

SUNSET CULTURAL CENTER VOLUNTEER PROGRAM

A HISTORY OF THE SUNSET THEATER

With its rich history and its significant impact on the creative and intellectual legacy of the Monterey Peninsula, it comes as no surprise that the Sunset Theater is listed on the National Register of Historic Places as well as the California Register of Historical Resources. The Sunset Theater was originally built as an addition to the Sunset Grammar School during the Great Depression. The original construction of the Theater was completed in 1931. Defying traditions of the day and giving the Sunset Theater its unique and signature appearance, the architectural firm of Swartz and Ryland employed English Tudor style for the new school auditorium.

Meanwhile, in 1921, ten years prior to the completion of the Sunset Theater, two remarkable women who would have a lasting impact on the local Arts and Humanities, as well as the Sunset Theater, settled in Carmel. Dene Denny (1886-1959) and Hazel Watrous (1888-1954) guided the founding of the first orchestra on the Monterey Peninsula, as well as the *Carmel Music Society* and the *Carmel Bach Festival*. Both women were very accomplished in the arts and education and were committed to opening their home, and later a gallery, for important artistic and literary events with prominent artists of the day, such as Aaron Copland and Richard Neutra.

In 1927, with twenty prominent music lovers present in their home, the idea for the *Carmel Music Society* was conceived. With the intent of promoting music to a premier position within the community, the mission of the organization would be to bring world-class musicians and artists to Carmel-by-the-Sea. Shortly after the birth of the idea, the *Carmel Music Society* began presenting its offerings to packed houses at the Golden Bough Theater, which at the time was located on Ocean Avenue. However, audiences soon outgrew the Golden Bough and the *Carmel Music Society* moved to the brand new Sunset School Auditorium. In 1933, the Vienna Boys Choir performed in the Sunset School Auditorium on its first American tour, presented by the *Carmel Music Society*. Attendance was standing room only and the legacy of the Sunset Theater had begun.

By 1963, the Sunset Grammar School complex was purchased by the City of Carmel-by-the-Sea and renamed the Sunset Community and Cultural Center. The auditorium became the Sunset Theater. As a city-owned facility, the Sunset Community and Cultural Center embraced a variety of community groups, in addition to the resident arts organizations, thus adding to its cultural legacy.

However, the once-auditorium for schoolchildren was not designed for the sophisticated demands of modern performance art. Additionally, continued use over many decades took a heavy toll on the facility, and action was required to preserve the Sunset Theater.

The City of Carmel-by-the-Sea and a non-profit coalition of patrons and performing groups called *Sunset Center for the Arts* joined forces to assure the future of the Sunset Theater. Ultimately, with the commitment of City funds and the heartfelt, generous support of more than 1100 donors, a concept of adaptive reuse for the Sunset Theater was approved.

A building committee was formed, architects were hired, plans were drawn and construction for the transformation of the Sunset Theater was launched with a festive groundbreaking in October of 2001. The \$22 million remodeling was completed in July of 2003. The magnificent refurbished hall reopened a few weeks later with the 66th *Carmel Bach Festival* and it surpassed all expectations.

THE ROLE OF VOLUNTEERS

Throughout its history, Sunset Cultural Center (SCC) has benefited from a talented and hard-working corps of volunteers. We are very appreciative of their work, for, as our most visible hosts and hostesses, their primary role is to ensure that each patron who visits SCC has an excellent, memorable experience. Most SCC events would be impossible to execute without extensive volunteer assistance.

SCC volunteers are given a broad range of responsibilities. In addition to a wide variety of events in the Sunset Theater, there are also lectures, receptions, tours, parties, weddings, etc., in other locations around the SCC facility. SCC volunteers provide a warm welcome, answer patrons' questions about SCC and its history, and assist with seating and many other tasks vital to the operation of the front of the house. Perhaps most importantly, SCC volunteers see to the comfort and safety of every patron who attends an SCC event. The contribution made by our dedicated volunteers guarantees an extraordinary experience for over 50,000 patrons each year, and keeps them coming back.

GENERAL REQUIREMENTS

The essential requirements for being an SCC volunteer include an enthusiasm for the performing arts, the ability to stand for a prolonged period, the treatment of all people with courtesy and respect, a commitment to excellence, a professional demeanor, consistent punctuality, and the willingness to follow the direction of the SCC House Manager and all the volunteer guidelines and procedures.

BECOMING A VOLUNTEER

Volunteering at Sunset Center is an excellent way to contribute to a proud and ongoing tradition of presenting the world's greatest talents for the enjoyment of our patrons. Since the days of Dene and Hazel, SCC has continued to present the world's most luminous talents in music, dance, and drama, such as Martha Graham, Igor Stravinsky, Marian Anderson, and Itzhak Perlman. In the first year following the 2003 reopening, audiences enjoyed Jose Carreras (the second time this tenor graced the Sunset Theater), the Kronos Quartet, Garrison Keillor (in two separate, sold-out performances), Wynton Marsalis, Poncho Sanchez, Keb'Mo, and Judy Collins, to name just a few.

