



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

**(last updated 3/8/16)**

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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.

## 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    |
| 07/31/13    | Modifications to fit current program. Changes to Check-In Procedures. Changes to tour training program. Emergency Procedures. | Anthony Gonzalez |
| 3/8/16      | Phone number updates and attendance notice  | Anthony Gonzalez |
|             |   |                  |
|             |   |                  |
|             |   |                  |
|             |   |                  |

## Contact the Volunteer Program Director

Tampa Theatre's Volunteer Program Director is:

### Front of House Manager/Volunteer Program Director:

Anthony J Gonzalez

Office: 813-274-7276

Email: [anthony@tampatheatre.org](mailto:anthony@tampatheatre.org)

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

## Shiftboard

Login URL: [www.shiftboard.com/tampatheatre](http://www.shiftboard.com/tampatheatre)

Registration URL: [www.shiftboard.com/tampatheatre/register.html](http://www.shiftboard.com/tampatheatre/register.html)

### ***What is Shiftboard?***

Shiftboard is an on-line system that allows Tampa Theatre Volunteers to see to see all the available opportunities, sign up, receive confirmation, and make changes to your volunteer choices. You may also update your contact information as you see fit.

### ***Registering for Shiftboard***

Complete the registration form located here:

Registration URL: [www.shiftboard.com/tampatheatre/register.html](http://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?

It's been my home for 82 years. I couldn't imagine a better place to live.

**Employer**

Employer

Job Title

Ghost-in-Residence

**Demographics**

Gender \* required

Male

Age Category \* required

Over 18 yrs

Birthday

October 15 1926

**Emergency Contact Information**

Emergency Contact Name \* required

Fink & Finley

Emergency Contact Relationship \* required

Friend

How did you hear about volunteering at Tampa Theatre?

Friend/Tampa Theatre Staff/Word Of Mouth

Other (another referral source)

Are you a Tampa Theatre Member?

Yes  No

Emergency Contact Phone \* required

813-274-8286

Emergency Contact Email

**Skills and Interests**

Positions That May Interest You

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

Personal Skills

- General graphic design
- Adobe Illustrator
- Adobe Photoshop
- MS Word
- MS Excel
- MS Access
- Web design
- Computer programming
- Internet savvy
- Writing/editing
- Photography
- Videography
- Handing out flyers
- Working with the public (extroverted)

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

Friendly haunting.

Thank you for your interest!

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



A screenshot of a web form for verification. It features a "No-Spam Code:" label followed by a graphic of the letters "DOT" in a stylized font. Below this is a text input field with the prompt "Please type the 3 characters above:". A "Submit Application" button is positioned below the input field. At the bottom of the form, the text "Thank you for your interest!" is displayed.

Then you'll see a prompt like this one:



A screenshot of a registration confirmation message. The title "Registration" is in red. The text reads: "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](http://www.tampatheatre.org) so see all the fun stuff we've got going on." A "Complete" button is located at the bottom right of the message box.

We're manually approving all registrations to ensure that we don't get spammers in the system. Please be patient...sometimes it takes us a few days.

Once your registration form has been approved, you will receive an e-mail acknowledging your registration.

### ***Signing In For the First Time***

Go to [www.shiftboard.com/tampatheatre](http://www.shiftboard.com/tampatheatre) to sign in and you'll see the welcome screen.

This is the News page. This is where we'll post brief updates and important announcements. The News page has 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. When you select <MyAccount>, your screen will look something like this:

The screenshot displays a web interface for managing a volunteer account. At the top, there is a navigation bar with links for 'Dashboard', 'Calendar', 'MyAccount', 'MyTeams', 'Timecards', 'Standby', 'Messages', and 'About Us'. The user is logged in as 'Fink Finley (Fink Finley)'. The main content area is divided into several sections:

- Member Information:** Shows the user's name 'Fink Finley', a 'No Photo Available' placeholder, and a 'Picture (update)' link.
- Contact Information:** Fields for Real First Name (Fink), Real Last Name (Finley), Phone (Home: 813-274-8286, Mobile, Work), and Fax.
- Email:** Field for finkfinley@gmail.com.
- Address:** Street Address (711 N. Franklin St.), City (Tampa), State/Province (Florida), Postal/Zip Code (33602), and Regional Area (Southeast).
- Account Preferences:** Includes 'My Availability >>', 'My Profile >>', and 'Change Password' buttons.
- Notification Preference:** A dropdown menu set to 'Email'.
- Checkboxes:** 'Get Reminders' and 'Get Confirmations' are both checked.
- Deliver:** A dropdown menu set to 'Send Immediately'.
- Account Toolbox:** A sidebar on the right with icons for 'My Schedule', 'Calendar', 'Additional Team', 'Change Password', 'Share Schedules', 'Send Referral', 'Send Schedule', and 'My Teams'.

