



Volunteer Handbook

Revised August 2017

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^u,” 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, and became a farm supply and tractor warehouse for the Pounds Motor Company. Through the efforts of the City of Winter Garden and Winter Garden Heritage Foundation, the restored Garden Theatre reopened in February 2008. Today, as West Orange County’s premiere performing arts organization, this nonprofit hosts over 500 events a year.

General Information

Volunteers are the “heartbeat” of the Garden Theatre

Volunteers.....

-ensure that patrons have the best experience possible
-are warm, welcoming & friendly
-are professional and courteous

Please.....

-park in the parking garage behind the Theatre (not on Plant St)
-place all of your personal items in the bench compartment in the front lobby
-check “[The Volunteer Scoop](#)” regularly for opportunities, 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

Volunteers ages of 14-15 must be accompanied by an adult age 18+.

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

NO outside food or drink is permitted in the theatre

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

INFORMATION YOU NEED TO KNOW.....

ARRIVAL

- Arrive one (1) hour prior to performance start time
- Upon arrival, please sign in at the concessions area
- Please note: The House Manager may re-assign positions as needed
- The House Manager will lead a pre-show briefing and may ask you to help “ready the house” (sweep, check bathrooms, stock concessions, etc.)

DRESS CODE

Live Performances

- White shirt/top with sleeves
- Black slacks
- Black closed-toe shoes [for safety reasons, there are no exceptions. Nice sneakers are okay]

Movies

- White shirt/top with sleeves (or Garden Theatre t-shirt)
- Nice Jeans or dark slacks (no holes or acid wash)
- Closed-toe shoes hoes [for safety reasons, there are no exceptions]

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

ADDITIONAL INFORMATION YOU'LL WANT TO KNOW....

DURING A PERFORMANCE

- Volunteers are invited to watch the performance after all late seating is complete, if open seats are available (The House Manager will make this determination)
- If you watch the performance, the House Manager will determine available seating
- Volunteers should be aware that, during the performance, they are still responsible for their assigned area
- Volunteers should not enter or exit during a performance unless assisting patrons
- Please return to your assigned station for intermission
- If you “hang out” in the lobby during a performance, please be aware that your voices can be heard by patrons in the theatre
- If a patron becomes loud or unruly, please contact a House Manager immediately
- Cell phones, photography and other recording devices are not permitted to be used in the theatre during a performance! If you notice a patron utilizing a device, kindly inform them of our policy. If they are uncooperative, please ask the House Manager for assistance
- It is very important that volunteers set the tone and abide by the NO cell phone rule

DURING INTERMISSION

- Ushers / Ticket Scanners should open the house doors as soon as the house lights come up
- Please return to your assigned areas so that you can assist patrons as needed
- The House Manager may assign a volunteer to additional areas as needed
- The House Manager will notify ushers when to close doors

END OF PERFORMANCE

- The House Manager will signal when it is 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 items to the House Manager

LAST, BUT NOT LEAST...

- Always remember to sign in
- Once the lobby is open, please report to your assigned area
- Once the lobby is open, please do not read newspapers or books, use cell phones, etc.
- 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
- All concerns should be directed to the House Manager
- Please remember to collect your G-Buks before you leave
- We appreciate you! Please give yourself a big pat on the back for giving of your time 😊

VOLUNTEER STATIONS

TICKET SCANNERS

- Please open the house by propping open the main auditorium doors
- Greet patrons
- Scan the ticket (printed [both from box office or from home printer], or from electronic device)
- Please tell usher what row and seat they should take the patron to
- Any ticket issues should be referred to the House Manager
- House Manager will give signal when to close the house doors at show time
- Ticket scanners may be assigned additional duties if necessary
- At intermission and the show's end, prop open the main theatre doors
- Kindly remind patrons "No outside food or beverage is permitted in the theatre auditorium"
- 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

LATE SEATING:

Each event will have its own late seating policy

The House Manager will inform you of the late seating policy at the pre-show briefing

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-T) Numbered from Right to Left – Seat Numbers: #1 - #17
- The seat numbers are located under the patron's right arm (on the arm rest)
- The Ticket Scanner will tell you the party's row and seat number(s)
- Please direct patrons to their seats
- Stand one row below patrons' row (if possible) and direct them to their assigned seat
- Stay with patron to ensure they are seated in the correct seat
- If the patron states they do not need assistance, allow them to seat themselves