A valuable exchange occurs when members of the community volunteer their time and talents at Sunset Center. We currently have a roster of almost two hundred active front-of-house (FOH) volunteers, and we welcome contact with anyone in the community who has a strong interest in serving. Volunteering is highly recommended for those who love the performing arts, are dependable, and are committed to the standard of excellence that is preserved in the Sunset Theater.

VOLUNTEER OPPORTUNITIES

Every scheduled event at Sunset Center requires a FOH volunteer staff to assist patrons. SCC volunteers are responsible for assuring the safety of the patrons and the preservation and security of the facility before, during, and after performances. Additionally, there are many volunteer opportunities at Sunset Center for people who have talents and interests in other areas. Volunteers should contact the SCC House Manager if they have experience and enthusiasm for any of these non-performance-time volunteer opportunities:

- Administrative Support: Phone, filing, clerical projects.
- Publicity: Distributing flyers, posters, and related projects.
- Private parties/receptions: Attending Coatroom, and being of general assistance to clients renting SCC spaces.

VOLUNTEER GUIDELINES

ATTITUDE – Each FOH volunteer is an ambassador for SCC and is potentially the first and/or only SCC representative with whom a patron may have contact. When dealing with patrons please always display a professional and courteous manner. Please be somewhat formal in your body language, and, of course, very friendly. Each and every patron should be greeted warmly, as you would welcome a guest in your own house. Please be sure to make eye contact and find various ways to greet people that suit you individually. This is of primary importance. SCC is our home, and we are its hosts and hostesses. Since emotions and attitudes are contagious, the attitude of our volunteers greatly influences the attitude of our patrons. A gracious and considerate demeanor goes a long way in establishing a cooperative atmosphere among staff and an enjoyable, memorable experience for patrons. The same is true when enforcing policies. Our conduct should always be gracious and polite, even when being firm. If problems arise, please bring them immediately to the attention of the House Manager. Please don't try to interpret or invent policies. Volunteers should always be friendly helpers – it's up to the House Manager to be the enforcer of policies.

PUNCTUALITY – Because you are performing duties that are directly related to a tightly scheduled event, punctuality is essential. Volunteers play a vital role in presenting performances at Sunset Center. Tardiness not only affects other FOH personnel but performers, technicians, musicians and patrons as well. Your promptness eliminates one problem on our way to having a successful performance. If you have any difficulties being on time or cannot fulfill your commitment, notify the House Manager as far in advance as possible. After being confirmed for an event, it becomes each volunteer's responsibility to find his/her own replacement if that need arises. Contact the House Manager right away in case there is a waiting list of volunteers for the event in question.

APPEARANCE – The way in which you present yourself, both in attitude and in attire, has a definite impact upon our patrons. Body language is also an important part of your appearance. An example of employing a touch of formality in body language is to gesture with an open hand rather than pointing. In general, use your best manners at all times when on duty at SCC. You should always exhibit a neat and professional appearance and follow the Volunteer Dress Code. Please don't use perfumes or other agents that might induce allergic reactions. Be mindful of your personal hygiene and appearance so that you have as neutral a presence as possible. Our patrons must be able to identify volunteers easily and quickly in case they need assistance. To that end, all SCC volunteers will wear a sash and a name badge, both of which are provided. The Volunteer Dress Code is:

Men – Black dress slacks, black socks, long-sleeved white dress shirt, conservative tie, and good, black shoes. Tennis shoes or other casual shoes are not appropriate. Please don't wear scarves, vests, or any other accessories. Jewelry should be minimal. Please don't wear perfumes or colognes.

Women – Black skirt or dress slacks, white dress shirt, and good, black shoes. Tennis shoes, open-toed shoes, or other casual shoes are not appropriate. Please don't wear scarves, patterned tights or stockings, or any flamboyant or colorful accessories. Jewelry should be minimal. Please don't wear perfumes or colognes.

AWARENESS – Please do not consider yourself an audience member while you are on duty. All aspects of your job as a volunteer require that you maintain awareness of your surroundings at all times. The comfort and safety of the patrons is our primary responsibility. Whether you are welcoming patrons to the theater, watching a performance, or monitoring food and beverage, paying attention is key to seeing that all goes smoothly. When focused on any aspect of your job as a volunteer, please be in the habit of simultaneous mindfulness of patrons and/or situations that need attention.

VOLUNTEER PROCEDURES

Each event at Sunset Center is preceded by a mandatory Volunteer Meeting, at which several important details about the event are announced. It is therefore extremely important that all volunteers are in attendance at each and every volunteer meeting for the events to which they have been assigned. Meetings begin promptly at the scheduled time. Please check your confirmation list for meeting times. As a general rule, volunteer meetings begin sixty minutes before any event with reserved seating and ninety minutes before any event that is general admission. Check your list.

