

**ORLANDO
FAMILY
STAGE**

IN PARTNERSHIP WITH UCF

ORLANDO FAMILY STAGE

FRONT OF HOUSE VOLUNTEER HANDBOOK

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OVERVIEW

Welcome to Orlando Family Stage (OFS) and thank you so much for volunteering with us! OFS depends on volunteers like you to help us create moments that matter. We aim to make every experience at the theatre a remarkable one for both our volunteers and our patrons. Because volunteers represent the theatre, it is important that you help our patrons feel at home. Your appearance, actions, and conduct all influence how patrons perceive OFS. Our hope is that you greet each patron with a smile and friendly attitude and treat them as you like to be treated.

We hope that the information in this handbook enables you to understand the mission of OFS and helps you in your volunteer work with us! Volunteers like you enable us to provide our patrons with a wonderful experience! Thank you so much for volunteering with us!

CONTACT INFORMATION

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ABOUT ORLANDO FAMILY STAGE

OFS' Mission: Empowering Young People to Be Brave and Empathetic by Creating Quality Theatrical Experiences.



Founded in 1926, our theatre originally opened as a single-theatre complex. Several name changes and a three-stage complex later, we partnered with the University of Central Florida in the year 2000 and became known as the Orlando Repertory Theatre. Our name changed once again on June 15th, 2023 to **Orlando Family Stage** – this followed several years of consideration and over 18 months of research, stakeholder interviews, and a brand audit. The organization's board of directors approved the new name in a unanimous vote in February of 2023.

“Theatre is our platform,” says Artistic Director Jeff Revels. “It can open up new possibilities or perspectives and can lead to healthy discussion or even debate. Theatre moves us to greater awareness, and that is vital for a community's strength and health. Our new name will help our demographic discover us more easily.”

WHY DOES OFS NEED VOLUNTEERS?

Orlando Family Stage is a 501(c)3 nonprofit organization. Volunteers are crucial for the success of any nonprofit organization! Ticket sales and educational camp/class tuitions cover a portion of Orlando Family Stage's annual expenses. Volunteers donate their time to help OFS' cover staffing on show weekends and help our patrons have a remarkable experience at the theatre.

THEATRE POLICIES AND GENERAL INFORMATION

Below are some policies of and general information about OFS. Your awareness of this information will allow you to answer with confidence the most common questions patrons will have.

Box Office Hours:

Monday through Friday: 9AM – 5PM

On show weekends, the box office is open from 12PM until 7PM. If the last show of the day finishes before 7PM, the box office closes accordingly.

*On rare weekends when no shows are playing, the box office is closed.

Show Times:

Orlando Family Stage performances are typically on Saturdays 2PM and 5:30PM, and Sunday at 10:30 AM and 2PM. Throughout the year, there may be special events and/or limited engagement shows that have varying show times.

The season typically begins in August each year and runs through the end of May.* During the summer months, OFS hosts a large amount of summer camps and produces a large summer stock production with our young performers.

*Subject to change.

Ticket Prices:

Tickets vary by event and seat location. For most events, differentiated pricing is offered for Adults and Youth (ages 3-17). Special pricing is available for Seniors (ages 55 and up), Teachers (valid ID required), College Students (valid ID required), and First Responders/Military (valid ID required). Lap children under the age of 3 are admitted without charge.

*All ticket orders including online, phone, and in-person are subject to a \$5 order processing fee.

*We also are able to assist groups of 15 or more with special rates.

Parking:

A free public lot is located directly in front of the theater. This City of Orlando parking lot serves all of Loch Haven Park and its multiple venues.

Alternate parking can be found:

Street Parking along Mills Avenue

Florida Hospital McCrae Garage (fee may apply)

Photography and Video/Audio Recording

Due to copyright laws, photography, video, and audio recording of the stage and show is strictly prohibited. Sets, scenery, costumes, and lighting designs are considered intellectual property falling under the protection of copyright. If you see someone violating this policy, please inform the House Manager immediately.

Late Seating:

Late seating is at the discretion of the House Manager. Patrons arriving late may be seated in seats different than were originally purchased. The House Manager may also wait until a certain moment of the show (after a song, during a scene change, etc.) before seating late patrons.

Ticket Exchanges:

Tickets are non-refundable. However, tickets may be exchanged for another performance of the same production up to 24 hours prior to curtain of the originally ticketed performance using Courtesy Swap. All exchanges are subject to availability and a \$10.00 fee per order.

*Season Subscribers are able to exchange tickets free of charge, and are also able to exchange tickets from one production to another, if needed.

Missed Performances:

OFS does not offer compensation or refunds for performances missed due to a patron's absence or lateness.