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.**

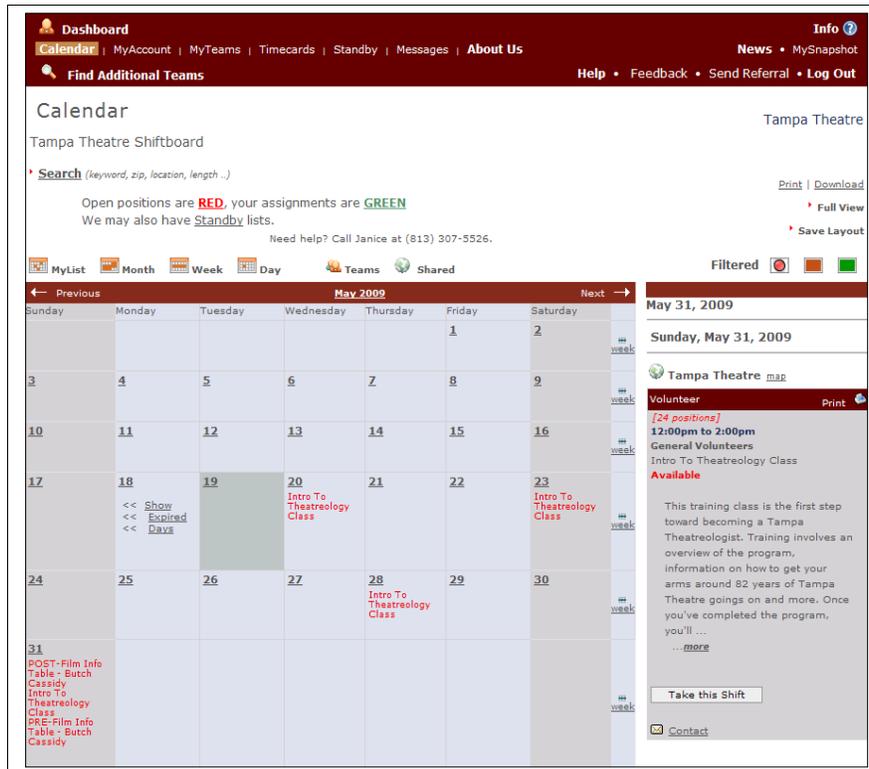
## ***Review & Sign Up For Current Opportunities***

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

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:



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

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

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.

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:

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

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### ***Canceling/Unconfirming***

You can generally cancel or unconfirm online up to one day before your scheduled shift. If you need to cancel with less than 24 hours, please unconfirm and call or email Anthony at (813) 274-7276 to cancel. ([anthony@tampatheatre.org](mailto:anthony@tampatheatre.org))

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.

Your punctuality and attendance is imperative for a smooth event and patron safety. More than two absences with less than 24 hours' notice may result in dismissal from Tampa Theatre's volunteer program.

### ***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 you make any changes and 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 Anthony if you have any questions. ([anthony@tampatheatre.org](mailto:anthony@tampatheatre.org) (813) 274-7276.)

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## 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 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.

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.

Whenever you are serving as a volunteer at Tampa Theatre, you are allowed to have free popcorn, fountain sodas, and coffee. Just remember to let the paying customers go first. If you are not actively volunteering, this privilege is not available, so please don't ask the concessions staff.

### ***Serve On a Concert Support Team***

One of the most popular opportunities for volunteers at Tampa Theatre is to 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

Therefore, we ask that you not volunteer for these roles unless you have worked for several events and you fully understand the duties and responsibilities.

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## ***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.

### **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. Be sure to wear comfortable shoes. Volunteers not in the appropriate wardrobe will be excused.

### **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. Parking meters North of Kennedy, are not enforced after 6pm M-F and all day Saturday and Sunday. If you choose to park in any parking lot, including the lot next to the theatre, be sure to follow the posted rules and get a dashboard ticket. All parking lots enforce their rules 24/7, and cars may be subject to towing. For more information on parking, visit <http://tampatheatre.org/visit/directions-parking/>

### **Check In Procedures**

- Arrive on time or bit early. We're control freaks and we stress out when people are late.
- Please first check in at the location designated in your shift information with your photo ID, your name will be checked on the volunteer list. Do not just buzz through the gate.
- Upon checking in 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 Anthony at (813) 274-7276. If you cannot reach Anthony, please call the box office at 813-274-8982.

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## Seating Charts

There are seating charts available on the Tampa Theatre website. Please familiarize yourself with the seating arrangements before you work as a concert usher. The seating charts are at this location: [http://tampatheatre.org/wp-content/uploads/2013/11/SeatingChart\\_3color.jpg](http://tampatheatre.org/wp-content/uploads/2013/11/SeatingChart_3color.jpg)

## 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. Suggest picking up a membership brochure. More events and history on our website. If you have any seating conflicts or other issues, contact your Usher Captain. Familiarize yourself with all the emergency exits. Notice not all exits are wheel chair accessible.