- 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 House Manager for assistance:
- Go back to front of house 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
- Kindly remind patrons: "No outside food or beverage is permitted in the theatre auditorium"
- 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

LATE SEATING:

Each event will have its own late seating policy

The House Manager will notify you of the late seating policy at the pre-show briefing

CASHIER

Must be at least 18 years old

- Please report to your area immediately following pre-show briefing
- The House Manager will open the 'Square' Register
- Count and verify cash drawer (\$100)
- Ask House Manager for change, if needed
- 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
- Check with House Manager for additional assignments
- Count cash drawer when concession closes – House Manager will verify
- Count donation/tip jar when concession closes – House Manager will verify

CONCESSIONS

Must be at least age 18 years old

- Please wash your hands before handling food, wine, cups, etc, and be sure to wear gloves when handling popcorn. When wearing gloves, do not touch your face or any other surfaces.
- Please report to your area immediately following pre-show briefing
- Food and drink purchased at the concessions stand can be taken into the theatre by patrons

- 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 next order until cashier is ready
- When selling beer or wine, please ID anyone who appears to be under the age of 30!
- At start of shift, ensure that all soft drinks, beer, wine and candy are fully stocked
- Prior to intermission, ensure all concessions items are fully stocked
- At intermission, please return promptly to your station
- After intermission, ensure all concessions items are fully stocked

POPCORN

- Please wash your hands whenever handling popcorn, scooper, containers, etc
- Please wear gloves while handling popcorn, scooper, containers, etc
- Please report to your area immediately following pre-show briefing
- Please assist in keeping concessions area clean at all times
- Prior to show & prior to intermission, ensure popcorn is ready
- At intermission, please return promptly to your station
- You will be expected to clean the popcorn machine once the concessions area is closed

FLOATER

- Upon arrival please check in with House Manager for assignment
- Assist with overcrowding in lobby
- Assist with guiding patrons to the correct door for seating
- Assist with Ushering (as needed)
- Assist where needed (as determined by House Manager)

EMERGENCIES

Volunteers should always think 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 who will complete a report for insurance purposes, as necessary

In the event a guest trips or falls, or otherwise injures themselves, or needs assistance, please take the following steps:

- Attend to the patron immediately
- Send a second Volunteer to get the House Manager who will then follow the Garden's emergency plan
- Stay with the patron – If the person has fallen, **DO NOT MOVE THEM!**

TORNADOES/WIND EVENTS:

EVERYONE IS TO REMAIN SHELTERED "IN PLACE!!!" - STAY PUT!!!

FIRE OR SIMILAR EMERGENCIES:

REFER TO HOUSE MANAGER FOR EMERGENCY PLAN!!

GENERAL SUGGESTIONS/TIPS/HINTS

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 the front and back rows 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 HM if a patron has a question.

Drinking Fountains:

Drinking fountains are located on the 2nd floor of the Garden Building (near restrooms)

Concessions:

The concession stand sells soft drinks, water, beer and wine, popcorn and various snacks/candy.

Lost and Found Items:

Lost items are to be turned into the House Manager

Fire Extinguishers

Fire Extinguishers (total 12) are located in the following areas:

- 1-The House Left Exit alcove
- 1- Lobby
- 2-Onstage (Stage Left)
- 1-On 3rd floor across from the elevator door
- 1- Green Room
- 1- In Elevator Closet
- 1- In Exit Alcove
- 2- By the tech booth exit door (mezzanine)
- 2- In each dressing room (1 in men's / 1 in women's)

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. In the box office, it is a small white box attached to the underside of the desk. The concessions panic button is attached to the underside of the counter where the red wine is stored. The historic ticket booth panic button is attached to the left wall (left, when looking out to the street). 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

As of July 27, 2017

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 Koozie	3
GT Magnet	3
Name Tag	12
Live Show Ticket*	15
Movie Ticket*	5

*G-Buks cannot be used for show subscriptions or movie passes.

Wheelchair Access	Companion Seat
Transfer Seat	

Stage

Partially Obstructed View
Not For Sale