Special Seating:

If a patron has special seating needs or preferences, they should advise the box office at the time of booking. OFS box office staff does everything in their power to accommodate a patron, and to ensure that their visit is as comfortable as possible.

Accommodation & Accessibility:

OFS offers ASL-interpreted performances, audio descriptive performances, and assistive listening devices for each of our main season productions.

Additionally, throughout the season, OFS offers a Relaxed version of select productions. Patrons can ask the box office for more information on either of these offerings!

BENEFITS OF VOLUNTEERING

Experience Great Theatre

As a courtesy to our volunteers, OFS makes seats available for volunteers when seats are available. **Please keep in mind volunteer seating is done by the House Manager as the show is starting, based on availability.**

Create Memories with Your Family

We are a family theatre, so we absolutely love it when families volunteer together! If you are volunteering with your family, please be sure to include the names of all members who are volunteering, along with the ages of any children so that we can make sure you are given an appropriate assignment.

Community Service Hours

OFS staff is happy to sign for community service hours. This may be for a school, club, or organization; or can be for Bright Futures Scholarship applicants.

GENERAL VOLUNTEER POLICIES

Qualifications and Physical Demands

Volunteers must be 13 years or older to volunteer alone. Volunteers under the age of 13 must have a parent/guardian with them at all times. OFS volunteers need to have remarkable customer service skills, be a team player, and have the ability and willingness to work and communicate effectively with people of diverse cultural backgrounds.

While performing duties as a volunteer at OFS, a volunteer frequently uses their hands to handle or tear objects. Volunteers are also frequently required to sit, stand, walk, and climb stairs. A volunteer is occasionally required to kneel, stoop, or crouch, and will lift and/or move up to 25 pounds. Specific vision abilities required to perform volunteer duties may include close vision, distance vision, peripheral vision, and depth perception.

If a volunteer has any questions or concerns about the physical demands required to volunteer, please communicate with the front of house staff. The theatre makes every reasonable effort to accommodate a volunteer.

Appearance and Uniform

The OFS approved uniform for volunteers consists of a white shirt/blouse, with khaki pants or a skirt, and close toed shoes (slip-resistant shoes preferred). We require volunteers to wear khaki to help us maintain a uniform look. Please no shorts, jeans, or open-toed shoes. Skirts should be no shorter than just above the knee. If you would prefer to wear a jacket or sweater over your shirt/blouse, it should be either black or white in color. No hats, unless otherwise specified.

OFS is a professional theatre for young audiences. Because our primary audience is children and families, we ask that you dress in a manner that is appropriate for all ages and in proper uniform so that you are easily identifiable to our patrons. When you arrive, you are issued a volunteer lanyard, which should be worn throughout your shift and returned to the box office at the end of your shift. If you have any questions about the dress code, please contact the front of house staff.

Personal Items

A location for personal items is determined by the House Manager at the beginning of your shift. Storage spaces tend to be limited. Orlando Family Stage is not responsible for lost or stolen items, so please leave large sums of money or items of value at home. *You are not able to have any purses, bags, or other personal items on your person while you are volunteering, unless otherwise decided upon by you and your House Manager.*

Conduct

To keep the patron experience positive OFS asks that you refrain from using cell phones or other electronics during your shift. Please make sure they are off or on silent and kept out of sight. While in view of patrons, volunteers are asked to refrain from eating, drinking, chewing gum, or smoking. Volunteers should also avoid voicing negative personal opinions concerning any production, performance, performer, or patron. Unless advised by the House Manager, volunteers are not permitted to participate in or eat at receptions prior to, during, or after a shift for which they are volunteering.

Punctuality and Attendance

OFS depends on the reliability of its volunteers to be successful in delivering the finest in family theatre. Signing up for a volunteer shift is a commitment to work, so please be sure to show up and to be on time. When the theatre is understaffed, it may present safety issues in the ability to properly manage patrons and may result in a lower quality of customer service. If for any reason you are unable to make a shift for which you signed up, please let the front of house staff know at least 24 hours in advance, so that arrangements can be made to cover your shift.

Volunteer shifts typically begin one hour to an hour and a half prior to curtain, but may vary based on the production or event. At the beginning of each shift, the House Manager conducts a brief pre-shift meeting to discuss items such as the production, show run time, position assignments, and any additional events going on at the theatre or in Loch Haven Park.

If you are scheduled for a shift and arrive 15 minutes or more after the shift start time, you may not be able to volunteer for that shift. If you would still like to see the show, tickets need to be purchased. If you would like to re-schedule for another shift at that time, you are welcome to do so as well.

