



SPRING 2022

AMBASSADOR CORPS BRIEF

WELCOME BACK!

It's hard to believe it's only been three months since the Ambassador Corps were officially launched. So much has been accomplished in such a short time, it seems like a good time to outline some of our accomplishments.

- Our volunteer portal Get Connected is now up and running, with almost 200 accounts created (so far).
- Over 70 people have attended orientation, and are full-fledged Ambassador Corps members!
- An additional 40 plus have signed up for future orientations.
- Over 300 event shifts have been signed-up for.
- Well over 1000 volunteer hours have been put in.

We also have a new mobile app (Cause Connect), made progress on uniforms, and our BRAVO rewards program. Yet, we realize there is still (always) more to do, and the process of improvement is forever ongoing.

To that end, please continue to give us your feedback/ideas/plans. After all we are building this together.

UPCOMING - THINGS TO LOOK FORWARD TO

Despite all the progress, there are still things we are working on to make our program the best it can be. During 2022 some major changes/improvements will be coming, that we think you will enjoy.

- New uniforms - Yes they are coming!
- Introduction of Silver BRAVO Star swag - Our rewards program is progressing nicely thanks to you.
- Increased use of the mobile app Cause Connect.
- Increased use of our mobile kiosk for event check-in.
- Refresher orientations to brush up on skills

I'M SO GRATEFUL TO HAVE FOUND THIS GROUP OF AMAZING PEOPLE WHO HAVE BEEN EXTREMELY HELPFUL, KIND, AND WELCOMING. I LOOK FORWARD TO EVERY SHOW, NOT ONLY FOR THE PERFORMANCE, BUT BECAUSE OF ALL THE GREAT PEOPLE I KNOW I'LL SEE.

DIANA SOLIS

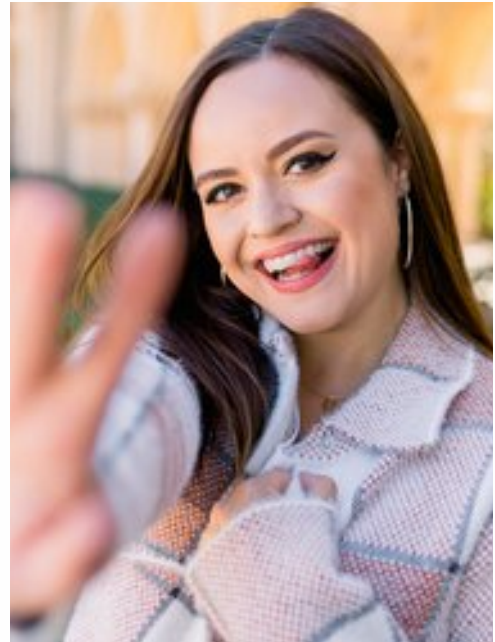
WELCOME - KATIE LUGO

Meet Our Newest House Manager

Hey everyone! My name is Katie Lugo and I am so incredibly grateful to be joining the San Diego Theatres team as one of your trusty House Managers! Here's a little bit about me: I'm originally from Long Island, NY and was living in NYC for 8 years before making the jump over to San Diego in June 2020 (weird time to move cross-country, I know).

During my time on the East Coast, I worked primarily as a professional actor in off-Broadway and touring productions while also taking on roles in the realms of directing, stage managing, set design, production assisting, makeup artistry, and guest services. In addition, I worked at Lincoln Center for the Performing Arts on the guest services team.

I'm so excited to work with each of you!



CONGRATULATIONS - DIANA SOLIS

Our First Bronze BRAVO Star

It seems long ago when we began putting the BRAVO Rewards program (and indeed the Ambassador Corps) together... Forward to Late February...

I'm at my desk going over volunteer hours on Get Connected, when I realize... We're about to have our first Ambassador achieve Bronze Status (50 or more volunteer hours worked)! That volunteer was (of course) Diana Solis, and we are more than honored to have her aboard.

On March 3rd, at the Civic Theatre, Diana was awarded her Bronze lapel pin, and a bit of swag. Perhaps even more amazing, is that there are many of you not far behind... Go Barbara, go Celeste...

This shows that our program is working, and that you are giving of your time/effort to make it so. Without you, none of this is possible!



MARCH AMBASSADOR OF THE MONTH - BARBARA BANDHAUER

Way To Go Barbara!

San Diego Theatres is so happy to announce our March Ambassador Corps Member of the Month is..... Barbara Bandhauer!

Barbara first signed up in early January, and since then has put in over 40 volunteer hours... BRAVO Bronze anyone?

In addition, Barbara's input and feedback have been invaluable for our growing program. Indeed, she has definitely gone above and beyond!

Thank you so much for all you do Barbara, and indeed... thank you EVERYONE for your amazing contributions to our program.



CAUSE CONNECT - OUR NEW MOBILE APP

Try Our New and Upgraded Mobile Experience

There's a brand new way for you to engage with our volunteer program from your mobile device! Many of our volunteers have been using the Volunteer Get Connected app to check-in to their shifts and track their hours.

We're excited to announce that Volunteer Get Connected has been updated and is now **CauseConnect**, a new and easy way to manage your volunteer experience from the palm of your hand.

With CauseConnect, you can:

- Log in to our volunteer site from anywhere
- Search and sign-up for volunteering opportunities
- Manage your own volunteer calendar
- Quickly check-in and out of volunteer shifts
- Easily track your volunteer hours in real-time

We're asking all volunteers to use the new app when engaging with our program from their mobile device.

If you're already using the Volunteer Get Connected app, it will automatically update to CauseConnect or you may need to update it manually the next time you log in.

If you haven't used the app to get involved with our program yet, make sure you download CauseConnect today!

[Click here to download the app](#) and watch a short video on how to use it to volunteer with us.

REMINDER – CHECK-IN PROCEDURE

By Anura Ranasinghe, Event Services Manager

Our Event Services team appreciates all that you do to create lasting positive experiences for our guests!

To ensure we are able to show our appreciation and keep track of your Bravo Stars, (so that you can get exciting rewards!) we ask that you remember to sign-in using the CauseConnect app when you arrive at either venue. Please also sign in on our printed sheets with the time that you arrive and an initial (don't forget to sign out too!)

Say hello to one of our Chief Ushers or House Managers; these team members will help in assigning your positions for the evening and can help acclimate you to the venue if you need a refresher. We are all here to help so don't be shy!

REMINDER – PRE-SHOW BRIEFING

By Allison Durantes, House Manager

Before each show, the House Managers will hold a short briefing meeting where you will learn all the specifics of the show and get your assignment for the shift. It is vitally important that everyone working the event attends this meeting so that we are all on the same page. This is also the place to ask for refreshers on procedures, policies, and things about the venue you might have questions about. If you have a question, it is likely that others also have questions.

Once you are given your assignments, introduce yourself to the other ambassadors and staff in your section. This will help you feel more comfortable in our venues, and help build bonds with our team members across the board. Patrons can tell if there is something off between staff, and it can affect the whole environment. In making moments that matter, we strive to create a welcoming atmosphere for everyone.

I HAVE NEVER FELT AS APPRECIATED FOR MY TIME, AS WHEN I VOLUNTEER FOR SD THEATRES. WE ARE SENT THANK YOU NOTES AFTER EVERY SHIFT, GIVEN OUT OF APPRECIATION.

LOIS WEBSTER