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MARY B. MARTIN  
SCHOOL *of the* ARTS

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EAST TENNESSEE STATE UNIVERSITY

# Volunteer Handbook

## Website

[www.etsu.edu/martin](http://www.etsu.edu/martin)

## Mailing Address

Mary B. Martin School of the Arts  
East Tennessee State University  
PO Box 70726  
Johnson City, TN 37614

## Important Contact Information

Anita DeAngelis, Director – MBMSOTA  
w423-439-5673 [deangeli@etsu.edu](mailto:deangeli@etsu.edu)

Pamela Adolphi, Assistant Director – MBMSOTA and  
Facility General Manager – Martin Center for the Arts  
w423-439-8333 [adolphi@etsu.edu](mailto:adolphi@etsu.edu)

Lise Cutshaw, Marketing Coordinator – MBMSOTA  
w423-439-8599 [CUTSHAW@etsu.edu](mailto:CUTSHAW@etsu.edu)

## Mary B. Martin School of the Arts Box Office and Ticket Information

Kristi Smith, Executive Aide – MBMSOTA  
423-439-8587 [SMITKL01@etsu.edu](mailto:SMITKL01@etsu.edu)  
Gilbreath Hall, Room 211

# Welcome Volunteers

We are very pleased that you have chosen to give your time volunteering to help the Mary B. Martin School of the Arts. We have a variety of volunteer opportunities for students and community members. In the list below you will find general descriptions of the volunteer positions and what is involved if you assist us with needs such as, distributing marketing materials, social media and lobby activities, general office work, as well as additional information regarding individual tasks as an event volunteer.

To sign up for any of the following volunteer opportunities, please email our Assistant Director and Facility General Manager - Pamela Adolphi, at [adolphi@etsu.edu](mailto:adolphi@etsu.edu) or call 423-439-8333.

## IMPORTANT:

As a volunteer, you are required to complete the ETSU volunteer agreement form, photograph & video release form, and acknowledgment form prior to beginning your volunteer work with Mary B. Martin School of the Arts. These forms will be provided to you upon your confirmation of interest. Once you receive the forms please submit them via email, USPS, or you may drop them off in person at our offices.

Please mail forms to:  
Mary B. Martin School of the Arts  
East Tennessee State University  
Attn: Pamela Adolphi  
PO Box 70726  
Johnson City, TN 37614-1710

The office of the Assistant Director is located in Gilbreath Hall, Room 204D on the ETSU campus (in the event Pamela is out of the office, you can leave the forms in the cubby on her office door or leave the forms down the hall with Kristi Smith in Room 211).

## *Volunteer Opportunities*

### **Marketing Materials Distribution**

Distributing brochures, posters and other marketing materials in the community is an essential part of our marketing effort. We have organized routes, specific businesses, and locations that have agreed to support our efforts. We cover Johnson City, Jonesborough, Elizabethton, and

Kingsport. Most poster runs take about two hours of your time and are best done with two people in the vehicle.

Each distribution run earns two complimentary tickets to the performance of your choice (applies only for the performances during the semester the run was completed).

## **Social Media and Lobby Activities**

Sometimes we need volunteers to assist us with spreading the word about our events on Social Media. This may include sharing posts from our Facebook, Instagram, or Twitter sites about upcoming events, as well as posting reminders. When appropriate, we may ask you to post or share in the moments leading up to the event itself.

So if you are techy and love to share and post- we need you!

Please follow us on Instagram, Twitter, and Facebook @ArtsAtETSU

We may also have event related activities in the lobby area from time-to-time. These lobby activities may include fun games, a photo booth complete with props, an information center, and/or other various activities which engage the patrons and connect them to the event.

## **General Office Work**

Sometimes we need help with spreadsheets, documents, designing materials for marketing, collating and folding, or preparing mailings and materials for events. If it appeals to you to be a part of our 'in office' team on occasion, let us know.

## **Event Volunteer**

With your help as an event volunteer, we are more able to attain our goal of having each event run smoothly, safely, and professionally – and all with that friendly, personal touch which makes a difference in any environment. Event volunteers assist as ushers, lobby greeters, house and box office staff, ticket takers, as well as assist with merchandise sales. At each event, the Mary B. Martin administrative staff, House Manager, technical crew, student staff, and volunteers all function as a team – this is the secret of our success and it is what makes it so much fun!

