

EL CAMPANIL THEATRE VOLUNTEER HANDBOOK

Revised 05-01-18

Mission

The Mission of the Volunteer Team is to promote the enjoyment of cultural arts at El Campanil Theatre by helping to provide patrons with a positive Theatre-going experience.

Goals and Responsibilities

As representatives of the Theatre at the forefront of each Theatre event, every person has the opportunity to serve as a Goodwill Ambassador. In this spirit, you are asked to follow certain essential guidelines to the best of your ability:

Welcome each patron to the theatre in a courteous and friendly manner.

Maintain a positive attitude and cheerful demeanor. Smile!

Support the Theatre policies and Theatre management

Set examples of good Theatre etiquette

Work as a team member with fellow employees and Theatre management

Share ideas, opinions and concerns with fellow volunteers and Volunteer Coordinator, always in the appropriate setting

Spread the word of the Theatre to the community

Demonstrate a willingness to learn all aspects of your position.

General Information

Every volunteer usher should be familiar with some basic information about El Campanil Theatre (ECT). Please read and familiarize yourself with the following procedures and information:

The Main Ticket Office hours are as follows:

PHONE: Monday through Friday 10 am - 2pm

WALK-UP: Monday through Friday 10 am - 2pm

Note: 60 minutes prior to curtain for current performance only

Holiday hours are posted in the Ticket Office as they occur.

Restrooms are located in the lobby. A handicapped accessible / family facility is also available. A drinking fountain is also located in the lobby. A baby changing table is available in the family facility.

Lost and Found articles that are turned in can be inquired about through the ticket office Monday thru Friday, 10am to 2pm by calling 925-757-9500.

There are no public phones in the building.

Free Parking for patrons and volunteers is available in the lots along Second St.

Job Descriptions

Volunteers are an important aspect of El Campanil Theatre. Special events, rentals and in-house productions are all a part of the volunteer experience. There are many opportunities to help the Theatre with a variety of events and times! All persons age 16 and older are welcome to participate in our volunteer program.

Physical Requirements

Standing for long periods of time depending on your assigned position.

Bending over to pick items up off the floor.

Be able to assist patrons in an emergency

General Training and Service Requirements

Volunteers are considered active once they have completed the Volunteer Orientation and application process in conjunction with any additional training that may be needed. Following the submission of all paperwork, volunteers are asked to sign up for events as their schedule permits. Whenever possible, please sign up online.

Ushering events are scheduled when they become available.

Minimum Requirements To Remain Active:

Volunteers must sign up for one or more Category B event each calendar quarter. These include dance recitals, rentals, graduations, field trips and other events that are designated on the sign up webpage.

Please note: Volunteers who do not complete required service within a three month period will be given inactive status and may no longer receive communications and or benefits until service resumes. Volunteers who have been inactive for more than one year will be required to complete a Volunteer Orientation again. If you know of a reason why you may be unable to volunteer for a significant amount of time, please inform the Volunteer Coordinator.

Equal Opportunity Volunteering

El Campanil Theatre provides equal volunteering opportunity for everyone regardless of gender, color, race, creed, national origin, religion, sexual orientation, marital status, political belief, or disability that does not prohibit performance of essential assignments functions. All matters relating to volunteering are based upon ability to perform the given assignment.

DRESS CODE

The dress code is intended to present a professional appearance and is as follows:

Women's Dress Attire

Black Dress Slacks
White Dress Shirt, Blouse or Sweater
Comfortable Shoes, Preferably Black
Volunteer Badges
Tasteful Jewelry

Men's Dress Attire

Black Slacks
White Shirt or Sweater
Volunteer Badges

Fragrances

Please refrain from wearing perfume, cologne or aftershave when ushering. Many guests are sensitive to fragrances. Also, as a representative of El Campanil Theatre please arrive to usher with a professional level of personal hygiene.

Not Acceptable

Jeans, Revealing Shirts, Dingy Shoes or Boots, Chewing Gum

What Do Theatre Volunteers Do

Creating a positive atmosphere encourages patrons to return and gives the mark of professionalism to our staff. There are many things you can personally do to make El Campanil Theatre performances special for the patrons.

Carry out all El Campanil Theatre policies

Smile, be courteous and pleasant at all times.

Act professionally at all times

Give a friendly "hello" or "good evening" and inquire "May I help you find your seat?" as ticket is being taken.

