. This heats the lobby.
2. Thermostat #2 to right of screen: Turn on red breaker; please do not touch the thermostat just use the breaker. Note, only in very cold winter months, otherwise ignore.

THEATER HEAT & AIR CONDITIONER: There is a white remote in the back of the theater by the sound board table. Use the remote to turn on all the wall units. The bottom of the remote slides open where you can dial a snowflake icon for air conditioning and a sun icon for heat. We keep the thermostat at 72 degrees.

LEAVE NOTES: Leave notes for management. ie, “We need more popcorn cups,” or, “the wheelchair lift is stuck,” or “Get more seltzer” or “a light is out in the bathroom.”

VOLUNTEERS make sure volunteers are present. Call back-up volunteers if needed. Last-minute-call list is located on the desktop of the box office computer. Call the Volunteer Coordinator if there’s an emergency. If you can’t reach coordinator, call the director. Phone numbers are on bulletin board. If any issues come up with volunteers such as, they leave early, they don't clean up, or have an altercation with a customer, please leave a note with your box office deposit and we will contact that person.

NEW VOLUNTEERS Please kindly explain the duties and protocols to the volunteer so they know what to do before and after the film. Share the bulleted procedure list located in this package so they can read about their job.

BANK SET-UP Count out your banks. Money is located in the combination-locked strong box. Fill out your shift report’s starting bank amount for concessions. Your starting bank is usually $200, Concessions starting bank is $35. Sometimes it isn’t, so count it out first!
• Start with $35 in concessions
• Start with $200 in box office.

SAFETY Check to see that emergency exits are clear from obstructions. Review safety procedures with volunteers: Note that emergency exits are in front and back of the building, where the flash lights are located, where fire extinguisher is located.

FLASHLIGHTS Check that flashlights are working at the stage, the back of house and in Box Office. They should be located in the plug outlets charging.

PHONE Answer phone in box office when possible (optional). A copy of the monthly calendar is on the wall in the box office if the caller wants film information. Messages should be written down and pinned to the bulletin board.

CURTAIN SPEECH (if required) Touch base with the projectionist. Let him/her know in advance if you will need time before the film starts. The curtain speech is in this order: 1.) Preshow 2.) Curtain
Speech 3.) Trailers 4.) Movie starts. There is a template for the curtain speech: 1.) Explain and offer memberships 2.) Recruit volunteers 3.) Ask people to clean-up after themselves 4.) Announce upcoming films and special events. 5.) Point out the emergency exits.

HOUSE LIGHT PROTOCOL:
Please explain this to the ticket-taker. When the shift leader is in the box office and the other volunteer is in concessions, it is the ticket-taker’s job to notice when the trailers begin and turn the lights down.

At start of film:
- Full lighting for pre-show & curtain speech
- Dim lights as previews start (safety reasons: people may still be finding seats)
- Film begins, turn lights completely off by slowly using the dimmer and then clicking the off switch.
- Entry lamp off.
- Side-Wall Sconces: The switch is upstairs in the projection booth. If the projectionist forgets to turn the sconces off, run up and give a reminder.

At end of film:
- Open the double doors (let in some light in)
- Do not turn lights on until the first part of the credits are finished rolling.
- Wait until people begin leaving their seats, then dim lights half-way up slowly, as credits roll (safety reasons: people are leaving but dim as a courtesy to the ones still reading the credits)
- Turn on the entry lamp.
- Full house lighting when credits finish.

MOVIE BEGINS
- Close the double doors
- As movie starts release volunteers and invite them to watch the film. Shift Leader stays in the box office for at least ten more minutes for the late ticket buyers. Take the concession bank with you to the box office.

Do not leave money unattended in the box office or at the concession stand. You can immediately close out the computer system and prepare your nightly shift deposits and count out the bank for the next shift before going in to see the film or you can lock everything up and finish the bank after the film. If late ticket buyers or concession purchases are made after you lock up your banks, hold on to that money and make your nightly deposit updates after the film or place the money in the white donation mailbox.

TECHNICAL DIFFICULTIES You are to act as house manager and liaison with the Projectionist. If there is a delay in the start of the film, or any technical difficulties occur, you are to make frequent announcements, every ten minutes, to the audience so they remain informed. Sometimes refunds are inevitable. Be cordial and apologize.

REFUNDS: are made through the computerized ticketing system.

FINALIZING THE SHIFT REPORT AND BANKS
1. Close out the computer ticketing system. Use the checklist provided.
2. Make the Starting Bank for the next shift by replacing the $200 into the tan, vinyl, zippered bank. Use all of the small bills first.
3. After you make the $200 bank for the next shift, the rest of the money and your shift report go into your Nightly Deposit Bank placed in the other envelope. Include any checks, merchandise or membership sales.
4. Recreate the concession starting bank of $35.
5. All cash and checks are locked in the lock-box!

