

# Ambassador Report

May 2024

## THE BALBOA THEATRE'S 100TH ANNIVERSARY CELEBRATION

The Balboa Theatre recently celebrated its 100th anniversary at the end of March 2024. Thank you to all who attended or otherwise participated in our celebration weekend. The weekend kicked off with a beautiful gala and performance from the extraordinary Hershey Felder. The Balboa Theatre was presented with awards of prestige and distinguishment by Mayor Todd Gloria and San Diego Theatres' Board of Directors.



Throughout the weekend we highlighted both San Diego's and the Balboa Theatres' specific history. On Friday night we celebrated San Diego's military community and history with a presentation of the silent film *Flying Fleet*, much of which was filmed in San Diego, and accompanied the film with a performance by Ken Double on the Wonder Morton Organ. Ken returned to the stage the next morning for some classic Saturday morning cartoons where children and families were invited to arrive in their most dapper 1920s attire.

Saturday night, the festivities concluded with a Spotlight as some incredible artists and organizations of San Diego graced the stage. Some were clients of ours who produce performances at the Balboa throughout the year, and some were extremely talented artists that we welcomed to our stage for the first time.



All in all, this was such a special weekend for San Diego Theatres, the San Diego community, and the Balboa Theatre. Once again, a huge thanks to all who attended and made these events successful. And thank you, all, who are now part of the San Diego Theatres team. Your participation in our venues, either as a volunteer or as a patron, is what allows us to host such magical events and create moments that matter.



A huge congratulations to our *Ambassador of the Quarter*, **Marcie Diamond**! Marcie has been volunteering with San Diego Theatres for almost 2 years now, and is a constant delight in our venues. As one of our most dedicated volunteers, Marcie received her Platinum Star right at the beginning of 2024. Thank you for your incredible contributions to SDT and we are excited to watch you grow with the program!

## ITEMS AVAILABLE FROM MANAGEMENT:

- **Flashlights**
  - Please return to the flashlight box!
- **Pocket Watches**
  - No phones on duty! If you need a time device, please use one of these for the shift!
- **Vests**
  - Remove all items from pockets, nametags, and any issued pins.

## Best Practices: Ushering

San Diego Theatres requires our volunteers to remain active and at the ready during each performance. While we appreciate the enthusiasm you bring for the event you have signed up for, volunteers must remember that they are here as an act of service first, rather than as a patron. Duties during performances include:

- Directing patrons to the correct doors and opening the doors for them
- Assisting patrons relocate their seats with the aid of a flashlight
- Informing floor captains or management of any disturbances or violations in the house in a timely manner

## Patron Experience

Patrons should be able to look at a door in the venue and see someone there ready to assist them. This means that staff and volunteers are to remain at their post unless communicated to others for coverage, and all attendants must appear at the ready. Refrain from leaning against walls, railings, and doors. Civic Loge attendants should remain in the doorframe of their hallway, visible from the lobby but able to reach the door quickly. Do not get distracted by conversation with each other or patrons.

Patrons may approach you with questions or comments about the performance and venue, but please refrain from interjecting into conversations patrons are having with each other, and do not waylay them from experiencing the venue to their fullest enjoyment.

You may assume that patrons who inform you that they know where they're going or that they have already been to their seat do indeed know where to go, and there is no need to require a ticket upon reentry to the house.

# Best Practices: Sustain

In navigating the volunteer portal, Sustain, many volunteers come across similar issues. Here is a small compilation of some of the most common questions:

