

**The Gargoyle Guide
The Tampa Theatre
Volunteer Guidebook**

(last updated 5/19/09)

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Purpose Of This Guide

The purpose of this guide is to document the processes associated with volunteering at Tampa Theatre, including how to use Shiftboard, Tampa Theatre's volunteer management system.

Please note: We are discontinuing the manual volunteer request system, and if you want to continue to receive information about volunteer opportunities at Tampa Theatre, you **MUST** sign up for Shiftboard.

Change History

This Gargoyle Guide is a living document. As new material is added, it will be noted here.

Change Date	Change Description	Change Made By
5/19/09	Initial release.	Janice Strand

Contact The Volunteer Coordinators

Tampa Theatre's Volunteer Coordinators are:

Primary Volunteer Coordinator:

Janice Strand

813-307-5526

volunteer@tampatheatre.org

Backup Volunteer Coordinator:

Tara Schroeder

813-274-8287

volunteer@tampatheatre.org

If you have any problems with Shiftboard or any of the processes, don't hesitate to call or e-mail for help.

Please note: Do not send requests or updates to our personal Tampa Theatre email addresses. Please use the Shiftboard system, which uses the volunteer@tampatheatre.org. Things will stay better organized this way.

Shiftboard

Login URL: www.shiftboard.com/tampatheatre

Registration URL: www.shiftboard.com/tampatheatre/register.html

Why Did We Move To Shiftboard?

Shiftboard is an amazing system that allows Tampa Theatre Gargoyles to see to see all the available volunteer opportunities and sign up and get confirmed with a couple of clicks. You'll also be able to update your contact information whenever it changes. No more waiting for us to process your requests.

This new system also allows us to track a volunteer's interests and record experience so Gargoyles will really be able to get the most out of volunteering at Tampa Theatre. You're going to love this.

Shiftboard Quick Tips

If you're not a manual kind of person, here are some super-quick tips to get you started.

- The calendar is where you find current volunteer opportunities. The link is on the top left.
- Everyone sees all volunteer opportunities, unless they require special skills. Just select the ones that interest you.
- To see the detail on a listed event, first click on the date. You'll see all the opportunities for that date. Then click on the event that interests you to see more detail or to sign up.
- To get back to the main page, click on "News" on the top right.
- If there's an <Update> button (usually on the bottom left of the screen), always click on it to save your information.
- Call or e-mail Janice if you have any questions. (volunteer@tampatheatre.org, (813) 307-5526.)

Registering for Shiftboard

Complete the registration form located here:

Registration URL: www.shiftboard.com/tampatheatre/register.html

Here's a sample completed form. Notice that the phone numbers are in format xxx-xxx-xxxx. It is very important that you enter them in this format or you'll get an error message when you hit <Submit Application>.



Registration: Tampa Theatre Shiftboard

If you have not yet registered for access to our online scheduling system, please complete the following form. (Please note that even if you share an email address with someone else, each person must complete a separate registration application.)

* required field

APPLICANT INFORMATION

* First Name	<input type="text" value="Fink"/>	Other/Work Phone	<input type="text"/>
* Last Name	<input type="text" value="Finley"/>	* Address	<input type="text" value="711 N. Franklin St."/>
* Email	<input type="text" value="FinkFinley@gmail.com"/>	* City	<input type="text" value="Tampa"/>
* Primary/Home Phone	<input type="text" value="813-274-8286"/>	* State	<input type="text" value="Florida"/>
Mobile Phone	<input type="text"/>	* Zip/Postal Code	<input type="text" value="33602"/>

ADDITIONAL INFORMATION

Why do you love Tampa Theatre?

Demographics

Gender * required

Age Category * required

Birthday

How did you hear about volunteering at Tampa Theatre?

Other (another referral source)

Are you a Tampa Theatre Member?

Yes No

Employer

Employer

Job Title

Ghost-In-Residence

Emergency Contact Information

Emergency Contact Name * required

Emergency Contact Relationship * required

Emergency Contact Phone * required

Emergency Contact Email

Skills and Interests

Positions That May Interest You

<input type="checkbox"/> Concert Usher - Balcony	<input type="checkbox"/> Event Photographer's Assistant
<input type="checkbox"/> Concert Usher - Auditorium	<input type="checkbox"/> Daytime Office Help
<input type="checkbox"/> Concert Restroom Monitor - Male	<input type="checkbox"/> Office Help From Home
<input type="checkbox"/> Concert Restroom Monitor - Female	<input type="checkbox"/> Theatreologist (Tour Guide)
<input type="checkbox"/> Usher Captain - Balcony	<input type="checkbox"/> Membership/Info Table
<input type="checkbox"/> Usher Captain - Auditorium	<input type="checkbox"/> Sunset Cinema Crew
<input type="checkbox"/> Head Usher	<input type="checkbox"/> Tampa Theatre Fundraising Events
<input type="checkbox"/> Event Photographer	<input checked="" type="checkbox"/> Other Special Projects
<input type="checkbox"/> Event Videographer	