If you sign up to volunteer for a shift and do not notify the Front of House staff prior to your shift that you will not be able to make it, your attendance for that shift will be marked as a “No Show.” Three “No Show” designations within a season (August – June) will result in a volunteer being placed on probation, limiting or restricting your availability to sign up for additional shifts. If you have already signed up, you will be removed from the list. You will be placed on the waitlist for any additional show sign-ups.

Respect

OFS expects that volunteers treat everyone in the theatre with respect and courtesy. As our main audience are families and children, we ask that volunteers take care to use language and conduct that exemplifies our mission.

VOLUNTEER ROLE DESCRIPTIONS

Greeters

Greeters are often the first-person patrons come in contact with when they enter the building. Our greeters should be very friendly and welcoming. Typical tasks of a greeter may include:

- Opening doors for patrons as they enter/exit the building
- Deliver a friendly greeting to the patrons – you are their first impression of the theatre!
- Direct patrons to various locations in the building. Greeters need to know the locations of the box office, concession stand, theatre, restrooms, water fountains, etc.
- Answer general questions about the theatre, the current show, and the local area.

Activities

Volunteers assigned to 'Activities' staff our activities station! These volunteers need to be friendly and helpful to our young patrons as they enjoy making pre-show crafts!

Typical tasks of an activities volunteer may include:

- Assist the House Manager with setting up the activities station before patrons arrive
- Ensure that enough supplies for the activities are set out at each table and replenish supplies as needed
- Assist young youth patrons with cutting, gluing, and completing their craft as needed
- Keep the activities stations clean and organized
- After the show walk the theatre to make sure it is ready for the next show.

Concessions

In order to volunteer in the Concessions, stand, volunteers must be 18 years old or older. Concessions volunteers sell food, drinks, and merchandise to patrons before the show, during intermission, and after the show. These volunteers should be able to handle money responsibly and accurately, and be friendly. Typical tasks of a concessions volunteer may include:

- Assist in set-up, cleaning, and stock the concession stand at the beginning of the shift
- Sell snacks, candy, drinks, and merchandise using our point-of-sale computer system
- Maintain accurate money till. Able to process cash, credit cards, and other forms of payment
- Assist in cleaning and re-stocking the concession stand at the end of the shift.
- You will return to concession during intermission and after the show.

Ticket Scanners/Program Distributer

Ticket Scanners and Program Distributers assist patrons as they are entering the theatre. These volunteers should be friendly and have a basic knowledge of the seating chart of the theatre. Typical tasks of these volunteer assignments may include:

- Assist the House Manager with setting up and stocking program stands before the house opens
- Be able to read and understand tickets. In particular, pay close attention to the date listed on the tickets and the name of the show. This is especially important when there is more than one event going on in the theatre during the shift.
- Tear/Scan tickets and distribute programs to patrons as they enter the theatre
 - Must have basic knowledge of Smart Phone Applications
- During intermission you will return to your door to monitor for food and drinks as patrons re-enter the theatre, unless otherwise assigned.
- After the show walk the theatre to make sure it is ready for the next show.

Ushers

Ushers assist patrons with finding their seats in the theatre. An usher needs to be friendly and proactive in approaching patrons to assist. Typical tasks of an usher may include:

- Read and understand tickets and the seating chart of the theatre in which the show is being performed
- Escort patrons to their assigned row and seats (need to be able to negotiate stairs)
- Assist with general seating issues
- Direct any major seating issues or concerns to the House Manager or box office staff
- Ensure that during the performance the aisles are kept clear, and assist patrons with exiting and re-entering the theatre during the show
- You will act as a stage guard during intermission and after the show, unless otherwise assigned.

EMERGENCY PROCEDURES

In the unlikely event of an emergency, all volunteers should assist the House Manager with evacuating the building or assessing the situation.

Building Evacuation:

All volunteers should be aware of all exits in the lobby and the theatre. Volunteers are welcome to assist staff members in evacuating patrons out of the building and into the park area, **HOWEVER – volunteers are able to evacuate with guests if they so choose.**

If an evacuation needs to take place during the show, the Stage Manager will make a clear, calm, official announcement to hold the show and ask audience to calmly exit the theatre and building through the nearest exit.

Severe Weather (tornado, damaging winds, hail, etc.):

In the event of inclement weather, volunteers are welcome to assist the House Manager and OFS staff with monitoring and assessing the situation.

A **Tornado Watch** means that conditions are favorable for severe weather and for tornados to develop.

A **Tornado Warning** means that a tornado is either occurring or is imminent based on radar and people in the path of the storm should take cover immediately.

