



SUMMER 2022

AMBASSADOR CORPS BRIEFING

HAPPY SUMMER – WHAT'S NEW WITH US?

I don't know about you, but the arrival of summer caught me a bit off guard. Yet, despite the fact that 2022 is flying by, we have accomplished a great deal since our official launch on January 1.

We now have approximately 175 full-fledged Ambassador Corps members.

- Another 40 or so, are signed up and awaiting orientation.
- Over 1800 volunteer hours have been logged in 2022.
- Over 50% of available volunteer slots are being filled.
- Conducted 9 orientation sessions/tours this year (13 total).
- Moved orientation to the Civic Theatre due to increased interest.

The Ambassador Corps program also continues to grow and evolve. New procedures for parking have been put into place. In addition, our volunteer seating policy has been fine-tuned, and our BRAVO Rewards program continues to expand.

Through it all, the central feature has always been you... our amazing Ambassadors. Your input/effort/hard work has made our program (I believe) one of the best in SD, AND in just over six months. So here's to you... **BRAVO!**

**"IT'S WONDERFUL SEEING ALL OF THESE PEOPLE FROM DIFFERENT WALKS OF LIFE COMING TOGETHER, HELPING MAKE THESE EVENTS PROCEED SMOOTHLY, AND BECOMING PART OF OUR ORGANIZATIONAL CULTURE."
ANURA RANASINGHE**

"WE APPRECIATE THE VOLUNTEERS' PASSION FOR THE ARTS"

ALLISON DORANTES

QUOTES – HIGHLIGHTS OF THE PROGRAM

Ann Amarel - I have really enjoyed visiting with the folks in my section. I've met so many interesting people.

Kate De Jong - I joined the Ambassador program and did my training with a couple of friends. Ushering with my friends has been a great way to help out in the San Diego arts community while spending quality time with my friends.

Keith Sullivan - As an Ambassador I've enjoyed the opportunity to volunteer and give back to the theater community. Being a liaison with our patrons who enjoy theater as I do.

Carrie Davis - I really enjoy interacting with the audience, assisting in finding their seats, answering questions when possible or pointing them towards someone who can, it's nice being helpful. What also has been wonderful are those who work for the Theatres.

Vera Genkina - The program gives me an opportunity to see the first-class performances. In addition to that I like the comradery of volunteers and the staff. We have a great group of people. It is always a pleasure to see familiar faces. I also like to communicate with our patrons and see their happy, grateful smiles.

CONGRATULATIONS – BRAVO STARS!

As you know, our BRAVO Rewards program is designed to say "thank you" for donating your time/effort to San Diego Theatres. I must admit, that even I am surprised by amount of Ambassadors who have achieved a reward level in such a short amount of time.

In the past quarter, five Ambassadors have achieved a reward level, with several more within striking distance:

Diana Solis
Silver STAR (yes that's right, silver) – 100 or more volunteer hours

Kate De Jong
Bronze Star – 50 or more volunteer hours

Kat Taylor
Bronze Star

Ed Weil
Bronze Star

Carrie Davis
Bronze Star

Congratulations to all for putting so much time into creating **Moments That Matter**, and for symbolizing the success of our program. Indeed, thank you to everyone for choosing to spend your time with us, and for making my job such a joy.

GALAXY DIGITAL – VOLUNTEER PORTAL TIPS

As you know by now, Galaxy Digital (Get Connected) is our chosen volunteer portal. Despite some growing pains, all in all I believe the site is doing a good job helping you find/sign-up for the events that interest you.

With our quickly growing program, the site is invaluable to both me AND you in helping manage all the volunteer requests. However, I do realize that nothing is perfect and that issues come up.

- Galaxy Digital has an extensive “Help” section with instructional tutorials designed especially for users. These can be found at:

<https://galaxydigital.freshdesk.com/support/solutions/36000096780>

- In addition, you may always contact me with any questions/problems that may arise.

In the event of an issue:

Please take a moment to problem solve using the Galaxy Digital tutorials. If you are unable to resolve using the tutorials, then please reach out to me. Often simply taking a minute to re-examine the issue will resolve the problem.

CAUSE CONNECT – OUR NEW MOBILE APP

Some of you have begun using our revamped mobile app, CauseConnect.

This new version allows you to sign-in and out of events, as well as search/sign-up for events.

I would encourage you to download the app, as you can now:

- Sign in and out of events to help track your volunteer hours
- Search and sign up for events

The app is available:

Apple App Store: <https://apps.apple.com/us/app/causeconnect/id1453746247>

Google Play: <https://play.google.com/store/apps/details?id=com.galaxydigital.app>

I will always review your hours for every event, and make sure you receive credit. However, use of the mobile app will help save time on my end.

CUSTOMER SERVICE – POINTS TO REMEMBER

Make sure to sign in and out for every shift

Please sign in on get connected/galaxy as well as on the printed sheet located near the house manager office.

We use this to track your volunteer hours so you don't miss out on stars and Bravo rewards!

Please do not take your break during intermission

We really need you during this time.

If you find that your break is going to align with intermission, either due to an error or a fast/slow running performance. Please notify your floor captain so that they can alter and accommodate as necessary.

Please do not leave your post without notifying your floor captain

We need to maintain proper coverage to ensure patron safety.

Please put your cell phones away during the event.

The light/noise can be distracting to patrons.

See you on your phone may encourage patrons to do the same.

Please let a manager know when you are leaving

If we are not aware of you leaving, it can cause alarm to the management team who may worry about you and your whereabouts.

Please do not move the chair you are provided.

Chairs are placed in areas that will ensure the safety of patrons and code compliance. If there are any issues with the seating, you are welcome to stand out of the way of guests.