Personal Skills

<input type="checkbox"/> General graphic design	<input type="checkbox"/> Computer programming
<input type="checkbox"/> Adobe Illustrator	<input type="checkbox"/> Internet savvy
<input type="checkbox"/> Adobe Photoshop	<input type="checkbox"/> Writing/editing
<input type="checkbox"/> MS Word	<input type="checkbox"/> Photography
<input type="checkbox"/> MS Excel	<input type="checkbox"/> Videography
<input type="checkbox"/> MS Access	<input type="checkbox"/> Handling out flyers
<input type="checkbox"/> Web design	<input type="checkbox"/> Working with the public (extroverted)

Other Skills You Want To Share With Tampa Theatre (Please specify)

Thank you for your interest!

Once you hit <Submit Application>, you'll be prompted to enter a "No-Spam" code like the one below:

No-Spam Code: 

Please type the 3 characters above:

Thank you for your interest!

Then you'll see a prompt like this one:

Registration

Thanks! Your registration has officially been submitted. Once we've had a chance to process your registration, we'll send sign on instructions to the email address you provided. Thanks for caring about Tampa Theatre and offering your help. We'll be in touch soon, but in the interim, check out www.tampatheatre.org so see all the fun stuff we've got going on.

We're manually approving all registrations to ensure that we don't get spammers in the system, so although getting approved should be a fairly quick process Monday – Thursday (when Janice is in the office) on weekends it might take longer.

Once your registration form has been approved, you will receive an e-mail like this one:

Welcome to the Tampa Theatre Gargoyle volunteer crew! Inbox | X

☆ **Janice Strand** to me [show details](#) 7:39 PM (1 minute ago) [Reply](#) | ▾

Hello Fink,

Your personal account:

Sign-in: finkfinley@gmail.com
 Temp Password: spooky666

Tampa Theatre Shiftboard: <https://www.shiftboard.com/tampatheatre>

Thank you for registering for the Tampa Theatre Shiftboard! We're tickled you care about Tampa Theatre and want to volunteer your time to help make our grand palace theatre the very best it can be.

Now that your registration has been approved, you can sign in, review the current volunteer opportunities, and select the ones that interest you. Once you log in, make certain to download the Gargoyle Guide linked from the front page. It'll walk you through how to work with this super tool.

Thanks again for your interest, and welcome to the Tampa Theatre Gargoyles!

Sincerely,
 Janice Strand
 Volunteer Coordinator
 Tampa Theatre
volunteer@tampatheatre.org
 ph: (813) 307-5526
www.tampatheatre.org


Phone Assistance: (813) 307-5526

Sent by Tampa Theatre Shiftboard (Tampa Theatre)

powered by Shiftboard <<http://www.shiftboard.com>>

Signing In For The First Time

Go to www.shiftboard.com/tampatheatre to sign in and you'll see this welcome screen:



Dashboard
[Calendar](#) | [MyAccount](#) | [MyTeams](#) | [Timecards](#) | [Standby](#) | [Messages](#) | [About Us](#) **Info**

Find Additional Teams [News](#) • [MySnapshot](#)
[Help](#) • [Feedback](#) • [Send Referral](#) • [Log Out](#)

News
 Tampa Theatre Shiftboard > Recent Updates

Hi, Gargoyles!
 Welcome to Tampa Theatre. Find out about current volunteer opportunities, you, and more.

If this is your first time logging in, do these three things:

1. If you haven't already, click here to download the Gargoyle Guide. (You should also read the Gargoyle Guide too. lol)
2. Click on MyAccount to change your password to your name.
3. Click on Calendar (link on top left) to see what opportunities are available and to sign up. (Full directions are in that Tampa Theatre Volunteer Guidebook. See? Told you it would be useful.)

New to these tools? Always show this

- ▶ Change your password and profile ▶ [MyAccount](#)
- ▶ [Add Teams](#): View schedules, messages, and info.
- ▶ Review Your Teams ▶ [MyTeams](#)
- ▶ Add/Request More Teams ▶ [Find Additional Teams](#)
- ▶ Check Your Schedule ▶ [Calendar](#)
- ▶ Set Your Free/Busy Time ▶ [Available](#)
- ▶ **Some Teams Permit Online Cancellation**
 Check for cancellation rules, requirements and other policies. [Send Referral](#)

Shiftboard should be painless! Send your [feedback](#).