## 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, but if there's an emergency please don't leave until a replacement can be located for your position.
- If someone falls or gets hurt, contact an Usher Captain who will call for the house manager on duty for an accident report.
- Do not approach the sound board operators. If there are many complaints, tell an Usher Captain who will contact the house manager. He will tell the concert promoter.
- It's rare, but happens sometimes.... double seating. In this case, or any other seating issue you cannot resolve, contact an Usher Captain or the house manager.
- Usher positions are pre-determined. Please don't swap without approval from your Usher Captain. We need to know where we can expect to find each of you.
- 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 allow the paying customers to be served first.
- Assure patron that food and drink are allowed in the auditorium.
- No smoking inside (this includes electronic/ vapor cigarettes). 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.

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## **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. 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.

## **No Mosh Pit, Please**

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, but you can help in preventing a stage rush by asking/sending folks back to their seats. Sometimes it happens, though, and we won't be nasty about it, but we do want to keep an eye out for patron's safety.

## **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 Security or a police officer. We always have both present at concerts. Don't hesitate to call for backup.

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## Emergency Evacuations

An evacuation might be necessary for any one of the following reasons:

- Loss of power (emergency generator and lighting circuits will engage)
- Bomb threat
- Fire alarm

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:

1. 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.)
2. 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.
3. Once the building is clear of patrons, please report with Tampa Theatre staff to TECO Plaza so we may account for you. TECO plaza is the outdoor area directly across from the Tampa Theatre Box Office.

## After the show

Return your badge to an Usher Captain or the House Manager. Also, someone needs to volunteer to take down the seat signs.

After that, we may do "volunteer bonding" after everyone has gone and if it's not a late weeknight.

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

Everyone must have a good time.

---

## **Select Concert Job Descriptions**

### **Restroom 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.

It is suggested that the restrooms be checked before the doors open, again just before the show starts, then just before intermission to be sure they are well supplied. Check more often if necessary.

Restroom Monitors are expected to act as ushers whenever they are not actively tending to the restrooms. Please check with the Usher Captains to see where you are most needed.

### **Event Photographer**

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**

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.

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## **Tampa Theatre Tours**

There are two types of Tampa Theatre Tours in which volunteers may participate: The Balcony-To-Backstage Tour and the Mini-Tours. Before signing-up you must complete the necessary training. We want to ensure you have plenty of accurate information. We require each tour volunteer attend two Balcony-To-Backstage tours, and then shadow an experienced volunteer during two mini tours. In order to start the training process please print out the [training form](#), and take it with you on your tour dates. This form will allow you complimentary entry on the tour. On the full tour the form must be signed at the completion of the tour by the Tampa Theatre Staff guide. During Mini-Tours it should be signed by the volunteer you shadowed. Once all four lines are completed please turn into TT Staff giving the tour or the House Manager on Duty, to give to Anthony Gonzalez. Your Shiftboard status will be changed so you may sign-up for these openings.

### **Balcony-To-Backstage Tours**

The Tampa Theatre Balcony-To-Backstage Tours occur twice each month, typically one on a weekday and one on a Saturday. During these tours, the guests are shown about the Theatre while listening to stories about the history of Tampa Theatre, hear discussions of the architecture, and enjoy the ambience and beauty of the Theatre. There is a demonstration of the Mighty Wurlitzer organ, and usually a question-and-answer period. As the name implies, the guests are allowed to go backstage (not allowed at any other time), and occasionally the tour will include the projection booth. The tours usually take about 1 ½ hours, and are conducted by a Tampa Theatre staff member. During these tours, volunteers are needed to guide the guests, answer questions, and help the staff where needed. These tours are an excellent opportunity for a volunteer to become more acquainted with the Theatre, and are a prerequisite to conducting Mini-Tours. For the Balcony-To-Backstage Tours, please dress comfortably, any color, but no shorts.

During the Balcony-To-Backstage Tours, volunteers as well as guests will visit areas that are normally off-limits. Please keep in mind that this applies to you, too. In other situations, do not go backstage or to any other areas that are considered staff-only unless you have the permission of a staff member.

### **Mini-Tours**

Mini-Tours are conducted by volunteers before the beginning of certain movies, such as the Sunday Classics. Mini-tours are, as their name implies, a miniature version of the Balcony-To-Backstage Tours. They are typically about 10 minutes in duration, cover only the highlights of a full tour, and do not go backstage or to the projection booth. As with the concerts, please wear black and bring a small flashlight.

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### Other Volunteer Opportunities

There are other opportunities at Tampa Theatre in which volunteers may participate.

### Theatre Events

Tampa Theatre holds several events throughout the year, such as the WineFest, Oscar Night, and other fund raising events. For these occasions, volunteers are needed for various activities such as keeping food tables stocked, acting as doorpersons or greeters, equipment setup and breakdown, and information tables. These events will be posted on the Shiftboard calendar.

### Outside Events

Tampa Theatre occasionally participates in outside events in the community where an information table is set up to improve awareness of Tampa Theatre and promote membership. Volunteers are often needed for these situations. These events will be posted on the Shiftboard calendar.

### Office Help

When the staff would like to have help with Tampa Theatre office work, these opportunities will be posted on the Shiftboard calendar.

Thank you for your interest in supporting Tampa Theatre through your volunteer commitment.

Enjoy your time as a Tampa Theatre Volunteer!