The following guidelines will help you to provide the best service to our patrons. Our goal is to enable you to feel comfortable, competent, and prepared for your role in our event production.

Please take some time to familiarize yourself with this information.

We look forward to working with you during our upcoming season of events.

## **General Event Volunteer Information**

### ***Scheduling***

Event volunteers are scheduled according to the needs of the particular event and the

requirements of the venue. All requests to be scheduled on a particular date/event will be taken into consideration as much as possible.

**Scheduling process:** An email will be sent with all event information for the semester including the type of event, day/time of the event, and the number of volunteers needed. It will also include a sign-up deadline for each event. This will help with scheduling and organizing our event needs. Volunteers who have signed up for an event will receive an email or phone call approximately 3-5 days before the event with particulars about the event, arrival times, dress code, policies, etc. Reminder emails may be sent periodically.

Once an assignment to a particular event is confirmed by the volunteer, she/he will be expected at that event. **Dependability is a must.** Please take your commitment seriously- our success depends on you ☺.

In case of illness or an emergency contact Pamela Adolphi immediately.

### **Dress Code**

Some events will have a prescribed dress code; others will have a casual dress code policy.

In case of a prescribed dress code policy, detailed information will be sent along with scheduling information.

In the case of a casual dress code policy, the volunteer is expected to arrive well-groomed, wearing a dress shirt, slacks or skirt/dress, and comfortable shoes, etc.

**Please, absolutely no- flip-flops, holes in pants or other clothing, jeans (dressy blue or black jeans are acceptable), sweatpants/shirts or hoodies, bare midriffs, excessively low cut tops, or miniskirts- thank you!**

All volunteers must wear the Mary B. Martin lanyard and name badge while on duty.

### **When to Arrive**

**Arrival times will vary depending on the needs of the event.** Often, event volunteers arrive 90min to 60min before the start of a performance depending on your assigned position. However, we may need volunteers before this and specific arrival times will be sent with scheduling information- please watch for this information/email.

Please sign in on arrival and put on your Mary B. Martin lanyard and name badge. We will have a brief orientation on the particular performance upon arrival. **Punctuality is important.**

### **Personal Belongings**

Please refrain from bringing any unneeded personal belongings to events. Personal items may not be carried on the floor while performing assigned duties. Any personal belongings brought to events must be left in the designated area assigned by the Mary B. Martin staff. Thank you for your understanding in this matter.

## ***Representing Mary B. Martin School of the Arts***

Please make yourself aware of future Mary B. Martin School of the Arts events, know a little about our history, and be familiar with our staff. You may be asked questions by our patrons, and you will want to be able to answer in an informed way. A link to our website has been provided below for your convenience. And please remember, you can always refer people to the House Manager or a staff member if you don't know the answer to a question.

[Mary B. Martin School of the Arts at ETSU](#)

## ***The House Managers' Role***

The House Manager and Assistant Director will coordinate on all aspects of the event, including volunteer positions, and the timing and tasks involved with each performance. The House Manager is responsible for communicating directly with the Assistant Director, box office, ushers, and when appropriate, the technical crew, and artists. He/she also makes the final call on show start time, opening and closing of doors, usher assignments, handling of special needs patrons, and any other issues that may arise.

All Event Volunteers should report directly to the House Manager.

## **General Event Volunteer Responsibilities**

### **Event Volunteer Staff Assignments**

Event Volunteers will be assigned by the Mary B. Martin staff as follows. Please note that some variation will be needed depending on the event and venue (not all positions may be assigned for each event).

### ***Box Office Assistants***

Box Office Assistants give out tickets held in Will Call, answer questions, and sell tickets. These volunteers may be assigned other duties once the performance starts. Familiarity with the ticketing software may be required. Box Office volunteers need to be comfortable handling money; accuracy is of the utmost importance in regards to this assignment.

### ***Lobby Greeters***

These volunteers are required particularly when there is assigned seating. They answer questions, assist special needs patrons, and direct patrons to the proper entrance doors. Familiarity with the venue is a must.