****To sign up for volunteer ops, Click on "Calendar" on the top left.****

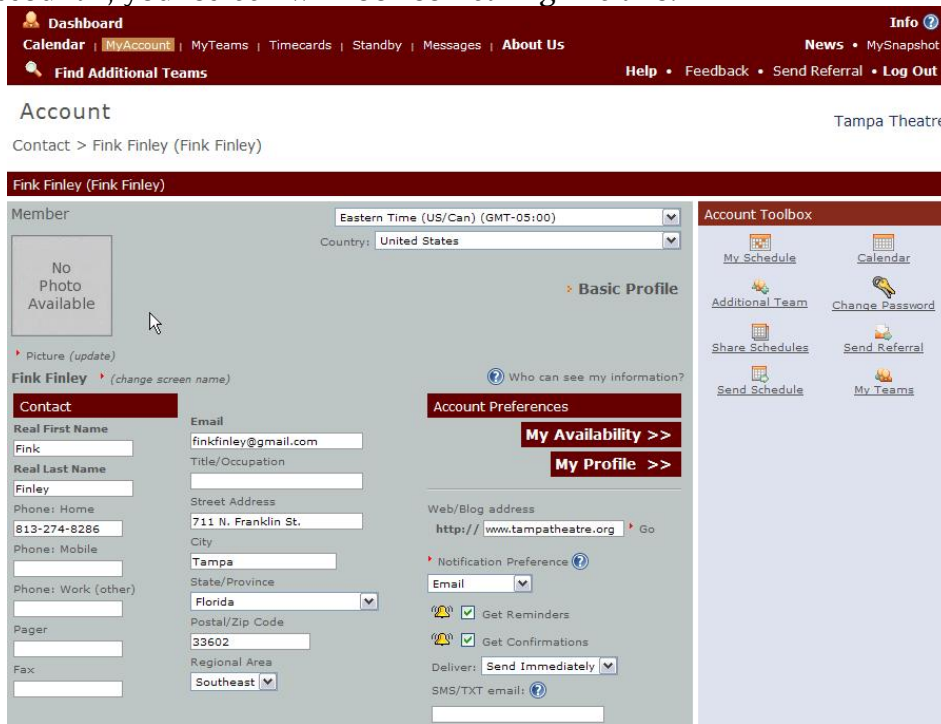
Having problems? E-mail volunteer@tampatheatre.org or call Janice Strand at (813) 307-5526.

The “New to these tools?” dialogue box isn’t all that useful, so you may want to deselect “Always show this” so it goes away. (It’ll go away on its own after you log in a few times anyhow.)

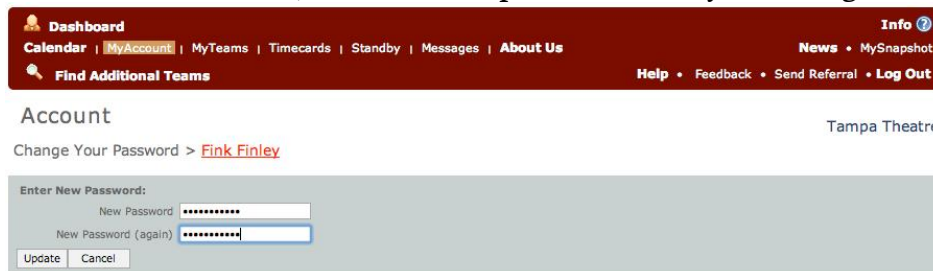
This is the News page. This is where we’ll post brief updates and important announcements. When this guide was initially drafted, the News page had the things you need to do when you first log in, including changing your password, uploading a picture, and viewing the current opportunities on the calendar, all of which we’re going to go through right now.

Change Your Password, Add Your Website And A Picture

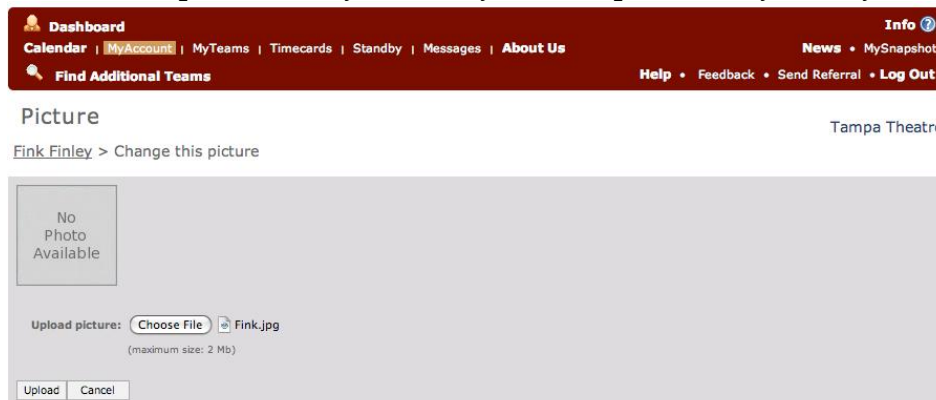
Select <MyAccount> from your dashboard on the top left. Note that we take your privacy seriously and the only people who can see the information in MyAccount are you and the volunteer coordinators. When you select <MyAccount>, your screen will look something like this:



Click on the <Change Password> button/link on the right hand side, in the Account Toolbox. Enter your new password on this screen, and select <Update> to save your changes.