Stay informed so you can dispense correct information

Listen for comments as patrons exit and share them with the Volunteer Coordinator and House Managers (good and bad)

Report any suggestions or concerns to the Volunteer Coordinator.

Take tickets

Hand out programs and other printed materials

Usher patrons to their correct seats

Prevent food and drinks from being taken into the auditorium. Bottled water is the only exception. (During films we permit popcorn sold at the concession stand)

Work in the concession stand

Be alert for any disturbance or emergency

Direct patrons to restrooms.

Have a basic understanding of the theatre's history

Be knowledgeable of emergency evacuation procedures.

Perform a light clean up after the show

Set examples of good theatre etiquette

Enjoy the benefits of teamwork

Take the extra step to provide excellent customer service

Assist as needed with special events

Demonstrate a willingness to learn all aspects of your position

Follow instructions from the House and Theatre Managers

Remember! Your primary obligation is to serve our patrons needs. If you want to watch a particular performance without interruption, you should buy a ticket to ensure you enjoy the entire performance.

Don't:

Talk excessively with other employees while you are working.

Accept tips from patrons.

Chew gum while working.

Read while working.

Interrupt Box Office staff, technicians, performers or clients.

Leave your assigned position without notifying another employee.

Drink alcoholic beverages before or during a show.

Go backstage or onstage- only authorized personnel are allowed backstage and onstage.

Wear fragrances or perfume.

THEATRE POLICIES AND PROCEDURES

There are several policies that are designed to ensure the safety, comfort, and enjoyment of all guests. The volunteer ushers must be aware of and consistently, courteously enforce these policies at every event in the theatre. The house manager will address any variations from our normal policies and procedures during the briefing at the beginning of each shift.

Tickets

Any patron who will occupy a seat must have a ticket.

Late Seating

Please do not agree to hold tickets for latecomers. Tickets must be left at will call in the Ticket Office or given to the House Manager.

Photography and Filming

Cameras, tape recorders laptops and video cameras are normally not permitted in the theatres. There may be an instance where a producer does allow photography without flash and you will be given that note in the House Manager's briefing. Flash photography is not allowed.

Food and Drink

Bottled water is always allowed in the theatres. Other beverages sold at the bar may only be consumed in the lobby. Beer is always to be served in a designated cup.

Smoking

State law prohibits smoking in public buildings. Smoking is also not allowed anywhere in the area surrounding the center as well, per city ordinance.

Medical Emergencies / Accidents / First Aid

If a patron becomes ill or is injured, offer immediate assistance.

First aid kits are in the concession storeroom.

Volunteers should stay with the patron, a second volunteer will notify the house manager.

The house manager will assess the situation to see if emergency services should be called.

For the comfort and privacy of the stricken patron all other personnel shall remain in their positions unless the house manager requests additional assistance.

Handicapped Patrons

Wheelchair and handicapped seating is available in orchestra section. A seat will be provided for the companion. These seats are ticketed. Please check with the House Manager if a patron needs to be relocated to the wheelchair area.

Volunteers and house managers may offer assistance to handicapped patrons but should refrain from actually lifting or carrying the patron.

Hearing Impaired

Assisted listening devices are available upon request. The system is available only when the theatre's house sound is being used. The house manager will be responsible for the distribution of these devices.

Emergency Contact Information

El Campanil Theatre wishes to keep an updated and current emergency contact list for all volunteers in the case of emergency. Should any of your information change, please immediately inform the Volunteer Coordinator of the change. Emergency Contact Information is only accessible by the Volunteer Coordinator and House Managers. This information will remain confidential and will only be used unless in the case of emergency.

Personal Data / Information Changes

Mailing address, telephone numbers, email addresses and other personal information should be current at all times to maintain proper and effective communication. If any personal data has changes, please notify the Volunteer Coordinator. Submit it to the House Manager to be given to the Volunteer Coordinator. All information is private and will not be given out to other volunteers or individuals requesting it without permission.

Scheduling

If you sign up to work, please mark those performance dates on your calendar. In most cases, your requests to work will be granted. You will receive a reminder email within the week prior to the event.

Please sign up for events on the volunteer page at:

<http://www.elcampaniltheatre.com/sign-up-for-events.html> (Ask House Manager for the Password)

Cancellations and Tardiness

In the event you are unable to work once scheduled, it is important that you notify management as soon as possible so that arrangements can be made for a replacement. If you cannot work, please provide the management at least 48-hour notice prior to the scheduled event. If you cannot stay for an entire event, it is essential that you notify management in advance. It is not recommended you sign up for an event you are unable to stay the duration.