### ***Ticket Takers***

Ticket takers are needed for ticketed events. They stand outside of each of the designated doors of the event/performance space, one on each side of the door, and tear tickets, giving the larger side to the patron. Ticket takers stay in or near their assigned area during the performance and assist in opening and closing doors at intermission and at the end of the program.

### **Program Ushers**

These volunteers will stand inside the designated doors of the event/performance space, normally one on each side, and give patrons their programs. They may also be required to answer questions about seating or help with special needs patrons. Program ushers will stay inside the event/performance space during the performance, seated in the back near the door. They help by reporting any disruption or problems in the audience to the House Manager. If applicable, they may also assist with late seating (refer to late seating policy for each event/performance), assuring safety through the use of flashlights if the house is dimly lit.

### **Merchandise Sales**

Volunteers will sometimes be selected to sell merchandise supplied by the artist and to act as a host at the merchandise table- requiring a lively interaction with the public. Volunteers must be comfortable handling money. They will be supplied with a form to help keep track of merchandise counts/inventory, cost/change, and revenue from the sales. Accuracy is of the utmost importance. A detailed account of sales and revenue will be required at the conclusion of the event and provided to the artist.

### **Load-in and Strike Assistants**

Often times we need volunteers to assist with getting various items to and into the event or performance space and setting the needed items up so they are ready for the event. This may include (but not limited to) box office needs, tables and chairs, lobby decorations, marketing materials, reception needs, artist needs, set and stage decorations, etc. In addition, we also need volunteers to assist with removing all these items from the event and performance space at the conclusion of the event. This is often referred to as *strike*\* and may also require light cleaning in order for us to leave the space in good condition.

**\*Please see Addendum - *Theatre Talk* at the back of this document.**

## **Additional Event Volunteer Responsibilities and Information**

### **Upset Patrons**

Occasionally some problem or conflict will arise that must be handled diplomatically. When this occurs, please be reassuring to the patron and let them know that you are sure something can be worked out. Then contact the House Manager or a Mary B. Martin staff member to resolve the issue. We do not want you to handle any uncomfortable situations on your own.

### **Mobility Impaired Assistance**

When needed, assist patrons with mobility impairments and those with mobility equipment such as- wheelchairs, transport chairs, scooters, walkers, etc. to the designated areas for mobility impaired and wheelchair seating. Please note that we are required to provide seating for up to three companions in the adjacent area.

A patron may want to move from the wheelchair, transport chair, or scooter to a regular seat. If

so, please be sure the mobility equipment is placed out of the way. Once they have been seated, be sure to get them a program and take their ticket (if applicable).

Once you assist patrons to their seats, please advise them that they can remain in place after the performance, and you will assist them out of the performance space. **Please be prompt in assisting them after the performance.**

### **Hearing Assistance**

Depending on the event or performance space, hearing assist devices may be available. You will be notified if there are devices available at the pre-event meeting. When available, please direct all requests to a staff member or the House Manager.

### **Late Seating Policy**

For most events, latecomers must stay outside the doors of the event/performance space until there is an appropriate pause in the program for which they may be seated. For some performances, this rule will not be enforced. However, in some cases, late seating is prohibited and patrons will not be allowed to enter once the house is closed. You will be notified of the late seating policy for each event at the pre-event meeting before the performance.

### **Sound Transfer**

Performance and event spaces may not be sound proof from outside noise in the lobby area. Staff and volunteers are responsible for reminding patrons and guests to keep sound levels down. All volunteers and staff must remain quiet in the lobby areas during performances.

### **Emergency Procedures**

During events and performances, be aware of any emergencies or problems that arise in the event/performance space or lobby areas. In case of anything alarming or disturbing, you should contact the House Manager or a staff member immediately. When appropriate, return to your assigned area. Program Ushers, please be aware of anything occurring in the performance space. If you need to report something, be sure to return to your assigned area (only if it is appropriate to do so) at a suitable place in the program in order to be available to assist other patrons as needed.

**In case of a medical emergency, imminent danger, or other safety emergencies please call 911 or Campus Security immediately.**

Emergency numbers can be found on the back side of your name badge.