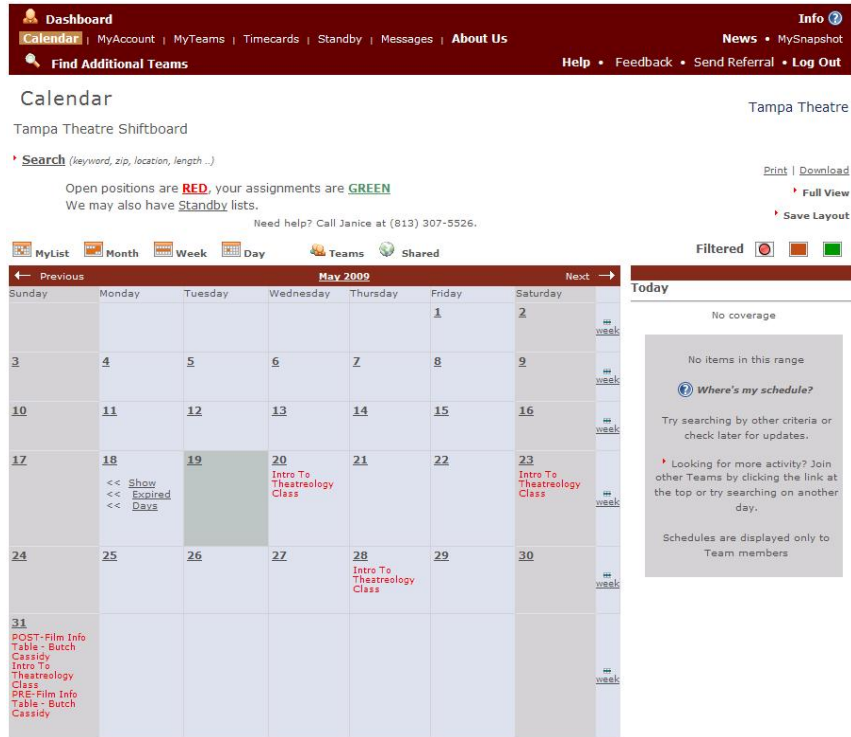
Beneath the No Photo Available box, select <Picture (update)> to upload a picture. (Max size, 2 Mb) Choose your file and select <Upload> and you'll see your new picture on your MyAccount screen.



Enter your Web/Blog address if you'd like in the appropriate field. **Select <Update> to save all your changes.**

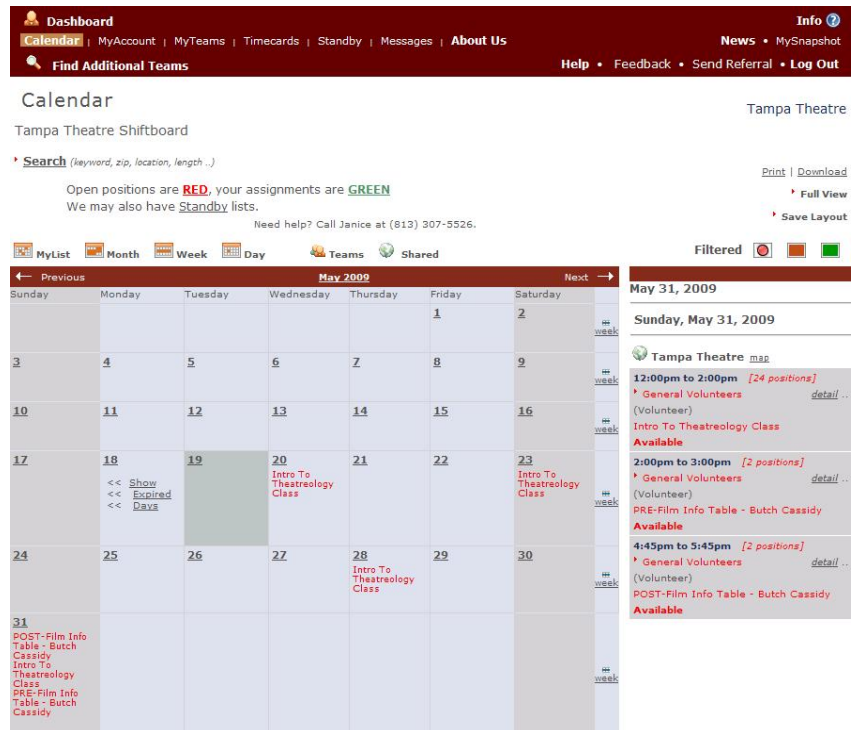
Review & Sign Up For Current Opportunities

Select <Calendar> from the top left, in your dashboard. You'll see the current month's calendar, something like this:



Click on the number date of a particular day to see an overview of the opportunities for that date.

Note: If you click on the opportunity itself you'll see the detail for only that opportunity, not all the ones for that date.



Click on <detail> to see full information about that opportunity.