As a volunteer for the Theatre, it is important that you arrive on time. Timeliness is important since all events are scheduled to start at a specific time. When an individual is missing whose attendance was expected, it creates difficulty in providing a professional demeanor to patrons and clients. Volunteers who are habitually late or fail to cancel may be changed to inactive status.

Volunteer Discounted Tickets

If you have attempted to work at an event but it has sufficient help, you can request a ½ PRICE ticket for yourself – as long as you have worked a Category B (Rental) in the past three months. Contact the ticket office.

Call Times

Starting the show or event on time greatly depends on the house being ready to seat patrons at the appropriate time. This means you need to be checked in and ready to start your volunteer shift by call time.

The call time is always one hour prior to the curtain for General Seating events and one hour 15 minutes for Reserved Seating events. As traffic can vary greatly, please allow time for extra traffic as a rule and not exception. Please also allow time for parking and walking to the theatre.

Before The Event

Enter through the front doors to the Theatre (not the backstage entrance)

Ushers must arrive at the theatre at the call time indicated on their schedule. Please be sure to arrive on time as we have limited time to cover event details and assign usher positions before the theater is set to open for seating.

Please leave bags, and personal items in your car or at home, as there is not a completely secure area to store them while ushering.

Find your name badge in the concession office. Take a flashlight and small plastic bag.

Check the assignment list to find your position. Refresh your knowledge of the specifics for that position.

Attend the pre-show meeting for event assignments, special seating arrangements and updates.

Pre-Event Meeting

A pre-event meeting will be conducted prior to all events, at least fifteen minutes before the opening of the Theatre doors. Theatre doors are usually open 45 minutes before event time. However, there are exceptions. During this meeting, any questions, comments, or concerns regarding the event can be discussed. As always, be attentive to management for any new information you can relay to patrons during your shift.

Common Information Provided During a Pre-event Meeting:

Expected attendance for the event

Reserved or general seating

Intermission times (if any)

Any special information for a specific event

Door opening time (as it will adjust depending on the event)

Client's decision on photography and video taping

Ushering positions will vary based on the event and number of ushers scheduled. Positions usually include Ticket Taker, Concession/Bar staff, Ushers in the Orchestra (ground level), Loge (1 flight of stairs) and Opera (2 flights of stairs). If you have any question about your assignment or specific responsibilities, don't hesitate to ask.

Move to your post and familiarize yourself with the layout of the house. On your way to your post check out the emergency exits and evacuation routes closest to your assignment. If you have any questions, ask your House Manager.

If booster seats are anticipated for the event, please take five to your area and place them in a safe place for use as needed.

(Note: See the section discussing EMERGENCY PROCEDURES for more information.)

When The House Is Open

When the House Manager announces that the house is open, take your position, stand and be ready to politely assist patrons. Remember to actively offer to help patrons, smile, and direct them to their seats. As the house fills up, make a mental note of the empty chairs near you. Often these patrons will arrive during late seating. It will be easier to help them to their seats if you have an idea where they might have tickets.

Please remain **STANDING** for 5 minutes after the show has started. After late seating any patrons (the time of which depends on the performance), you may take a designated seat in the area assigned to you.

If you are assigned to the side entry in the Orchestra Section, remain in that position until your replacement comes.

If there is a disturbance in the theatre, (i.e. a crying baby, loud talking or a camera) politely deal with it. This can normally be accomplished by asking the patron(s) to stop the disturbance. If you do not feel comfortable doing it or have had negative response, get your House Manager. It is very important that you do not allow the disturbance to continue.

For most performances, there will be a late seating, typically 5-10 minutes into the show. At this point, those patrons who have arrived after the show has started will be allowed into the theatre (usually between pieces or scenes).

During performances, please be aware of the patrons around you. You are our eyes in the theatre. If a patron needs assistance (i.e. help up the stairs to go to the restroom or help back to their seats) please offer help as soon as you notice their need. Do not allow audience members to sit on the arms of the chairs or prop their feet up on the backs of seats or on the stage area.

In the event of an emergency, notify your House Manager IMMEDIATELY. Unless otherwise advised, go to your assigned emergency position. El Campanil Theatre staff will take over and manage the situation per ECT policy outlines. Emergencies can be minor or major in nature. As a volunteer, you may be asked to assist in emergency procedures.