In the event of either a watch or a warning before the show begins, volunteers are welcome to assist the House Manager and other staff members with getting patrons into the theatre. Inside any of our theatres is the safest place to be during severe weather. Patrons should be directed to the theatre of their scheduled performance.

First Aid Procedures

If a patron becomes injured, please let the House Manager or a staff member know immediately. There is a first aid kit and safety station located in the box office. Please do not administer first aid without speaking with the House Manager or another staff member first. An incident report may need to be filled out and signed by the injured person or a member of their party, depending on the situation. **Please do not administer first aid.**

Safety Stations

Safety Stations are located throughout the theatre to ensure the best practices. Locations include: Box Office, Administrative Hallway, Youth Academy Office, Backstage of Black Box, Backstage of Edyth Bush Theatre, and Backstage of Universal Orlando Foundation Theatre. Each station has first aid supplies and a Safety Manual which should be consulted in case of emergency.

OFS THEATRE SPACES

Universal Orlando Foundation Theatre
Seats 334 Patrons – Thrust Stage



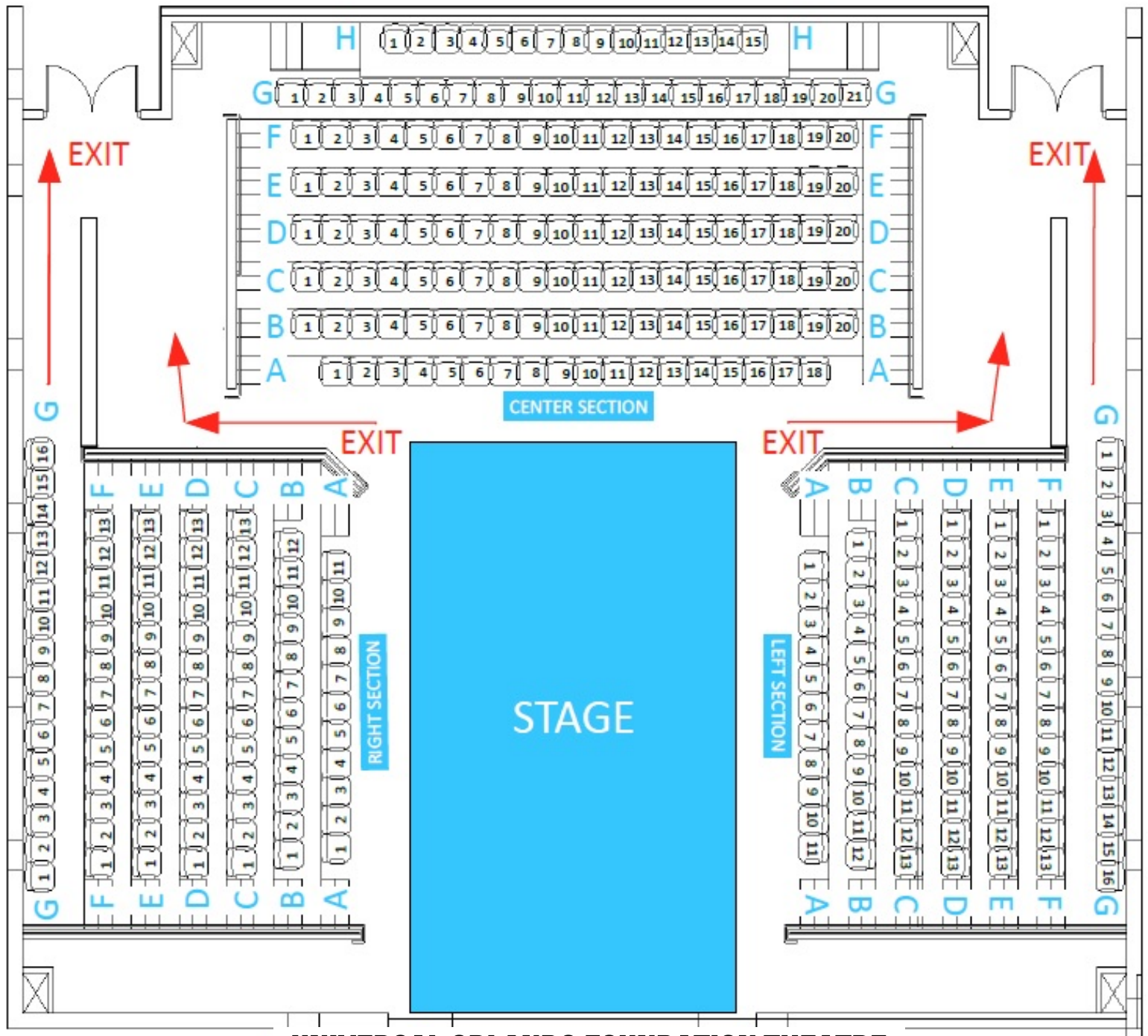
Edyth Bush Theatre
Seats 330 Patrons – Proscenium Stage