Your calendar will look something like this:

The screenshot displays the Tampa Theatre volunteer dashboard. At the top, there's a navigation menu with options like 'Dashboard', 'Calendar', 'MyAccount', 'MyTeams', 'Timecards', 'Standby', 'Messages', and 'About Us'. Below this, the 'Calendar' section is active, showing a monthly view for May 2009. A specific shift is highlighted in green on May 19th, labeled 'Intro To Theatreology Class'. To the right, a detailed view of this shift is shown, including the title 'General Volunteers', the time '12:00pm to 2:00pm', and a description of the training class. The interface also includes search filters, navigation buttons like 'Previous' and 'Next', and a 'Take this Shift' button.

Our shift descriptions tend to be rather long, so you'll want to select <...more> to see the full description.

If you're interested in this opportunity, select <Take this Shift>.

You'll be asked to verify your choice. Select <Yes, Confirm this time>.

This screenshot shows the confirmation page for a volunteer shift. The page title is 'Schedules' and it asks 'Confirm?'. Below this, there's a 'Please Review...' section with a table of shift details: Position (Volunteer (General Volunteers)), When (Sunday, May 31, 2009), Time (12:00pm to 2:00pm Eastern Time (US/Can) (GMT-05:00)), Role (Not Specified), Map (Tampa Theatre), Floor/Room, and Subject (Intro To Theatreology Class). At the bottom, there's a confirmation message and a 'Yes, Confirm this time' button.

You'll see that the shift you selected now appears in green, and your name is listed on the confirmed list on the right, also in green.

The screenshot shows a web interface for the Tampa Theatre volunteer dashboard. At the top, there is a navigation bar with links for Dashboard, Calendar, MyAccount, MyTeams, Timecards, Standby, Messages, About Us, News, MySnapshot, Help, Feedback, Send Referral, and Log Out. Below this is a 'Calendar' section for 'Tampa Theatre Shiftboard'. A search bar is present with a note: 'Open positions are RED, your assignments are GREEN. We may also have Standby lists.' Below the search bar are navigation tabs for MyList, Month, Week, Day, Teams, and Shared. The main calendar shows the month of May 2009. The 31st of May is highlighted in green, indicating a confirmed assignment. To the right of the calendar is a detailed view of the selected shift for May 31, 2009, showing the time slot (12:00pm to 2:00pm), the role (General Volunteers), and the confirmed volunteer's name (Fink Finley). Other shifts are listed in red, indicating they are still available.

If there are other shifts for that time period still available, you'll see those listed in red. Green items are your commitments.

To view all your commitments for a particular month, select <MyList> directly above the calendar on the left. You'll see a list something like this:

The screenshot shows a 'MySchedule for May 1st - May 31, 2009' page. It includes a 'Show detail' link, an 'email this' button, and navigation links for '<< prev month' and 'next month >>'. Below this is a detailed view of a shift for 'Sunday, May 31, 2009'. The shift is for 'Volunteer' at '12:00pm to 2:00pm' for 'General Volunteers' in an 'Intro To Theatreology Class'. The confirmed volunteer is 'Fink Finley', and there is an 'unconfirm' link. A description of the training class is provided, followed by a 'Contact' link.

From here you can print your schedule, or if you find you have a conflict, you can unconfirm.

Cancelling/Unconfirming

You can generally cancel or unconfirm online up to one day before your scheduled shift. After that you need to call Janice at (813) 307-5526 to cancel.

To cancel, select your opportunity, either from the calendar or from MyList, and click on <unconfirm>. You'll be asked to verify your choice. Select <Yes, Unconfirm> and you'll be removed from that opportunity.

Dashboard | **Calendar** | MyAccount | MyTeams | Timecards | Standby | Messages | **About Us** | **Info** ?

Find Additional Teams | Help | Feedback | Send Referral | Log Out

Schedules Tampa Theatre

Unconfirm?

General Volunteers

Yes, Unconfirm | Back

Please verify your information ...

Position	Volunteer (General Volunteers)
When	Sunday, May 31, 2009
Time	12:00pm to 2:00pm Eastern Time (US/Can) (GMT-05:00)
Role	Not Specified
Map	Tampa Theatre
Floor/Room	
Subject	Intro To Theatreology Class

Information

This training class is the first step toward becoming a Tampa Theatreologist. Training involves an overview of the program, information on how to get your arms around 82 years of Tampa Theatre going on and more. Once you've completed the program, you'll be qualified to help Tara and Janice with our public tours, host our new Tampa Theatre info table, and even give mini tours before the summer classics.

Yes, Unconfirm | Back Fink Finley | Invite a Friend | Log Out

Standby Lists

Some opportunities will have standby lists so that if someone needs to cancel, the people on the standby list are notified. If an opportunity you're interested is full, select <Standby> from the dashboard to see if there is an available standby list.

Dashboard | **Calendar** | MyAccount | MyTeams | Timecards | **Standby** | Messages | **About Us** | **Info** ?