Volunteer meetings for events in the Sunset Theater are held in the upper lobby and last approximately fifteen minutes. The “house is opened” (patrons are permitted to enter the theater) approximately fifteen minutes later – thirty minutes before the beginning of the performance for events with reserved seating and sixty minutes before the beginning of the performance for events that are general admission. Volunteers who are assigned to the Gallery, Greeter, Lobby Sales or Will Call stations will assume their stations immediately after the volunteer meeting has concluded. All other volunteers must remain in the upper lobby during the intervening fifteen minutes between the conclusion of the volunteer meeting and the opening of the house.

The House Manager will clearly announce, “The House is Open” when the appropriate time arrives. Please take no action to open the doors to the upper lobby or the theater until that announcement has been made – even if the normal time for the house to open has come and gone. Once the House Manager has made the announcement, volunteers assist the House Manager in opening all appropriate doors to the theater and in lowering all appropriate ropes leading from the entry lobby to the upper lobby and balcony. All remaining volunteers will then assume their stations.

Placement of patrons in wheelchairs in the seating areas is limited to specific locations. They are in the last two rows (ZZ and Z) in the left, right and center sections, in the second row (seat B2) in the right section, and in the Balcony Box Right. Wheelchair patrons who are capable of transferring out of their wheelchairs may sit in regular seats. There are several rows with aisle seats that have arms that “open” and therefore make it easier for transfers. These rows are S, W, X, Y, and Z. If a patron transfers to a regular seat, his/her mobility aid (walker, crutches, cane, etc.) must be taken to the upper lobby for storage during the event. Make arrangements with the patron about how and when they wish to have it returned. Attach the patron’s ticket stub to the device to ensure its return to the proper owner. Please be alert during the performance in the event that these patrons might wish to leave.

When it’s time for the performance to begin, the House Manager will signal to the volunteers to close all of the doors leading from the upper lobby into the seating area. Please take no action to close the doors until the signal has been given. The doors leading to the balcony seating remain open. Once the performance begins, volunteers will start counting tickets stubs, led by the coatroom attendant.

Once the performance begins, late seating guidelines, outlined during the volunteer meeting, will be enforced. All volunteers must be aware of the late seating guidelines so they can properly assist latecomers. A small number of volunteers is usually asked to remain in the upper lobby to escort latecomers to their seats when the proper time arrives. However, volunteers inside the theater must also be ready to escort latecomers to their seats if they enter the theater unescorted. It’s important to get latecomers seated as quickly and safely as possible with minimal disruption of the performance.

As the house lights come up at the start of intermission (if there is one), volunteers will open all the doors leading out to the lobbies. Volunteers who have been assigned as Usher/Monitors should assume their positions inside the lower doors. Volunteers who have been assigned to Lobby Sales should return to the lobby to continue sales. For most events, several volunteers are assigned as Ushers. During intermission, at least one Usher must remain inside the seating area doors, and the

others remain in the upper lobby to make sure patrons return to the seating areas without food or beverage. Volunteers assigned to the Gallery and Will Call should do the same. In most cases, only bottled water – with a cap – is permitted in the theater. It's important that all other volunteers return to their assigned stations during intermission and remain at their stations throughout intermission.

After the performance has concluded (including all encores), volunteers will open all the doors leading out to the lobbies. After every event, volunteers will do a thorough policing of all the seating areas in the theater to pick up trash and to locate lost and found items. All lost and found items should be brought immediately to the coatroom attendant. Lost and found items are held in the coatroom until the end of the performance day. After that, they are held in the Sunset Center Main Office.

Whenever possible, volunteers will be allowed to sit in the theater and enjoy the performance after all necessary duties are completed. However, it's important to remember that you are still on duty while seated in the theater. You must be seated in the very back row of the theater and remain alert to the needs of patrons, or to the requests of the House Manager for any additional duties that may arise. Volunteers are on duty until all patrons have exited the theater at least as far as the entry lobby, the theater has been thoroughly policed, and all the theater doors have been securely closed and locked.

VOLUNTEER STATIONS

COATROOM ATTENDANT – The station for the Coatroom Attendant is in the coatroom. Patrons will come to the coatroom before and after the performance (and sometimes during intermission) to drop off and pick up coats, umbrellas, etc. When an item is dropped off, the coatroom attendant will place it on a hanger or a shelf, remove one of the numbered tags from a hanger, and give the tag to the patron. The second tag will remain with the checked item. When items are retrieved, the patron will return the tag to the attendant and the checked items will be returned to the patron. The coatroom also serves as an information station for patrons and as a central location for House Management problem solving. Ticket stubs are sorted and counted at every Sunset Center event, and the coatroom attendant serves as the primary ticket stub counter, with the help of other volunteers, as assigned. The Coatroom Attendant has the additional responsibility of checking out and checking in Assisted Listening Devices and Child Booster Seats, as well as monitoring items that are lost and found.

