



STAFF AND RENTER RESPONSIBILITIES AND BEST PRACTICES GUIDELINES

RESPONSIBILITIES

ARTS CENTER STAFF:

Tech operator (at least one), responsible for:

- All tech needs of show.
- Coordinating needs on show day with artists.

Facility Supervisor (at least one, for small events may be the same as the tech operator) responsible for:

- Making sure the facility is in working order.
- Any spot clean-up or trash removal.
- Checking on/restocking bathroom, copier, etc.
- Making sure all doors are unlocked as needed.
- Driving the golf cart to assist patrons who need help getting to and from the arts center.
- Operating the handicapped lift in the auditorium.
- Volunteer support as requested by RENTER for ushers, front of house, concession area, etc.
- Concession staff and merchandise if requested by RENTER to be handled by Staff (in that instance, staff keeps the revenue generated from the concession area).
- Lobby will be pre-set as required by the Friends.
- Technical support will be provided to Artists and will be handled in direct communication between the staff and artists, the friends will be copied on all pertinent communications. The Friends will not act as intermediaries regarding technical discussions or scheduling relating to the artists use of the Arts Center, Friends will be copied on all such communications.
- Will call box office reservations will be taken prior to the event per the prices provided by the Friends in consultation with their artists.
- Publicity support as budget allows.

RENTER RESPONSIBILITIES:

- Artist booking and management.
- Box office staff for the day of the show, to include providing a cash bank and credit card sales equipment if desired.
- Front of house staff, to ensure the lobby is set, the ushers are trained and stationed, the concession area is ready and to work out with the tech and the artist when to start the show and when to start the second act.
- Volunteers- for ushering, box office and concessions- all volunteers should receive training, per the arts center's volunteer training.
- Lobby signage as required to fit within the installed sign boards.
- Publicity as budget allows- if staff is to assist in getting publicity out all press releases and photos should be sent to staff no later than 3 weeks prior to the date of the event and should be sent with the content already approved by the Friends.

BEST PRACTICES (not written in stone, but a good place to start):

BOOKING/ ARTISTS:

- The RENTER will complete the arts center booking form on behalf of their artists and will provide Arts Center technical staff with contact info for the artists to discuss technical needs and schedule any tech rehearsals.
- The RENTER will be the signature on the booking confirmation.
- The RENTER is responsible for taking care of the artists, if they require food, drink, or other items by contract or agreement-to include program info and creation of the program insert. Friends should have a representative near the artists at all times while the artists are on site.

BOX OFFICE (assume your fist patron will arrive one hour before the start of the show):

- Set all tickets prices including the 'vision obstructed seats' and 'standing room' as soon as the performance date is set.
- Agree on # of comp tickets to be offered to artist or anyone else.
- Determine if the seating will be general admission or assigned.
- If Arts Center Staff is asked to handle will call sales, be sure arts center staff is provided with all price points and relevant info about the show and artists. Make sure it is clear how the will call list and process will be handled so the volunteers working the box office on the day of the event feel confident working with the system and communicating with patrons once it is 'handed off to them.
- Provide your own bank- \$150 is customary.
- If a large number of walk ups or pay at the door customers are expected it is wise to have 2 people at the ticket window to speed the process.
- Box office volunteers are expected to understand enough about the Arts Center to be able to hand patrons' information about our season and subscriptions.
- Box office should open and ready for business no later than one hour prior to show time.

FRONT OF HOUSE (assume your fist patron will arrive one hour before the start of the show):

Front of House Manager is responsible for:

- Making sure the lobby is correctly set on-time (no later than one hour prior to show time).
- Making sure the concession area is set on-time (if handled by renter if not, staff will set to the default set-up)
- Making sure the house looks orderly (no one has left coats or other items in the house, no papers on the floor, etc)
- Making sure the ushers are given assignment, are trained, understand their assignments and are on-station at the correct time.
- Opening the house, to allow patrons to be seated (usually at 30 minute before the show, could be later if tech need the house to stay closed to work out an issue)
- Making sure the facility looks clean (if not our staff facility supervisor on duty is to handle the clean up)
- Asking the facility supervisor to turn on the lobby sound system for music or wireless mic (if desired)
- Dealing with ANY issue a patron has.
- Letting the Tech booth know that it is ok to start the show.
- Dealing with any traffic or bottleneck issues in the lobby during intermission.
- Tracking the time of intermission and coordinating with the tech booth when the intermission will end and when to start the 2nd act.
- Giving the patrons 5 minute and 2 minute notice, by chimes, to move back into the theater.
- Making sure ushers 'police' the house for programs or trash after the show.
- Police the lobby for trash.
- Making sure all items brought in for the show are either properly set for the next performance or removed for the center.

CONCESSION AREA:

- Responsible for set-up and merchandising of food items to be sold.
- Responsible for own bank- \$100 is best (\$50 in one dollar bills is essential)
- Responsible for cleaning out all coffee pots or other arts center items used when finished.
- Responsible for removing all food items when event is finished.

PUBLICITY

- Responsible for providing Arts Center staff at the time of booking with:
 - A 300 dpi or large image of the artists
 - A logo or any other artwork related to the artist or event
 - A press release including info about the artists, show information, prices, and how to buy tickets.
- Responsible for working with Arts Center staff on:
 - Making contact with feature writers to do stories
 - Any advertising or direct mail or e-mail
 - Any promotional effort

VOLUNTEERS:

Responsible for getting volunteers for:

- BOX OFFICE (at least 1) arrive no later than 1 hour 15 minutes prior to show time.
- USHERS
 - For general admission shows- at least 3 [2 to take tickets at the door and pass out programs, one inside the auditorium];
 - For assigned seating- at least 5 [2 to take tickets at the door and pass out programs, three inside the auditorium]
 - Arrive at least 45 minutes prior to show
- CONCESSIONS (at least 1) arrive at least one hour prior to show.
- FRONT OF HOUSE MANAGER (at least 1) arrive at least one hour 30 minutes prior to show.
- ARTISTS LIAISON: (at least 1) arrive when artists arrive on site.
 - Table support: to work membership table or other lobby tables as required.
 - Backstage or Tech: As needed, if required

LOBBY SIGNAGE:

Responsible for designing and producing all lobby signage required for the event, to include:

- Sponsor signage- to go into 24 wide x 36 tall display case sign.
- Artist Image- to go into 24 wide x 36 tall display case sign.
- Ticket price and 'who to make checks out to' sign- to go into 8.5 x 11 counter-top sign.
- Concession items and price list- to go into 8.5 x 11 (portrait orientation) wall mounted sign frame.

Arts Center has design templates for use, if desired