Find Additional Teams | Help | Feedback | Send Referral | Log Out

Standby Tampa Theatre

Availability Lists

Put yourself on automatic standby...

New positions frequently become available -- Pick them up automatically or get notified.
Sign up on standby and select either Call First or Automatic placement! [how does this work?](#) ?

1 standby list

Date	Organization	Team	Role	Venue/Location	Required	Subject
Sunday, May 31, 2009	Tampa Theatre Shif..	General Volunteers	Misc	Tampa Theatre	Volunteer	Butch Cassidy Pre-Film Info Table Standby List

1 standby list

Select the standby list that interests you, and you'll see this screen where you can provide details about your availability.

Select <Join List> and you'll be added to the standby list.

Please note: We will create standby lists for all concerts and volunteer opportunities we know will be in high demand. However, if an opportunity is full and there isn't a standby list, e-mail Janice and she'll create one.

How You Can Help Tampa Theatre

General Volunteer Opportunities

We always have a lot going on at Tampa Theatre, and most volunteer opportunities are posted to the General Volunteers (Gen Vols) in Shiftboard. Since everyone who signs up for Shiftboard gets this team by default, you'll automatically see the majority of volunteer opportunities on your Shiftboard calendar.

Volunteer opportunities for general volunteer opportunities are listed under Gen Vols, but once a person takes a shift in this role, or they express an interest in this type of role, the volunteer coordinator adds them to the Shiftboard team for that type of opportunity. This allows us the option of sending out messages just to these teams when we have specialized, time-sensitive needs, if we so desire.

Below you'll find a representative sample of opportunities we have at Tampa Theatre, along with some details about what they generally entail. When these opportunities become available, they will appear as shifts on your calendar.

Daytime Office Help (Day Office)

This team is for Gargoyles who have either volunteered in the Tampa Theatre offices during the day, or who have expressed an interest in doing so.

The team helps Tara, Janice and the rest of the Tampa Theatre staff with an assortment of office support tasks including helping with updating our online listings, updating our volunteer contact list, cataloging newspaper articles and other items into the theatre's archives, transferring photos from a computer to CDs (to save space on our server), scanning TT historic and current photos for online use, and assorted mailings.

When you take a shift, you'll receive a free movie ticket for every hour you work. We've also created a special volunteer desk in our office, so you'll have a great, comfortable space to work in, too. We appreciate anyone who can help. Your administrative support can make a big difference in what Tampa Theatre can do for our patrons and members.

For information on where to park when you help out at Tampa Theatre, surf here:

<http://www.tampatheatre.org/directions.php>

At Home Office Help (Home Office)

This team is for Gargoyles who have either helped with Tampa Theatre office work from home, or who have expressed an interest in doing so.

Street Team (Street Team)

This team is for Gargoyles who have taken on a project that helps spread word about Tampa Theatre, or who have expressed an interest in doing so. If you'd like to help Tampa Theatre get the word out about all our great films, concerts, and special events--and maybe win some groovy prizes--then the Tampa Theatre Street Team is for you. Projects can include passing out flyers and postcards, getting weekly film schedules posted and more.

Cyberhounds (Cyberhound)

At Tampa Theatre we're dedicated to getting folks the info they want about Tampa Theatre in the way that's most convenient for them. We now have presences in many different places online, and we are looking for a few cyberhounds--dedicated folks to help us maintain our other online residences, including Facebook, Myspace and Twitter.

To become a cyberhound, you must already be on one of the services we use, preferably daily, and be very comfortable with its interface and etiquette. Potential candidates will receive additional service-specific information and tasks via Shiftboard.

Note: Initial volunteer opportunities for Cyberhounds will go out through General Volunteers, but Gargoyles will be added to this team once they accept a shift, or request membership.

Sunset Cinema (Sun Cin)

Tampa Theatre's Sunset Cinema program lets us take the movies on the road and into different Tampa Bay communities several times a year. This team is for Gargoyles who have helped with Sunset Cinema or who have expressed an interest in doing so.

Become a Tampa Theatreologist

Want to learn more about Tampa Theatre and share that knowledge with others? Become a Tampa Theatreologist! Training program includes one basic theatreology training session, one tour observation, and lots of guided, hands-on experience. Once you've completed the program, you'll be qualified to help Tara and Janice with our public tours, host our new Tampa Theatre info table, and even give mini tours before the summer classics.