GALLERY ATTENDANT – The station for the Gallery Attendant is in the Marjorie Evans Gallery inside the side (north) entrance to Sunset Center. Patrons will enter the Gallery from the North Parking Lot. Volunteers who are assigned to the Gallery will assume their station immediately after the volunteer meeting has concluded. The Gallery Attendant will greet patrons and direct them to the theater entrance (or other event locations on the Sunset Center property), answer patrons' questions and assist patrons as they arrive and as they leave. The Gallery Attendant will return to the Gallery at the end of the performance. For events that begin before 6:00 PM, the Gallery Attendant will also assist patrons in the North Parking Lot with the operation of the Parking Ticket-Dispensing Machines.

GREETER – The station for Greeters is in the lobby. Volunteers who are assigned as Greeters will assume their station immediately after the volunteer meeting has concluded. Greeters stand/roam in the Entry and Promenade Lobbies to greet patrons as they arrive, to answer patrons' questions, to provide directions to the restrooms, and generally to assist patrons before and after the performance, as well as during intermission. This includes assisting Special Needs patrons who might require help to get out of their vehicles, as well as alerting the House Manager when a patron requests entry to the theater through the lower right door and/or requires the use of the Special Needs Assist Elevator at the south end of the Promenade Lobby. Greeters should avoid being monopolized by friends and acquaintances while on duty. Please ask your friends to meet you after the performance when you are off duty. Please be alert to the safety of all patrons as they enter and exit the seating areas.

LOBBY SALES – Volunteers who are assigned to Lobby Sales will assume their station immediately after the volunteer meeting has concluded. The station for Lobby Sales is usually in the entry lobby. Lobby Sales consists of selling event-related merchandise to patrons before the performance, during intermission, and after the performance. The House Manager will provide instruction.

PROGRAMS – The station for Programs is in the upper lobby, immediately outside the doors leading into the theater. One volunteer is stationed outside each door and has the responsibility of distributing programs to patrons as they enter the theater. A friendly greeting and a comment like “Enjoy the performance” are appropriate. These volunteers are frequently asked to confirm for a patron that he/she is entering the correct door. A thorough knowledge of the theater seating chart is therefore necessary. However, it is common for there to be a bottleneck of patrons entering the theater, so it is very important to accomplish all of this quickly and efficiently. Ushers who are assigned to work in the balcony should take a small number of programs with them to their balcony stations in case patrons arrive in the balcony without having picked up a program on their way upstairs.

TICKET TAKER – The three Orchestra Level stations for Ticket Takers are all in the upper lobby. One is at the top of the steps leading from the entry lobby (Ticket Taker/Arches), the second is at the side door near the coatroom (Ticket Taker/Door) and the third is at the elevator door (Ticket Taker/Elevator). The Balcony Level station (Ticket Taker/Balcony) is in the balcony lobby (the west end of the balcony), in front of the door leading into the balcony seating area. The volunteer assigned as Ticket Taker/Balcony will remain in the balcony lobby after the performance begins to handle late seating for patrons entering through that door.

There is a specific way to tear tickets. Each ticket is usually torn at a perforation. Patrons are usually given the portion containing the name of the event, date and seat number. This is usually the largest portion. The retained portion is usually smaller, with the name and date of the show abbreviated as well as the price of the ticket. Sample tickets will be shown at each volunteer meeting.

After the house has opened, as patrons enter, all ticket takers use the following procedures:

- Read the ticket to ensure that it is for the correct performance. If the ticket is incorrect, politely explain the problem to the patron and direct the patron to the Box Office.
- If the ticket is correct, tear the ticket, give the appropriate portion to the patron, and place the other portion in the ticket box. Please don't deposit anything except ticket stubs into the ticket box.
- Direct patrons to the appropriate door, stairway, or to the elevator, and remind them to maintain possession of their tickets.
- Patrons without tickets should be directed to the Box Office.
- Occasionally a patron may have misplaced, lost or may have never received a ticket. If this occurs, the Box Office may issue a handwritten ticket. If you are unsure of the appearance of a ticket, ask the House Manager for assistance.

During intermission, all ticket takers will return to their stations to make sure patrons return to the theater without food or beverage. Ticket takers need to be able to work smoothly, swiftly, and have a very thorough knowledge of the theater seating chart.

USHER – Usher stations are inside the doors leading into the seating areas, on both the Orchestra and Balcony Levels. Please remember to greet every patron in a warm, welcoming manner. For most Sunset Center events, volunteers are assigned to distribute programs to patrons outside the seating areas. If there are no volunteers in those positions, ushers must also distribute programs to patrons before guiding them to their seats. Ushers who are assigned to work in the balcony should take a small number of programs with them to their balcony stations in case patrons arrive in the balcony

without having picked up a program on their way upstairs. Make eye contact and ask, “May I show you to your seat(s)?” Please explore multiple ways of asking this to make it more interesting for you.