(Note: See the section discussing EMERGENCY PROCEDURES for more information.)

At intermission, stay in the theater. You must remain standing during intermission. If you have to use the bathroom, feel free to do so. Walk up and down the aisles to check for food/drinks, patrons with their feet on the chairs, running up and down the aisles or other questionable behavior. Then remain at your station during intermission, directing patrons to the nearest rest room. Assist returning patrons, if necessary.

Intermission

The House Manager will notify patrons when there is five minutes left in the Intermission. This will be done by the flashing of lobby lights. At this time, please assist in escorting patrons back inside the Theatre. Stand at your designated position to prevent food or drink from re-entering the theatre.

After The Event

Keep the house doors closed until the event has ended and the house lights have come on. Then remain at the exit doors until the house has cleared. If requested, patrons may leave using EXIT DOOR #1 (refer to Seating Chart) Only during a true emergency can EXIT doors #2, #3, #4, #5, and #6 be opened and used.

Once the event has concluded, patrons should be politely asked to continue their conversation in the lobby area.

Once the Theatre is emptied of patrons, check the house for any dropped programs, ticket stubs, water bottles, lost-and-found items, etc. Any lost and found items should be turned in to the House Manager. If a patron inquires about a lost item, refer them to the House Manager. Garbage bags will be supplied to you by the House Manager for house clean-up.

All volunteers are to remain until after these duties have been completed. Don't forget to collect your personal items and return your badge and flashlight to the concession room before you leave!

EMERGENCY PROCEDURES

Theatre Evacuation

In all building emergencies, the house manager or senior staff member will be responsible for calling 911 and communicating with emergency personnel.

In the event of any emergency that requires the evacuation of the theatre, one of two scenarios will occur:

1. If a building emergency occurs which is not evident to the audience, the house manager and senior staff member will confer and decide a plan of action.

In the event of an announcement, all ushers must report to the positions assigned by the house manager. Please stay at the assigned station, so if an emergency occurs, ushers are prepared. Once the general announcement has been completed, the ushers coordinate the evacuation of their assigned segment of the theatre, utilizing flashlights as necessary. It is appropriate to ask patrons to assist those around them who might require additional support in walking outside. The house manager will either help handicapped or assign a volunteer to assist handicapped patrons outside. Once outside, have patrons cross to the opposite side of the street to allow emergency vehicles access to the building.

2. If a situation occurs which is obvious or threatening to the audience, volunteers should immediately take control of their designated area and begin to guide patrons to the appropriate exits. If a patron is unwilling to evacuate the building, the usher must tell him or her that it is the policy of the El Campanil Theatre that all patrons proceed outside.

Injury / Property Damage / General Emergency

The house manager, senior staff member and injured patron will decide if calling 911 is necessary. A volunteer will be instructed to proceed outside of the building to await emergency personnel.

An injury or property damage report must be filled out for each incident. Injury and property damage forms are located in ticket office.

First aid kits are located in the concession storeroom. Please notify the house manager as supplies are used.

General Rules

Stay calm. The patrons will look to the volunteers as a barometer for the situation.

Work together. Ask for help if it is needed.

Best judgment must be used. Emergencies are by their very nature spontaneous. This information is meant to be a guideline, but each situation may require quick decisions and teamwork.

FIGHTING FIRES - "TO FIGHT OR NOT TO FIGHT"

NO, don't fight the fire. Get out, get others out, and call 911:

If the fire is spreading beyond the spot where it started.

If the fire could block your exit.

If you are not too sure how to operate the extinguisher.

YES, use the fire extinguisher:

If you have already called 911.

If the fire is small (confined to its origin in a wastebasket, cushion, small appliance, etc.)

If you can fight it with your back to an exit.

If your extinguisher is in working order and you know how to use it.

If you know enough to get out fast if your effort is failing.

PORTABLE FIRE EXTINGUISHERS ARE LOCATED:

On the wall (housing the firehoses) between the lobby and the auditorium. Left and right sides.

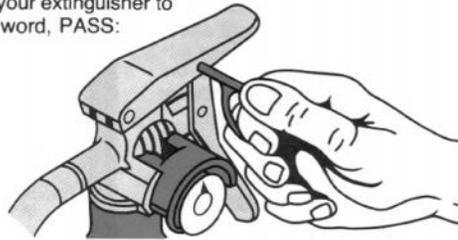
In the hallways (left and right) leading from the auditorium to backstage

REMEMBER the basics of using extinguishers.

