



# THE HISTORIC GILLIOZ THEATRE

## ESSENTIAL PERSONNEL FACT SHEET

### **What is an Essential Personnel?**

- Essential Personnel are a group of volunteers that actively assist the Gillioz Theatre in show responsibilities. We call them Essential Personnel because they are ESSENTIAL to making an event successful.

### **What are the Essential Personnel positions available for each show?**

- Ticket scanners
- Wrist banders
- Bar wrist banders
- Ushers
- Will Call tenant

### **What is the process of becoming an Essential Personnel?**

- Fill out the Essential Personnel application and the coordinator will contact you via email.
- Each Essential Personnel is required to attend one orientation before volunteering. The orientations are normally held every first Sunday and second Tuesday of each month but may be subject to change due to venue programming.

### **What are the qualifications/requirements to become an Essential Personnel?**

- Must be at least 18 years old
- Must be able to stand for at least 3 hours

### **Will Essential Personnel be able to see the show?**

- You are not given a guarantee that you will be able to view the performance. However, part of the reward of volunteering with us is getting to see the remainder of the show once you are released from your position.

### **How do I sign up for an event/show?**

- Once you have attended orientation, you are added to an email list. The Essential Personnel coordinator then sends out a monthly email for opportunities that are coming up for that month.
  - o If you desire to volunteer for a specific event, email the coordinator stating the event you would like to work.

### **When should I arrive at the theatre?**

- You will be sent a reminder email that states the arrival time and any specifics for that event.
- Typically, arrival time is a half an hour before door time. However, this depends on the event and is subject to change.

**What is the dress code?**

- The dress code for most events is any combination of black and white; black denim, are acceptable. Slacks, dresses or skirts, plain shirts (no t-shirts with graphics on them) and closed toed shoes.
- The dress code is subject to change when the event is a more formal event; the coordinator will notify you if there is a change.

**Is there a no-show policy?**

- Yes. Each Essential Personnel will be given a maximum of three no-shows per year of volunteering; on three missed shifts, you will be taken off the email list for 6 months.
- No shows include:
  - o Not showing up to the event with no prior notification
  - o Cancelling 24 hours before an event. This excludes any illness or death that has occurred.
- We take cancellation very serious because Essential Personnel are ESSENTIAL. We staff according to what the artist needs are and if we are short staffed, we are not meeting those needs.
- Also, you are depriving another Essential Personnel of this opportunity; please make sure that you can attend an event that you are signing up for.