### **Event and Performance Etiquette**

- ◆ Please be on time.
- ◆ Food and drink are prohibited in most performance/event spaces. There are some exceptions to this policy. In the event of a *No Food and Drink* policy, ask patrons to please discard the items in the provided trash cans. Volunteers, once patrons are present, please do not eat while on duty.
- ◆ All tobacco products (including dip, cigarettes, cigars, and e-cigarettes) are prohibited

in all performances and event spaces. ETSU is a Tobacco-Free Campus, please see ETSU's full Smoking/Tobacco Policy online at: [ETSU Tobacco-Free](#)

- ◆ All cell phones and electronic devices must be turned off or silenced. Volunteers must not use cell phones while on duty (*unless a call needs to be made in response to an emergency at the performance/event; or if you are one of our Social Media volunteers*). Cell phone use or texting by audience members is also prohibited. If this becomes a problem, notify the House Manager.
- ◆ Late seating policy: you will be notified of the late seating policy for each event at the pre-event meeting before the performance. Please see *Late Seating Policy* above for more information.
- ◆ Infants and toddlers policy: some events and performances prohibit infants and toddlers from attending. You will be notified of the policy at the pre-event meeting before the performance. In the event infants and toddlers are allowed, if you notice a baby or toddler disrupting patrons during any performance, please notify the House Manager.
- ◆ Recording and photography policy: audio recording, and still or video photography is **strictly prohibited at all performances and events**, except when previously arranged. If this policy is suspended for an individual event, you will be notified of this at the pre-event meeting before the performance.
- ◆ During your volunteer shift, please be careful not to make socially inappropriate remarks or jokes, and please do not discuss religion or politics.
- ◆ Absolutely no soliciting during events and performance, or with artists while representing the Mary B. Martin School of the Arts.
- ◆ We hope you have fun volunteering for our events and enjoy working with your peers. However, your first responsibility is to aid in the smooth management of the event and to respond to the event patrons. Please do not let socializing distract you from this focus. It is a busy time for the Mary B. Martin staff as well; please understand that we may not have time to chat.

### **Pre-Event Meeting**

Volunteers will be given or reminded of the following information upon arrival.

- ✓ Explanation of the contents of the program
- ✓ Start and end time of the performance
- ✓ Time and length of intermission
- ✓ Types of tickets and how they should be taken
- ✓ Review of Emergency Procedures
- ✓ Late Seating Policy
- ✓ Infants and Toddlers Policy
- ✓ Food and Drink Policy
- ✓ Hearing Assistance availability
- ✓ Building information (see list below)
- ✓ Updates from the House Manager

### **Knowledge of the Building**

Please make yourself familiar with the event/performance spaces:

- ✓ Will Call and Ticket sales area
- ✓ Restrooms



- ✓ Handicapped Access – Entrances, restrooms, seating
- ✓ Water Fountains
- ✓ Entrances and Exits (emergency)
- ✓ Fire Alarm pull stations
- ✓ Fire Extinguisher locations
- ✓ Nearest AED (Automated External Defibrillator)
- ✓ Parking

## Example of Event Coordination

### **SPECIFIC ARRIVAL TIMES WILL VARY- YOU WILL BE NOTIFIED.**

**At times specified for event:** Box Office Assistants, Lobby Greeters, Merchandise Sales, Social Media and Lobby Activities, Load-in volunteers, Ticket Takers, Program Ushers, and other volunteers arrive. Sign in, put your name badge on, and meet with House Manager. Report to the assigned area at the conclusion of the pre-event meeting.

### **At 60 mins prior to the start of the show:**

Box office and lobby open; Lobby activities, ticket sales, Will Call pickup, and merchandise sales begin.

**30 minutes prior to show time (or on House Manger's call):** House Manager/s opens the House for seating. Ticket-takers take tickets. Program Ushers assist patrons as needed and hand out programs. Any questions should be addressed to the House Manager.

**At scheduled start time (curtain):** Volunteers should remain at their assigned areas until the House Manager invites them to be seated (if applicable). When possible, volunteers will be invited to see some or all of the performance, but no one is guaranteed a seat for any performance. Ushers should sit in the closest possible seat to their assigned area and all volunteers should sit in the back. The House Manager or staff will close the doors prior to the start of the performance.