Training sessions available throughout summer 2009 including:

Intro to Theatreology Classes

Wednesday, May 20th – 11:00 – 1:00
Saturday, May 23rd – 11:00 – 1:00
Thursday, May 28th – 11:00 – 1:00
Sunday, May 31st – 12:00 – 2:00
Thursday, June 25th – 11:00 – 1:00
Saturday, June 27th – 12:00 – 2:00
Wednesday, July 21st – 11:00 – 1:00

Tour Observation & Review Classes

Wednesday, June 3 – 11:00 – 2:00
Saturday, June 20 – 11:00 – 2:00
Wednesday, July 1 – 11:00 – 2:00
Saturday, July 11 – 11:00 – 2:00
Wednesday, August 12 – 11:00 – 2:00
Saturday, August 15 – 11:00 – 2:00

Tampa Theatreology Program Levels

The Tampa Theatreology program has five basic levels:

1. Apprentice Theatreologist 1
2. Apprentice Theatreologist 2
3. Theatreologist
4. Certified Theatreologist
5. Master Theatreologist

Training Criteria	Apprentice Theatreologist 1	Apprentice Theatreologist 2	Theatreologist	Certified Theatreologist	Master Theatreologist
1. Attend Intro to Theatreology class (2 hours)	X	X	X	X	X
2. Attend Tour Observation & Review class (3 hours)		X	X	X	X
3. Successfully Complete Tampa Theatreology quiz			X	X	X
4. Host a Tampa Theatre info table twice			X	X	X
5. Conduct two mini tours of Tampa Theatre				X	X
6. Assist with two public tours of Tampa Theatre					X
7. Conduct two tandem tours of Tampa Theatre					X
8. Conduct two solo private tours of Tampa Theatre					X
What Each Theatreology Level Is Qualified To Do					
Host a Tampa Theatre info table with a partner	X	X	X	X	X
Answer basic questions about Tampa Theatre, and be able to refer patrons to the appropriate additional resource when they don't have an answer.	X	X	X	X	X
Host a Tampa Theatre info table solo			X	X	X
Conduct mini tours of Tampa Theatre			X	X	X
Conduct public tours of Tampa Theatre					X
Conduct private tours of Tampa Theatre					X
Train other Theatreologists					X
Special Recognition Awarded					
Theatreologist button			X		
Certified Theatreologist button & certificate				X	
Master Theatreologist Tampa Theatre marquee pin & certificate					X

Note: Practicing Theatreologists (Gargoyles who completed the previous Theatreology training program AND who have conducted three mini tours within the last year) need only to take the Theatreology quiz in order to become recertified as Certified Theatreologists.

Both the Intro to Theatreology and Tour Observation & Review classes are available to all volunteers, so new classes will show up on your calendar as they're scheduled, as will the opportunity to host a Tampa

Theatre info table. When you graduate from Apprentice Theatreologist 2 to Theatreologist, opportunities for conducting mini tours of Tampa Theatre will start appearing on your calendar. When you receive your PhD in Theatreology and become a Master Theatreologist, additional advanced opportunities will appear on your Shiftboard calendar.

Serve On A Concert Support Team

Tampa Theatre's concert support teams consist of Ushers, Usher Captains, Head Ushers, Event Photographers, Photographer's Assistants, and Restroom Monitors.

Because we conduct training the night of a concert, all Tampa Theatre Gargoyles, regardless of experience, are eligible to be:

- Ushers
- Photographer's Assistants
- Restroom Monitors

These opportunities will show up on everyone's Shiftboard calendars. You will be able to select what capacity you want to serve in, and whether you want to work upstairs or down.

These roles require extended, specific experience:

- Usher Captains
- Head Ushers
- Event Photographers

Gargoyles who have successfully served in these capacities before or who have the appropriate experience to do so can contact Janice at volunteer@tampatheatre.org or 813-307-5526 in order to start seeing these kinds of opportunities on your Shiftboard calendar.

Please note: If you have served as an Usher Captain, Head Usher, or Event Photographer before and you don't see those opportunities for a new concert, go ahead and sign up as an usher and then e-mail Janice. She'll make the appropriate Shiftboard tweaks and move you over to the other position, but in the interim, you'll have reserved your shift for the concert.

What If The Shift I Want Has Already Been Filled?

Sign up for a standby list and you'll be notified as soon as there is a cancellation. (See the section entitled Standby Lists for instructions on how to get on the standby list.)

Please note that we do try to spread opportunities across the entire volunteer pool, so if you volunteer for every opportunity, you may be contacted by the volunteer coordinator to adjust your schedule. We try our hardest to be fair to all our Gargoyles.

Select Concert Job Descriptions

Restroom Monitor (RR Monitor)

The role of a restroom monitor is to check the restrooms on all the floors to ensure they are clean (and to tidy them up if they aren't, including cleaning up spills, putting garbage in the appropriate receptacle, etc.) and to verify they have sufficient supplies (and to replace any depleted supplies.) There is one male and one female Restroom Monitor assigned for each concert.

Since Restroom Monitors provide more hands-on assistance (gloves provided, of course) they will also receive four comp tickets for each concert.

Event Photographer (Event Photog)

Event Photographers take candid shots of concertgoers, as well as posed shots as they enter Tampa Theatre, and then upload them to Tampa Theatre's photo sharing service.

Event Photographer Assistant (Photo Assist)

Event Photographer's Assistants help the Event Photographer while he or she takes photos, handing out cards that direct concertgoers to our photo sharing site, encouraging people to smile, etc.