Blackbox Theatre
Seats 102 Patrons – Flexible, But Most Often a Thrust Stage



SEATING CHARTS

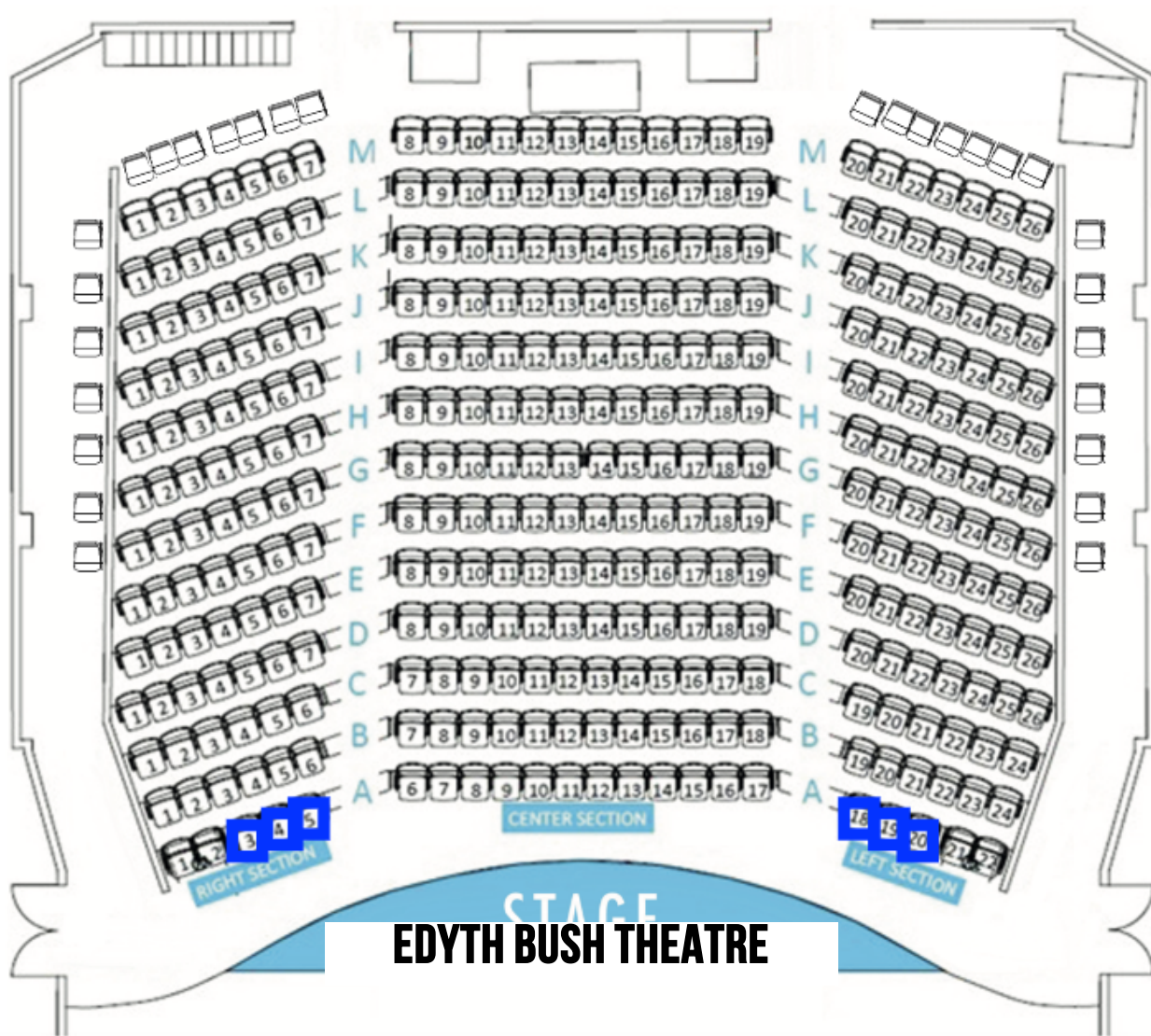


UNIVERSAL ORLANDO FOUNDATION THEATRE

- SEATING CAPACITY 336 -

Bush Theatre

Overflow Seating- 356 Seats



Black Box Theatre

Proscenium Arrangement - 100 Seats