Late seating policy for each event may be different. This will be covered in the pre-event meeting. Be sure you know what the policy is for the particular event/performance.

**At the start of intermission:** Ushers should open house doors and return to their assigned area to offer assistance and give information as needed (such as directions to the restrooms) at the beginning of intermission. All volunteers should be at their assigned area for the duration of intermission (unless otherwise instructed).

Intermission is usually 15 minutes. The House Manager will determine the endpoint of intermission, and signal it by flashing the house lights or ringing a chime.

**At the end of the event:** Strike all event needs.

Once the house has emptied, Ushers and Ticket Takers will pick up discarded programs, ticket stubs, and trash, and leave any Lost and Found items with the House Manager. When able,

please recycle items.

Box Office, Lobby Greeters, and Social Media/Lobby Activities volunteers will pack up and clean assigned areas as appropriate.

Strike volunteers, assistance staff with backstage clean up as needed. Please remember, we must wait until the dressing room/s is cleared and the artist has removed their personal belongings before we can enter to clean.

*Note: volunteers are not permitted to go backstage unless specifically requested to do so or as assigned.*

All Event Volunteers- please check with the House Manager or Assistant Director prior to leaving for the evening, once you are cleared to leave, please sign out.

## Venue Facts

Currently, the Mary B. Martin School of the Arts uses several different venues both on and off campus for their events. Please see below for addresses and information about the venues (not all venues listed are used in the current season).

### On-Campus

#### **Ball Hall Auditorium – 232 Sherrod Drive**

Ball Hall Auditorium is located in Ernest C. Ball Hall adjacent to the Slocumb Galleries. It seats 206 and is equipped with Smart Classroom technology. There are two main doors into the auditorium, the stage area is in a lecture hall configuration and the restrooms are outside the auditorium's entrance in the adjoining hallway. It is used mostly for lectures and artist presentations. Receptions often take place in the area between the two art galleries. Wheelchair access is available through two of the entrances to the building.

#### **Brown Hall Auditorium – 173 Sherrod Drive**

Brown Hall Auditorium is located on the first floor of Brown Hall, with the main entrance for the public facing onto Sherrod Drive. It seats 332 and is equipped with Smart Classroom technology. Brown Hall Auditorium houses a Steinway concert grand piano. There are two main doors into the Auditorium, and the stage is in a lecture hall configuration. Restrooms are in the adjoining hallway. There is no appropriate place for a reception. Wheelchair access is available through the main entrance.

#### **Bud Frank Theatre – 441 Stout Drive**

The Bud Frank Theatre is on the first floor of Gilbreath Hall and is accessed from inside the building. You may enter the building through a door to the lower right of the main staircase that marks the main entrance to the building. Go through the stairwell door and turn left, you will see the sign for Bud Frank on your right. For wheelchair access, you must enter the building on the back side, and enter the lower hallway.

The Bud Frank Theatre seats 200 people. There is no balcony. There are two audience entrance doors to the hall from the lobby area, shielded only by curtains. Sound travels easily from the

small lobby area to the audience, so keep voices very low during performances. The house is extremely dark during a performance, and patrons entering after house lights have been dimmed must be assisted with flashlights.

Restrooms are located in the main hallway, men's to the right and women's to the left as you exit theatre lobby.

No food or drink, except for bottled water, is allowed in the house.

### ***Martha Street Culp Auditorium, D.P. Culp University Center – 412 J.L. Seehorn***

**Drive** This auditorium is located on the ground floor of the University Center and is currently closed for renovations. However, it is a venue we have often used and anticipate using it again when it reopens.

The hall seats a total of 906 - the lower level seats 610, the upper-level seats 296. For performances that do not require the hall's full capacity we often choose to close the upper level. The upper level is not handicapped accessible and the stairs are rather steep. There is also an option to divide the hall in half, with a dividing wall that slides closed.