If the answer is no, offer a kind phrase such as “Enjoy your evening,” again exploring different ways to make polite chat with patrons.

If the answer is yes, ask to see the ticket and take it in your hand.

- If the seat is more easily accessed through another door or is in a different section, return the ticket to the patron and kindly direct him/her to the appropriate entrance. If the seat is in your section say, “This way please” and move swiftly to the correct location.
- Arrive just before the patron and double check the seat location(s).
- When the patron arrives, say to him/her/them, “Here we are. Row XX, seat(s) XX which is/are XX seats over to the right/left.”
- Return the ticket(s) to the patron, and move back to your station as quickly as possible.
- Get in the “back of the line” of ushers so that all ushers take turns at seating. While waiting to seat patrons, please remember not to turn your back to the entrance and the arriving patrons. Please don’t engage in conversation with other ushers that might distract you.

If an usher finds patrons already sitting in seats for which the non-seated patrons he/she is seating hold tickets, the seated patrons should be asked to show their tickets.

- If they are only one or two seats off, they should be directed to the correct seats.
- If they are considerably out of place, they should be asked to step into the aisle so that they can be seated correctly.
- If they cannot find their tickets, they should be asked to step into the aisle or to the back of the seating area until they locate their tickets.
- If they do not have tickets ask them to follow you to the lobby. Escort them to a Greeter or to the House Manager. Explain the situation to the Greeter or House Manager and then return to the usher station.
- If they are duplicate tickets, please bring the non-seated patrons to the House Manager.

USHER/MONITOR – For every performance in the Sunset Theater, a volunteer is assigned as Usher/Monitor Right and another as Usher/Monitor Left. When the house opens, Usher/Monitors will assist with ushering duties from the entry point with the other ushers. Usher/Monitors have the added responsibility of monitoring the area near the lower doors to the theater. The lower left door is never used as an entry door before a performance. The lower right door is only used as an entry door when the House Manager conducts a Special Needs patron there. In addition, Usher/Monitors have the responsibility of preventing anyone from stepping up onto the stage from the theater or stepping down into the theater from the stage at any time. Once the performance begins, Usher/Monitors are seated in designated seats near their respective doors. The designated seat assignments will be announced at the volunteer meeting. During intermission, Usher/Monitors stand inside the theater, near their respective doors, to monitor patron ingress and egress. For most performances, the lower right door is latched open by the Usher/Monitor Right during intermission and closed again when the performance resumes. There are some rare performances when the lower right door must remain closed during intermission. That information will be announced at the volunteer meeting. At the end of the performance, the Usher/Monitor Right will once again latch open the lower right door. The lower left door is never latched open. If patrons wish to use the lower left door during intermission or at the end of the performance, the Usher/Monitor Left must open and close it for them.

WILL CALL – Volunteers who are assigned to Will Call will report to the Box Office immediately after the volunteer meeting has concluded. Box Office personnel will provide instruction. During intermission, Will Call volunteers assume stations in the upper lobby, or other locations as assigned, to make sure patrons return to the theater without food or beverage.

EVENT TIMELINE

THE FOLLOWING TIMELINE IS BASED ON AN 8:00 PM EVENT WITH RESERVED SEATING.

6:45 PM – ARRIVAL

Volunteers must not park in the primary SCC parking lots. Park in the lower lot behind the Carmel Bach Festival and Monterey Symphony offices, or as far away from the facility as is comfortable for you. Report to the coatroom promptly and check in. Personal articles may be placed in the coatroom. SCC is not responsible for lost or stolen articles. Report to the upper lobby and participate in any pre-show duties (stuffing programs, etc.) until the volunteer meeting begins.

7:00 PM – VOLUNTEER MEETING BEGINS

Station assignment review
Advanced ticket sales report
Intermission timing and duration
Length of performance
Sample ticket review
Special needs patrons
Late seating guidelines

7:15 PM – VOLUNTEER MEETING CONCLUDES

Gallery, Greeter, Lobby Sales and Will Call volunteers assume their stations. All other volunteers remain in the upper lobby.

7:30 PM – HOUSE OPENS

The House Manager will make two separate announcements that “The House is Open.” The first one is made inside the theater to signal to the performers and technical staff that the house is about to open. If you hear this announcement, please do not respond to it. The second announcement is made in the upper lobby for the benefit of the volunteers. There may be reason(s) for a delay between these two announcements to communicate or solve a problem before patrons are permitted to enter the theater. Please take no action to open the doors to the upper lobby or the theater until the second announcement has been made – even if the normal time for the house to open has come and gone.

All remaining volunteers assume their stations.