DURING THE MOVIE stay in the back of the theater to watch for latecomers or anyone who needs assistance.
SHIFT LEADER CLOSING PROCEDURES

CLOSING CHECKLIST

1. Utilize volunteers, please gently delegate jobs. Make sure theater, bathrooms, and concession stand have been cleaned/swept/ and seats are in upright position.
2. Consolidate trash into one bag; bring to large green barrel located just outside the emergency exit opposite the Big Cheese side.
3. Turn down heat thermostat to 52 degrees and turn off all the wall units using the remote.
4. Unplug the outlet by the box office door to turn off tea pot, booth lights.
5. Return flashlights in their outlets to recharge.
6. Make sure emergency exit, side doors are closed and locked.
7. Turn off lights: Reverse the 8-step turn-on light list above.
8. Close inside double doors to the theater when you leave.
9. Use the hex key, located on box office bulletin board to lock both front doors.
10. Make sure you locked the banks.
11. Is everyone is out of the building?
12. Thank your volunteers! Tell them what a great job they did. Ask them to come back and volunteer again!
13. You are the last one to leave. Pull on the front doors, check that they are locked!
BOX OFFICE PROCEDURES

- Start the computer ticketing system. Make sure it is set to the right date, time and film.
- Set up the starting banks for box office and concessions.
- Open Box Office.
- As patrons come to buy tickets ask them if they are a member, if not, point out member brochure.
- If a customer pays by check please write what the purchase is for on the memo line of the check. (i.e.: ticket, membership, merchandise, gift certificate).
- If a customer needs an ATM, direct them to the Garden House, The Red Brick Tavern or Stewarts.
- If a customer buys a membership, immediately offer their ticket at a member price, take their application and payment (check/cash).

MEMBERSHIP SALES When someone buys a membership at the box office they can immediately start paying a member price. The Shift Leader should separate the check/cash payment from their application. Indicate on the application form if payment is cash or check. Write their check #, amount, date and your initials on the membership application, marked ‘paid’, and put it in the manila envelope on the wall marked MEMBERSHIP. Include the check/cash payment in your end-of-night deposit. Do not leave money in the manila membership envelope pinned on the wall. Remember: All money gets locked in the lock box at the end of the night.

MERCHANDISE SALES Merchandise sales are processed through the computer ticketing system. Include that money in your end-of-night deposit. Remember: All money gets locked in the lock box at the end of the night.

PROCESSING GIFT CERTIFICATES When you receive a gift certificate from a customer note if it is a $6, $7, or $8 gift certificate. Do not ask for extra money to make up the difference.

AFTER MOVIE OR EVENT:

- Sweep theatre, put seats in upright position, consolidate garbage cans from bathrooms, concessions, box office etc, help concessions clean up if needed and replenish supplies.
TICKET TAKER PROCEDURES

- Greet customers
- Guide any handicap people to the wheel chair lift and keep an eye on them until they are finished using it. Wheelchairs have the option of remaining in the back by the lift or moving up to the front where a seat has been removed to provide extra space for a wheelchair.
- If a latecomer arrives, please open door and keep door open for guest until they get up the stairs or use a flashlight to guide them to their seat safely.

HOUSE LIGHT PROTOCOL:

Ticket-taker is in charge of the lights! When the shift leader is in the box office and the other volunteer is in concessions, it is the ticket-taker’s job to notice when the trailers begin, turn the lights down and close the double doors. Please follow these easy steps....

At start of film:
- Full lighting for pre-show & curtain speech
- Dim lights as previews start (safety reasons: people may still be finding seats)
- Film begins, turn lights completely off by slowly using the dimmer and then clicking the off switch.
- Entry lamp off.
- Side-Wall Sconces: The switch is upstairs in the projection booth. If the projectionist forgets to turn the sconces off, run up and give a reminder.

At end of film:
- Open the double doors
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- Turn on the entry lamp.
- Full house lighting when credits finish.

AFTER MOVIE OR EVENT:

- Sweep theatre, put seats in upright position, consolidate garbage cans from bathrooms, concessions, box office etc, help concessions clean up if needed and replenish supplies.
CONCESSION STAND PROCEDURES

- Receive your bank from Shift Manager, count it and sign off on shift report.
- Turn on concession lights and equipment.
- Make popcorn
- Make sure concession stand is stocked with all needed supplies: popcorn cups, oil, candy, coffee cups, etc.
- Candy is in the metal candy closet behind the black curtain. Please make sure the doors to the closet are shut tight, especially at the bottom so mice cannot enter.
- If the refrigerator is not stocked from previous night, put warm sodas and waters in back, keep cold ones up front.
- Once the movie starts turn your bank in to the shift manager.

AFTER MOVIE OR EVENT:

- Make sure refrigerator is re-stocked full with soda and water.
- Clean popcorn machine.
- Clean and sweep concession area
- Help with other cleaning if needed.