If you are called on to use your extinguisher to fight a fire, just think of the word, PASS:

Pull

the safety pin at the top of the extinguisher.



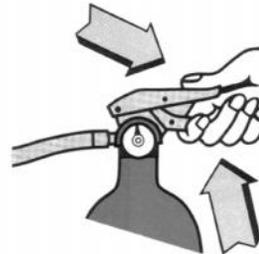
Aim

the nozzle, horn, or hose at the base of the flames.



Squeeze

or press the handle.



Sweep

from side to side at the base of the fire until it goes out.



ADDITIONAL THEATRE INFORMATION

A BRIEF HISTORY OF EL CAMPANIL THEATRE

On November 1, 1928, El Campanil Theatre opened its doors to the City of Antioch and the Diablo Valley. Built, owned and operated by Ferdinand Stamm and Ralph Beede, El Campanil (the tower of bells) is Spanish in both name and architecture. As with many theatres of the era, El Campanil originally offered an audience chamber of approximately 1,100 seats, as well as a limited stage and "back of the house" areas to support vaudeville entertainment.

Folklore abounds to this day about the famous celebrities who performed there, and who left their autographs on the dressing room walls. El Campanil was also a single screen cinema, with what was "state-of-the-art" projection capabilities in 1928.

Located in the heart of downtown Antioch, along the waterfront and in what is now known as the Rivertown Business District, El Campanil was owned and operated by the Stamm family for 75 Years, or until 2003.

In 2001, a small group of local citizens, including representatives of the Rivertown Business District Association, approached the City of Antioch with their desire to find a way to acquire and restore El Campanil, and to convert its use to one supportive of the Rivertown Renaissance plan. The Rivertown Business District Association took the lead in securing funding from Calpine for the development of a comprehensive business plan for the El Campanil Theatre. The business plan outlined the best strategies for moving the project forward and VenueTech Management Group, LLC, was retained to develop the plan.

In July 2002, the El Campanil Theatre Preservation Foundation was incorporated as a charitable, non-profit 501(c)3 organization.

In early 2003, Calpine Corporation and the City of Antioch entered into an agreement whereby the Foundation received a grant to acquire the Theatre.

In July, 2003 the El Campanil Theatre Preservation Foundation purchased the Theatre and began the process of raising funds and converting the building to a community performing arts venue.

In July 2004 the basic repairs and upgrades were completed and El Campanil once again opened to the public. The capacity of the theatre is now 650 seats.

The rest of story continues today. We hope you enjoy the entertainment we are now able to offer. Your comments and support are greatly appreciated.

CONTACT INFORMATION

El Campanil Theatre General Information

Website and email

www.elcampaniltheatre.com

Email: admin@elcampaniltheatre.com

Phone Numbers

925-757-1366 Administrative Office 925-757-9500 Ticket Office 925-757-9501 Fax

Theatre Address

El Campanil Theatre
602 W Second Street Antioch, Ca 94509

Mailing Address

El Campanil Theatre
604 W Second Street
Antioch, Ca 94509

Rick Carraher

Theatre Manager / Executive Director
admin@elcampaniltheatre.com

THANK YOU!!!

VOLUNTEER POSITIONS AND DESCRIPTIONS

GENERAL GUIDELINES FOR USHERS SEATING PATRONS

Be friendly and helpful.

Carefully ensure that you are directing the patrons to the correct row and seat.

If there appears to be a conflict with another seated patron, look at all tickets to ensure that patrons have the correct performance, time, seat etc.

Offer booster seats if needed.

Flash photography is never permitted. It is a distraction to the performers and can be dangerous for a dancer during a recital.

Video is normally not encouraged but is also difficult to manage with smartphones. If it becomes a distraction to other audience members, please advise the offending patron.

Use caution on the stairs. Do not allow running or jumping down stairs.

Leave ropes in place unless a wheelchair requires access. Place the rope behind the adjoining chairs making sure it does not stick out. Promptly replace the rope when the wheelchair space is vacated – to avoid people using this as a short cut.

Position 1.

Assist staff in ticket office.

Position 2.

Stand inside the far left entrance door. Open the middle right door if two ticket takers are required.