8:00 PM – PERFORMANCE BEGINS

At the appropriate time, the House Manager will signal to the volunteers that the performance is about to begin and that all doors leading to the orchestra level seating should be closed. Please take no action to close the doors until the signal has been given. The doors leading to the balcony level seating remain open.

Volunteers begin counting ticket stubs, led by the coatroom attendant.

Patrons who arrive after the doors have been closed can be seated until the moment the performance begins. After that, latecomers are held in the upper lobby until the designated late seating time arrives.

There is no guarantee that volunteers will be allowed to be in the theater during performances. Volunteer duties always supersede the opportunity to watch performances. Whenever possible, it is the goal of the House Manager and SCC to allow as many volunteers as possible to watch as much of each event as possible. When volunteers are seated in the theater, they must be seated only in the very back row of the orchestra level (Row ZZ), or in the very back row of the balcony (Row BH), and must remain alert to the needs of patrons at all times. If there is an insufficient number of seats in the back row of the orchestra level, a limited number of volunteers may stand in the back of the theater. At no time, however, should volunteers (or anyone else) stand in front of the lighting or sound booths.

9:15 - INTERMISSION (approximate time and duration will be given during the volunteer meeting)
See specific station procedures above for a description of duties. Most importantly, all volunteers should help ensure that food and beverage are not brought into the upper lobby or any seating area.

At the end of the intermission, the House Manager will flash lights and/or sound a trumpet fanfare to indicate to patrons the appropriate time to return their seats. As with the beginning of the performance, the House Manager will signal to the volunteers that the performance is about to resume and that all doors leading to the orchestra level seating should be closed. Please take no action to close the doors until the signal has been given. The doors leading to the balcony level seating remain open.

10:30 – PERFORMANCE CONCLUDES (approximate time will be given during the volunteer meeting)
All volunteers are on duty until the end of the performance and all patrons have exited the theater at least as far as the entry lobby. Immediately after the performance has concluded (including all encores), volunteers will open all the doors leading out to the lobbies. All volunteers will then assume their stations and bid farewell to patrons. After that, all volunteers, except those assigned as Coatroom Attendant, Gallery Attendant, or Greeter, will participate in a policing of all seating areas in the theater to pick up trash and to locate lost and found items. Volunteers are off duty once the policing is finished, all patrons have exited to the lobby and the theater doors are locked.

FOR EVERYONE’S SAFETY, PLEASE ACCOMPANY ONE ANOTHER TO PARKING AREAS AFTER THE PERFORMANCE

POLICIES

CAMERAS, ETC.

All recordings, including photographs, video and sound recordings, are strictly forbidden for all performances at Sunset Center. In accordance with California State Law, an announcement is made prior to each performance in the theater, which includes the following: “Please turn off all electronic devices and remember -- recordings of any kind are strictly prohibited.” If an exception to this policy is made for any given event, that fact will be announced at the volunteer meeting which precedes it.

CHILDREN

Every patron attending a performance in the theater must have a ticket, regardless of age. Children must sit in a seat, not on a lap. A limited number of child booster seats is available in the coatroom.

DRESS CODE

The purpose of the SCC Volunteer Dress Code is to provide the very highest caliber of customer service to SCC patrons. All SCC volunteers must abide by the code. Volunteers should always exhibit a neat and professional appearance. Please don’t use perfumes or other agents that might induce allergic reactions. Be mindful of your personal hygiene and appearance so that you have as neutral a presence as possible. Our patrons must be able to identify volunteers easily and quickly in case they need assistance. To that end, all SCC volunteers will wear a sash and a name badge, both of which are provided. The Volunteer Dress Code is:

Men – Black dress slacks, black socks, white long-sleeved dress shirt, conservative tie, and good, black shoes. Tennis shoes or other casual shoes are not appropriate. Please don’t wear scarves, vests, or any other accessories. Jewelry should be minimal. Please don’t wear perfumes or colognes.

Women – Black skirt or dress slacks, white dress shirt, and good, black shoes. Tennis shoes, open-toed shoes, or other casual shoes are not appropriate. Please don’t wear adornments such as scarves, patterned tights or stockings, or any flamboyant or colorful accessories. Jewelry should be minimal. Please don’t wear perfumes or colognes.

FOOD & BEVERAGE

For most SCC events, the Friends of Sunset Foundation will provide concession service. Only bottled water – with a cap – is permitted in the upper lobby, the balcony lobby, or in the theater. SCC volunteers may purchase and consume concessions only when they are not on duty. This usually means only while the performance is underway, but not before the performance or during intermission. Some SCC events include food and/or beverage receptions before, during or after a performance. Receptions are for patrons only.

LATE SEATING

Each event in the theater has a specific late seating policy, which will be outlined during the volunteer meeting which precedes it. The purpose of each late seating policy is to minimize disruptions to the performance. During the volunteer meeting, the House Manager will ask a small number of volunteers to assist with late seating. Patrons who arrive after the doors have been closed at the beginning of a performance can be seated until the moment the performance begins. After that, latecomers are held in the lobby until the designated late seating time arrives. The House Manager will provide specific direction. The volunteer assigned as Ticket Taker/Balcony will remain in the balcony lobby after the performance begins to handle late seating for patrons entering through that door.