## **“Why can’t I claim a shift from the waitlist?”**

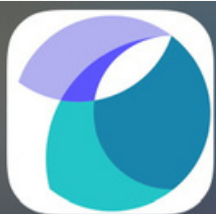
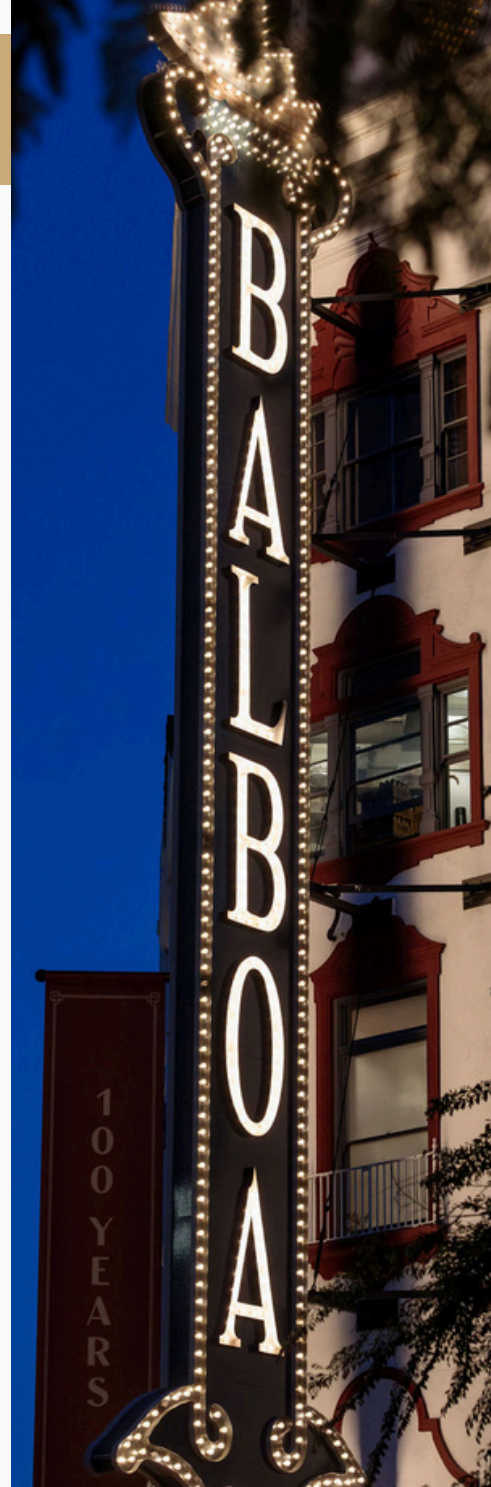
- Depending on the show, there may be a very extensive waitlist (our longest so far has been almost 50 volunteers!). All volunteers on the waitlist will receive the “Spot Open” email at the same time. Unfortunately, this can cause some confusion and frustration, as you may believe that clicking the link within two minutes will guarantee you the spot. Often these spots are claimed by other volunteers within 60 seconds of the email going out. You are doing everything correctly; someone else was just a tad faster.

## **“I can’t access my account/lost password.”**

- There is an option to reset your password on the Sustain login page. You can directly reset your password through your email, or you can email Allison directly for assistance. Do not to create a new account entirely, as that account will not contain your previous prerequisites, hours, or user groups. If you need to change the email address associated with your account, please reach out to Allison for assistance.

## **“How can I find shifts with an opening?”**

- If you would like to sign up for a shift, but are wanting to filter to shifts that have availability, you are able to do so on the Opportunities page by “Select a Filter” in the top right corner, choose “Available Slots” and search for “1” opening. All shifts with any openings will remain on the calendar.



Causer

Please note that the app has changed from “Cause Connect” to “Causer.” The functionality of the app should not have changed, but the interface may appear slightly different. Please inform Allison if you are having any trouble with the app or site.

# General Notices and Reminders:

Volunteers are expected to arrive in:

- White oxford shirt
- Black dress pants or skirt and black hosiery
- Solid black socks and closed-toed shoes
- **SDT issued nametag**
  - You must wear your SDT nametag as part of our security protocols. Inform an HM if you need one.
- **Jackets are not part of the usher uniform.** We recommend wearing a long sleeved shirt under the white shirt if you are concerned about being cold.



Volunteer orientations will now be held bi-annually rather than monthly. We understand that many people have had trouble signing up for shifts. We hope this measure will alleviate some of that frustration.

**Ensure that you have both of these emails added to your email contacts:**  
**[allison.dorantes@sandiegotheatres.org](mailto:allison.dorantes@sandiegotheatres.org)**  
**[no-reply@galaxydigital.com](mailto:no-reply@galaxydigital.com)**

When you sign up through Sustain, you are signed up as an SDT volunteer, and are expected to adhere to SDT standards, including seating, uniform, and protocol. Please follow instruction from your house manager, floor captains, or other SDT management at each shift.