Greet patrons, check tickets, direct patrons

Enter on the right hallway for even numbered seats and 101-107

Enter on the left hallway for odd numbered seats and 108-114

Enter on the left – then upstairs for seats in Row R or higher

Watch for food and beverages. Remind patrons that only bottled water is allowed in the auditorium. (Except popcorn at films). Trash is provided in the lobby.

Direct smokers to the corner of 2nd & G so that smoke does not enter the theatre.

No balloons are permitted in the auditorium. We can hold them in the lobby.

Strollers are not permitted in the auditorium. They must be parked near the water fountain.

Advise parents that booster seats are available in either hallway.
Do Not hold tickets for late arrivals – take them to ticket office.

All questions regarding seating – such as requests for changes – or extra tickets – are to be directed to the ticket office.

Remain at the door for ½ hour after the performance begins to assist with late patrons unless otherwise directed by the House Manager.

Position 3.

Sell merchandise before the show, during intermission and after the show, if requested.

Keep an accurate accounting of all money and inventory. Give the cash box to the Theatre Manager when sales are discontinued.

Position 4.

Stand at the bottom of the Opera Level Stairs and direct patrons who have tickets in Row R or greater.

Watch for food and beverages. Remind patrons that only bottled water is allowed in the auditorium. (Except popcorn at films)

Position 5.

Monitor the lobby.

Give directions to the restrooms and baby changing station.

Allow patrons to exit and reenter the theatre if they wish to go outside.

Direct smokers to the corner of 2nd & G so that smoke does not enter the theatre.

Be mindful that voices in the lobby can be heard in the theatre.

Do Not allow children to run around in the lobby.

Position 6.

Be friendly and helpful with information. Staff this position before the performance and during intermission.

Position 7.

Stand near the ladies room. Notify patrons when the handicapped bathroom is available.

Immediately notify the House Manager if there are any problems relating to the restrooms.

Offer to bring a chair into the ladies room or lobby for a nursing mother, if requested. The handicapped bathroom should not be used for this purpose because of the length of time it would be unavailable to the disabled.

Position 8.

Serve beer, wine and bottled water before the show. Bring the cash box to the Ticket Office during intermission. Count out cash and place in envelope in the night drop. Place in separate envelope for tips.

Ask for identification if there is any doubt about a person's age.

Decline alcohol to anyone who appears to be inebriated. In no way do we want someone to get sick in the theatre, fall, or cause a disturbance.

ALWAYS pour beer into beer cups. 7 up goes in a Red Cup.

Volunteers, in any capacity, are not allowed to consume alcohol while on duty.

Answer the phone in the concession office – if it rings. No outside calls come in on this line – it will always be a staff member.

All Tips are donations to the theatre.

Position 9.

Stand near the men's restroom. Notify patrons when the handicapped bathroom is available.

Immediately notify the House Manager if there are any problems relating to the restrooms.

Positions 10 & 11

Stand at Row R.

Be aware that there are spotlights behind the curtains at Row Y. Do Not allow anyone in this area.

Position 12

This position must always be staffed if there are patrons seated in the Opera levels.

Stand at the top of the stairs on the left. Sit in Seat Q13.

Rotate with other ushers, when necessary.

Direct patrons to the assigned area.

Once the performance begins, seat late arrivals using your flashlight.

Watch for food and beverages. Remind patrons that only bottled water is allowed in the auditorium. (Except popcorn at films). Direct them back to the lobby.

In the event of an emergency requiring an evacuation, direct patrons down the stairs to the lobby. Exit through the lobby doors.

Position 13.

This position must always be staffed if there are patrons seated in the Opera levels.

Stand in front of the rope during intermission and at the end of the show.

During the show sit in Seat Q14

Do not allow patrons to exit, direct them to exit using the stairs at House Left.

This exit is only to be used during an emergency evacuation.

If that is the case, remove the rope, open both doors, direct patrons to Exit into the hallway and proceed left to the stairway which exits onto G Street.

Positions 14, 15, 16 &17.

Stand at Row M

Positions 18, 19, 20 & 21.

Stand at Row J for seating – but move out of the way of customers during the show. Do not block handrail. Sit in Q101, 102, 113 or 114 unless seats are open lower.

Position 22

An usher must be in this position at all times. Rotate with other ushers as necessary.

Stand in front of the Exit

Direct patrons to their assigned area.

Watch for food and beverages. Remind patrons that only bottled water is allowed in the auditorium. Direct them back to the lobby.