LOST & FOUND

All lost and found items should be brought immediately to the coatroom attendant. Lost and found items are held in the coatroom until the end of the performance day. After that, they are held in the Sunset Center Main Office.

REST ROOMS

There are two sets of restrooms available for patrons to use. One is next to the coatroom and the second in the north hallway near the entrance to the Gallery. The restrooms near the coatroom have outside doors as well as doors inside the upper lobby. The doors inside the upper lobby are locked until the start of each performance so as to eliminate the possibility of patrons entering without passing through a ticket-taking station. The inside doors are unlocked after the performance begins.

SPECIAL NEEDS PATRONS

Placement of patrons in wheelchairs in the seating area is limited to specific locations as follows: in the last two rows (ZZ and Z) in the left, right and center sections, in the second row (seat B2) in the right section, and in the Balcony Box Right. Wheelchair patrons who are capable of transferring out of their wheelchairs may sit in regular seats. There are several rows with aisle seats that have arms that “open” and therefore make it easier for transfers. These rows are S, W, X, Y, and Z. If a patron transfers to a regular seat, his/her mobility aid (walker, crutches, cane, etc.) must be taken to the upper lobby for storage during the event. Make arrangements with the patron about how and when they wish to have it returned. Attach the patron’s ticket stub to the device to ensure its return to the proper owner. Please be alert during the performance in the event that these patrons might wish to leave.

STANDING ROOM

There is a strict no-standing policy in the Sunset Theater. Every patron must be seated in the seat for which he/she holds a ticket. For general admission events, all patrons must be seated at all times.

TICKETS & PASSES

The general policy about tickets is very simple. Every patron must have a ticket, and must sit only in the seat for which he/she holds a ticket. Volunteers are not authorized to reseat patrons. If a patron does not have a ticket, or presents a ticket for the wrong event, the mistake should be pointed out to the patron in a very polite manner, and the patron should be directed to the Box Office. Occasionally a patron may have misplaced, lost or may have never received a ticket. If this occurs, the Box Office may issue a handwritten ticket. If you are unsure of the appearance of a ticket, ask the House

Manager for assistance. Sometimes, patrons can be admitted using some kind of pass instead of a ticket. For example, at most events, a group of volunteers selling concessions on behalf of the Friends of Sunset Foundation (FOSF) will be admitted by virtue of wearing the approved FOSF sticker. Whenever possible, sample passes which have been approved for any given event will be reviewed at the volunteer meeting which precedes it.

VOLUNTEER SEATING

There is no guarantee that volunteers will be allowed to be in the theater during performances. Volunteer duties always supersede the opportunity to watch performances. Whenever possible, it is the goal of the House Manager and SCC to allow as many volunteers as possible to watch as much of each event as possible. When volunteers are seated in the theater, they must be seated only in the very back row of the orchestra level (Row ZZ), or in the very back row of the balcony (Row BH), and must remain alert to the needs of patrons at all times. If there is an insufficient number of seats in the back row of the orchestra level, a limited number of volunteers may stand in the back of the theater. At no time, however, should volunteers (or anyone else) stand in front of the lighting or sound booths.

EMERGENCY PROCEDURES

The Theater is responsible for the safety of all patrons in the theater before, during, and after the performance. Therefore, we have outlined precautionary measures to be taken during any emergency situation. Prior to each event, the theater staff will review these procedures. Note your station for the evening and put yourself through the paces prior to the performance. With continued exposure to the evacuation procedures, they should become second nature.

In an emergency you should be confident in handling the crisis. In any situation, the staff will alert Volunteers as soon as possible regarding possible evacuation plans. In certain instances it may be necessary to re-route patrons as necessary.

The calmest way to designate to patrons which way to go is to point towards the closest exit and firmly indicate, "THIS WAY OUT."

There are four kinds of emergency situations:

FIRE – EARTHQUAKE - BOMB THREAT - POWER FAILURE

Each will be discussed at our Safety Training along with a practical demonstration of procedures. In each case, the House Manager will coordinate the training of all Front-of-House Volunteers.

Fire – Fire evacuation will occur whenever the fire alarm sounds or when the audience is “asked to leave the building” from the stage. The most important aspect in fire evacuation is the prevention of panic. At no time should the word FIRE ever be mentioned. Always attempt to instill calm in the audience.

