

# Ambassador

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# CORPS REPORT

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July 2024

## America's Finest Ambassador Dinner!

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Get ready to mark your calendar: the 2nd Annual Ambassador Appreciation Dinner is coming up on **September 9th!** This year is going to be a little different, as we will be hosting at an outside venue. We welcome you to *The Local!* Situated just one block from the Civic Theatre, we are excited to present our Ambassadors with an evening of good food, fun games, and a whole lot of gratitude.

This year, we are celebrating America's Finest Ambassadors! Whether you would like to arrive in a Padres jersey (or San Diego Chargers if you're feeling nostalgic), decked out in San Diego Comic Con cosplay, your favorite Hawaiian shirt, or just your (fully clothed) beach casual, we encourage you to rep what San Diego means to you!

A link to RSVP will be sent out before the end of July. Space may be limited; please only RSVP if you intend to join. Further details and instructions will be included at that time.

## Congratulations to the Ambassador of Spring Quarter, Cecily Ann Handy!

Cecily Ann Handy is one of the kindest people you could ever meet, and we are honored to have her among our ranks as an Ambassador! Cecily is one of our original volunteers, completing orientation before the official launch of the program, and has volunteered for about 50 different performances. She brings her kind and bright energy to every shift, and is a delight to all our staff. We know we can always rely on her. Thank you, Cecily!

## Theatre Office Phones

Communication is key when working as a team! We require all volunteers to arrive on time, and all tardies are tracked by the management team. If, however, you realize that due to traffic or other extenuating circumstances that you may not arrive at the call time, it is most helpful to call the House Manager's office line for your expected venue. Please call:

**Civic HM Office: (619) 615-4125**

**Balboa HM Office: (619) 615-4035**

Please add these numbers to your contact list for easy access when you are running late.

Allison's listed phone number is her office line, and she may not receive time sensitive calls or voicemails until too late. No SDT office lines are capable of receiving text messages.



# Volunteer Seating: Civic Theatre

San Diego Theatres provides seating for volunteers in the form of removable stools in the Dress Circle and Mezzanine levels of the Civic. **It is the volunteer's responsibility to manage retrieval, placement, and resetting of those stools.**

## Dress Circle

In the Dress Circle, there are collapsible stools placed in the booster seat cubbies near the elevators. Protocols are as follows:

- 5-10 minutes before the slated start of the performance: volunteers are to retrieve the stools from the cubbies and store them in between the light shade panels in the lobbies in front of the doors.
- Volunteers must wait for any late seating holds/late rushes to complete before bringing the stool into the house.
- This may result in a 2-20 minute wait before volunteers are able to sit. Please remember that your primary responsibility while volunteering is to provide customer service.
- Stools must be placed against the back wall behind row H. Open seats in row H are not available to volunteers, no matter what.
- At intermission and egress, the stool should be placed back with the light shades to allow in-house pathways to be clear.
- After patrons have cleared from your floor, stools must be returned to the appropriate locations in the booster seat cubbies. If you need assistance in refolding the chair, you may ask one of the staff members near your station.

## Mezzanine

In the Mezzanine, 2 wooden stools are stored behind each emergency exit door next to Doors 1 and 5. Protocol should be as follows:

- 5-10 minutes before the slated start of the performance: the volunteers stationed in the Mezzanine and Upper Loges are to retrieve the stools and place in the lobby in an unobtrusive spot (against a wall or the outer side of the light shade).
- Volunteers must wait for any late seating holds/late rushes to complete before bringing the stool into the house.
- This may result in a 2-20 minute wait before volunteers are able to sit. Please remember that your primary responsibility while volunteering is to provide customer service.
- Stools must be placed against the back wall behind row W. Open seats in row W are not available to volunteers, no matter what.
- At intermission and egress, the stool should be placed back in the lobby to allow in-house pathways to be clear.
- After patrons have cleared from your floor, stools must be returned to the appropriate locations behind the emergency doors. Stools **must not be visible** in the hallway when the door is fully opened; this is due to emergency fire safety.

## Balboa Balcony/Loge Seating

The seating area over the Loge in the Balboa, while often available to volunteers, has **patron priority**. If there is an event where management has made use of the space there for patrons, and it is full, volunteers are to then rotate seating in the stool provided at the bottom of the house right loge stairs. **Never ask a patron to move or adjust their seat to accommodate volunteer seating.**

## Uniform Policies

San Diego Theatres' uniform policy for volunteers is meant to keep in line with the policy for our staff ushers. There should be no visual distinction to guests between staff and volunteers, other than the issued nametags.

- Solid black, closed toed shoes are to be worn with solid black socks. If an option such as flats are worn, black socks must be worn to meet the hem of the pant legs or worn with black hosiery and a skirt.
- Solid black dress pants that reach to the ankle are required. Jeans, yoga pants, or capris are not permitted. If a skirt is worn, it must be solid black, reach to the knees or below, and be worn with black hosiery.
- The shirt must be a solid white oxford style, long sleeved shirt. Embellishments such as lace, embroidery, or other designs/patterns are not permitted.
- Vests are available in each venue to be used for the shift, and must be returned to hangers and stored properly after the shift.
- Hats, scarves, and other accessories are not permitted unless granted specific permission.
- Star Pins may be attached to vests, but should be removed before returning the vests to coat check. Star Pins may also be worn on the collar of the white oxford shirt.
- **Recommended items:** it is highly recommended that you provide your own flashlight and a time device that is not your phone. Wristwatches, including smartwatches, are very useful, though some events may restrict use of smart devices. Flashlights are always available to be borrowed, but they must be returned at the end of the shift.



Judy, Helen, and Bridget demonstrate the proper uniform when wearing long pants and sneakers.



Amanda demonstrates the proper uniform when wearing a skirt with hosiery and flats.