There are four audience entrance doors on each level. Be aware that these doors do not close quietly, try to guide their closure if someone is entering during a performance. There are shallow steps leading down the aisles, and footing can be tricky. Always use your flashlight to light the way of patrons entering after the house lights have been dimmed. Elderly or infirm patrons may need assistance as they go down the stairs. Please ask your house manager to show you where the wheelchair and handicapped seating is located. Wheelchair entrance to the seats in the front of the hall is through a side door.

Restrooms are located outside the theater lobby area, near the entrance to the building. The outer Lobby is often used for ticket sales.

No food or drink, except for bottled water, is allowed in the house.

### ***Mathes Auditorium – 216 Sherrod Drive***

Mathes Auditorium is located in Mathes Hall which is ETSU's Music Building. It is a small one level 'lecture' hall, seating 130. Additional seats can be added to seat up to 160 if desired. There is no real lobby area, and ticket sales take place in the hallway outside the theater.

There are two main doors to the theater; there are also two entrance doors on either side near the stage area. The access door on the far right side must be used for wheelchair access. The access door on the far left side is often where the performers enter.

Restrooms are in the hallway outside the hall, to the right and left.

No food or drink, except for bottled water, is allowed in the house.

### ***Millennium Centre – 2001 Millennium Place***

Located in Johnson City, across the street from East Tennessee State University, ETSU's Millennium Center offers the perfect venue for weddings, retreats, meetings, and other events. The venue offers spacious rooms, tiered seating and state of the art technology. Their conference operations are serviced by a first-rate staff, including audiovisual specialists, planners, and culinary experts.

### **Reece Museum – 363 Stout Drive**

The Reece Museum, a unit of the Center for Appalachian Studies and Services, is free and open to the public. For more information, 423-439-4392 or visit [www.etsu.edu/cas/cass/reece/](http://www.etsu.edu/cas/cass/reece/).

### **Slocumb Galleries – 232 Sherrod Drive**

The Slocumb Galleries are open Monday thru Friday from 9:00 a.m. to 5 p.m. with extended hours on Thursdays until 6 p.m., during receptions, group tours and by appointment. Located in Ernest C. Ball Hall on the main level.

### **Off-Campus**

#### **Central Baptist Church**

**300 North Roan Street - Johnson City, TN**

#### **First Presbyterian Church**

**105 South Boone Street - Johnson City, TN**

#### **Mary B. Martin Auditorium - Seeger Memorial Chapel - Milligan College**

**101 Neth Drive - Milligan College, TN 37682**

#### **Munsey Memorial United Methodist Church**

**201 S Roan St, Johnson City, TN 37601**

#### **Science Hill High School - Auditorium**

**1509 John Exum Pkwy, Johnson City, TN 37604**

#### **Wellmont Regional Center for the Performing Arts - Northeast State Community College**

**2425 TN-75 - Blountville, TN 37617**

### **Addendum – Theatre Talk**

**House:** The auditorium where the audience sits.

**House Open:** Patrons may be seated.

**House Closed:** Patrons are seated and the performance is ready to begin (in some cases, late seating is prohibited and patrons will not be allowed to enter once the house is closed- please refer to the late seating policy for each event).

**FOH:** Front Of House is the part of a performance venue that is open to the public and may include the house, lobby, and box office areas.

**Lobby:** This is where patrons purchase tickets and wait for the house to open.

**Performance:** Refers to each individual show.

**Technical or Tech Crew:** These are the people who run the technical aspects of the

performance (sound, lights, etc.).

**Stage Manager:** This person oversees the coordination between the performers, the technical crew, and the house and ticket office staff.

**Booth:** Where stage managers and technical crew work during performances.

**Curtain:** This refers to both the drape that separates the audience from the stage AND also means the start of a performance.

**Curtain Call:** When actors come out at the end of a performance and take their bows.

**Run:** This refers to the duration that a particular show is featured on stage.

**Set:** The scenery, furniture, etc. that make up what the audience sees on stage.

**Prop:** Anything an actor picks up with their hands and moves around the stage.

**Load-in:** This refers to the set up for a performance. May include FOH, stage, set, costumes, and technical needs.

**Strike (load-out):** When you tear down the set, or you remove something from the set/stage- you "strike" it. It also refers to the loading-out or removal of all performance needs.

**Theatre:** The formal study of the art of performance.

**Theater:** The place where *theatre* is performed.