Earthquake – In the event that an earthquake shakes the theater, there is little that the Volunteers can do while the tremor is in progress. It is preferable that the Volunteers remain where they are – do not move to any other position – until the tremor has subsided. A few words of reassurance to the audience and a request to “stay at their seat, crouch down in the space in front of their seat, and stay put until the tremor has ceased” may keep the crowd from moving. In this type of situation the crowd may be panic-stricken and want to get out. It is best to try to keep them where they are. If there is any structural damage, people will be moving rather quickly to get out of the way of any falling debris. If anyone is injured, notify the House Manager at the earliest possible time. When the tremor has ended, evacuation procedures will be implemented. Patrons may need to be re-routed if exits are blocked.

Bomb Threat – For the most part, bomb threats are just that – threats. Usually no bomb has been placed and the caller’s intention is only to disrupt the event. For this reason, the receipt of a bomb threat will not automatically cause an evacuation. Additionally, for most events, security is very tight. Therefore, there is very little chance of a bomb’s being placed in the building.

EVACUATION FOR FIRE, EARTHQUAKE AND BOMB THREAT

ORCHESTRA LEVEL – RIGHT SIDE

ONE USHER will open the doors into the Upper Lobby and remain in the vestibule, directing patrons into the Upper Lobby. Remain at this station until the orchestra and the lobby are cleared of patrons. Report to the House Manager.

REMAINING USHERS will exit the seating area into the Upper Lobby, directing patrons out of the Upper Lobby to the Exit Door beside the Coatroom or to the Exit Doors in the Entry Lobby. Remain at this station until the orchestra and the lobbies are cleared of patrons. Report to the House Manager.

USHER/MONITOR will open the Exit Door on right side nearest to the stage, directing patrons into the Promenade Lobby. When right side of theater is cleared, move to a position outside, not blocking the exit, and direct patrons away from the building, out of the parking lot, and up to the sidewalk on San Carlos Street. Maintain patrons at a safe distance from the building.

ORCHESTRA LEVEL – LEFT SIDE

ONE USHER will open the doors into the Upper Lobby and remain in the vestibule, directing patrons into the Upper Lobby. Remain at this station until the orchestra and the lobby are cleared of patrons. Report to the House Manager.

REMAINING USHERS will exit the seating area into the Upper Lobby, directing patrons out of the Upper Lobby to the Exit Door near the water fountains. Direct patrons down the stairs, away from the building and across Mission Street, keeping the street clear for emergency vehicles. Remain at this station until the orchestra and the lobby are cleared of patrons. Report the House Manager.

USHER/MONITOR will open the Exit Door on left side nearest the stage, directing patrons out of the building, down the stairs, away from the building and across Mission Street, keeping the street clear for emergency vehicles. When left side of theater is cleared, move to a position outside and maintain patrons at a safe distance from the building.

LOBBIES

ONE TICKET TAKER will open the Exit Door near the water fountains and move to a position outside, directing patrons away from the building and across Mission Street, keeping the street clear for emergency vehicles.

ONE TICKET TAKER will take a position at the bottom of the Left Balcony stairs, directing patrons to the Exit Door near the water fountains. Remain at this station until the Balcony and the Upper Lobby are cleared of patrons. Report the House Manager.

COATROOM ATTENDANT AND REMAINING TICKET TAKERS will check restrooms and take positions outside the building, not blocking the exits, and direct patrons away from the building, out of the parking lot, and up to the sidewalk on San Carlos Street. Maintain patrons at a safe distance from the building.

GREETERS AND UPPER LOBBY ATTENDANTS (PROGRAMS) will open Exit Doors in Entry and Promenade Lobbies and direct patrons out of the Exit Doors. When lobbies are cleared of patrons, move to a position outside, not blocking the exit, and direct patrons away from the building, out of the parking lot, and up to the sidewalk on San Carlos Street. Maintain patrons at a safe distance from the building

BALCONY RIGHT

TICKET TAKER will open the doors into the Balcony Lobby, directing patrons down the stairs into the Entry Lobby. Remain at your station until the Balcony and the Balcony Lobby are cleared of patrons. Report to the House Manager.

BALCONY USHER RIGHT will take a position at the bottom of the Right Balcony stairs, directing patrons to the Entry Lobby Exit Doors. Remain at this station until the Balcony is cleared of patrons. Report the House Manager.

BALCONY USHER LEFT will open the Balcony Left doors and direct patrons down the stairs into the Upper Lobby. Remain at your station until the Balcony and the Balcony Lobby are cleared of patrons. Report to the House Manager.

POWER FAILURE

Power failure is most dangerous when it occurs in conjunction with another type of emergency. However, by itself, a power failure is an inconvenience, which could result, at worst, in someone's falling and hurting him/herself. Emergency lighting will go on inside the entire theater. However, the Volunteer's primary responsibility is to provide additional light in areas where it may be needed. Patrons should be instructed to remain calm and to stand still or remain seated except when it is necessary to evacuate the building. Evacuation should occur only when direct orders are received.

MEDICAL EMERGENCY

If a patron is in need of major medical assistance, report to the House Manager. Do not attempt to move the patron.