Appendix A - Concert Usher Responsibilities

Overall, your job is to provide our patrons with stellar customer service. You're on the front lines with our patrons, and your appearance, knowledge and friendly demeanor will go a long way to building a positive buzz.

Thank you! We appreciate your help and we expect you to have fun helping Tampa Theatre.

What To Wear

Please wear a solid black shirt and pants or skirt. Plain black t-shirts (no writing or graphics) are fine. Black jeans are also fine. No nose rings, facial jewelry or excessive ear rings. No political or cause buttons of any kind.

What To Bring

A small flashlight and a sense of humor. Speaking of, remember to keep your flashlight pointed down at the floor...otherwise you're flashing others... which is never a polite thing to do.

Parking

Park at a street meter. They are not enforced after 5pm M-F (although the meters say 6pm) and all day Saturday and Sunday. If you choose to park in the lot next to the theatre, be sure to get a dashboard ticket from the attendant. At one concert, some patrons gave \$10 to someone who claimed to be the parking lot attendant, did not get a ticket and were towed later that evening. For more information on parking, visit <http://www.tampatheatre.org/directions.php>.

Check In Procedures

- Please first check in with a box office staff member with your photo ID. Your name will be checked on the volunteer list. Do not just buzz through the gate.
- If you're running unavoidably late and it is within 1/2 hour of doors opening, you'll check in with a volunteer at the front door. This is because the box office staff is busy with ticket sales, will call, etc. at that time.
- Meet in the lobby to the left of the concessions stand, where you'll get your name badge and lanyard, your position assignment and go through orientation. After the show, we'll meet back there so you can return your badge and lanyard.

Cancellations

As always, please let us know if you have to cancel so that we can get a replacement for you. Cancellations made 24 hours ahead of time should be made through Shiftboard. Please try really hard NOT to cancel with less than 24 hours notice. However, if you must, call Janice at (813) 307-5526 until 5:00 pm the day of the show. After 5:00 pm, please call the box office at 813-274-8982.

Before The Show

Walk patrons to their seats, chatting along the way. Ask them if they've been to Tampa Theatre before, and share what you love about Tampa Theatre. If you have any seating conflicts or other issues, contact your Usher Captain.

During The Show

- Please hold latecomers for seating between songs breaks.

- After the show starts and the audience has settled in, please stay near your assigned show positions. If there's a free seat nearby, you're welcome to sit down. It's important to have you there in the event we need to evacuate the building. Because you are fulfilling an important role in safeguarding the lives of the audience, it is important that you stay for the duration of the show, no matter how crummy it is.
- You're welcome to get a complimentary soda, popcorn or house coffee at the concessions stand after the concert has started and the latecomers have been seated. Just show your badge to the concessions staff. Please do not get popcorn and drinks before the show starts.
- Assure patron that food and drink are allowed in the auditorium.
- No smoking inside. It's a Florida state law. Just tell them they have to put it out. Stay on them until they do. Once they do, smile and thank them. Guests may get their hand stamped at the front door to smoke outside.

The Back Railing

Patrons (and volunteers) are not allowed to stand at the back railing -- this area needs to be kept clear for safety reasons. This is a new policy but a necessary one. A security guard will be devoted to this section, but please help by politely asking people to return to their seats. Having said that, we will allow people to stand along the wall as long as it doesn't get too crowded.

Photography

- Typically most artists do not allow photography or recording of any kind. You'll be briefed on each event's policy upon your arrival. If cameras and recorders are banned, and you see a patron with one, let them know the artist has requested they not be used. The level of enforcement may vary from one artist to the next, too.

Bad Mosh Pit, Bad

- We hate it when patrons move to the front and stand in front of the stage. Mosh pits are for clubs. Here, it's a safety issue and a real nuisance to people who are sitting in the front rows. Security is usually the one that has to handle this.

Special Tampa Theatre Customer Service Care

- Everyone must have a good time. However, people having too good of a time may need some "special Tampa Theatre customer service care." For instance, if someone is obnoxiously drunk and bothering others and they have refused your polite request to cease and desist, then they might need a visit from yellow shirt security or a police officer. We always have both present at concerts. Don't hesitate to call for backup.

Reasons for Emergency Evacuations

- Loss of power (emergency generator and lighting circuits will engage), bomb threat or fire alarm.

Your Role in an Evacuation

- We've never had to do it, but we need you to be fully prepared and ready to react if we need to evacuate. If an evacuation order is given, either by the fire alarm or by a live announcement from the stage or PA, there are only two things you need to do:
- Go immediately to your assigned emergency position and direct people to the nearest exit. Lower level volunteers: Before the show begins, please take note of anyone that may need special assistance exiting (wheelchairs, crutches, etc.)

- Stay calm!! Your attitude, your smile, and your reassuring demeanor will do wonders to keep the audience calm and orderly as they leave the building. The greatest danger usually isn't the cause of the emergency, it's the possibility that the audience could panic.