Only allow patrons to exit this door in an emergency requiring an evacuation. (Primarily but not exclusively Loge patrons)

Direct patrons out this door to the right, through the gate and into the parking lot.

Positions 23 & 24 Stand in Row H

No one is allowed to go on to the stage unless they are part of the performance.

Be prepared to assist participants to go up and down the stairs, if required. Assist patrons if invited on the stage by performers.

Position 25

Stand in front of the Exit

An usher must be in this position at all times. Rotate with other ushers as necessary.

Direct patrons to their assigned area.

Watch for food and beverages. Remind patrons that only bottled water is allowed in the auditorium. Direct them back to the lobby.

Only allow patrons to exit this door in an emergency requiring an evacuation. (Primarily but not exclusively Loge patrons)

During an emergency evacuation, open the curtains and the doors. Stand in the position and advise patrons to be careful of the steps. Patrons should not gather in front of the door.

Position 26

Before the show assist with seating on House Left.

At intermission and at the end of the show, stand near the door.

Do Not encourage the use of this exit, but if asked by a patron you may open the curtain and the door during intermission and at the end of the performance. Advise the patron that reentry is required through the front doors.

Immediately close the door.

During an emergency evacuation, open the curtains and the doors. Stand in the position and advise patrons not to gather in front of the door.

Positions 27 & 28 Stand in Row D

No one is allowed to go on to the stage unless they are part of the performance.

Be prepared to assist participants to go up and down the stairs, if required. Assist patrons if invited on the stage by performers.

Position 29

Before the show assist with seating on House Right. At intermission and at the end of the show, stand in front of the door.

Do not permit patrons to enter into the backstage door. If questions, refer them to the House Manager, Theatre Manager or a Technical Staff Member.

Only allow patrons to exit this door in an emergency requiring an evacuation.

Open the door on the right side only – opening the door on the left will block the stage door.

Direct patrons out this door advising them to be careful of the steps and not to gather in front of the door. (Primarily but not exclusively Orchestra patron).

OTHER IMPORTANT INFORMATION

Evacuation

Patrons in Orchestra should exit through the two door closest to the stage (Left or right) whichever is closest.

Patrons in Loge – should come down and exit through the doors behind row H

Opera Left – Exit down the staircase and out through the lobby

Opera Right – Exit into the hallway – Go left and down the stairs on G Street.

Seat Naming

Patrons who donate \$500 or more may have their name inscribed on a seat. Refer to Box Office.

First Aid Kit

There is a kit located on top of the safe in the Concession Office. The ice pack is activated by forcefully hitting it on hard surface.

SAMPLE REGULAR TICKET

SHOW NAME points to: Hotel California

SHOW DATE & TIME points to: Sat, Dec 6th, 2014 at 8:00 pm

PATRON NAME points to: Michael Annatone

ROW & SEAT - OR GENERAL ADMISSION points to: ROW SEAT# B 102 Adult \$27.00

El Campanil Theatre
602 W. Second St, Antioch, CA 94509 (925) 757-9555

Hotel California
Sat, Dec 6th, 2014 at 8:00 pm
ORCH-B102 \$27.00

Hotel California
4336026462

| ROW | SEAT# | |
|-------|-------|---------|
| B | 102 | |
| Adult | | \$27.00 |

SAMPLE PRINT AT HOME TICKET

Proceed Directly To The Theatre Front Door

This Is Your Admission Ticket For

PRINT AT HOME TICKET

**Delta Blues Festival Benefit
Concert**

SEATING ADVISORY

SHOW NAME

Orchestra (Rows A-H) Ground Level
Loge (Rows J-O) 1 Flight of Stairs
Opera (Rows P-Z) 2 Flights of Stairs

Sat, Mar 7th, 2015 at 7:00 pm

SHOW DATE & TIME

ADMIT
1 Senior
1 Adult

| Section | Row | Number | Type | Amount |
|------------|-----|--------|--------|---------|
| CL | J | 113 | Senior | \$28.00 |
| CL | J | 114 | Adult | \$30.00 |
| Subtotal: | | | | \$58.00 |
| Order fee: | | | | \$3.00 |
| Total: | | | | \$61.00 |

ROW & SEAT

El Campanil Theatre 602 W. Second St, Antioch, CA 94509
(925) 757-9500

Admission Code: cooed466

Patron Name
Patron Address