

AMBASSADOR REPORT



SAN DIEGO
THEATRES
JANUARY 2024

2023 IN REVIEW

Events Volunteered: 170

Shifts Filled: 347

Hours Logged: 9142.36

BRAVO Stars awarded:

- 45 Bronze
- 20 Silver
- 10 Gold
- 4 Platinum
- Introducing our new Beyond the Stars Rewards Program! See below for more information.

New Volunteers: 148

Total Volunteers: 382

First Annual Volunteer
Appreciation Dinner!

UPDATE: GET CONNECTED

You may have noticed some new layouts or features on the volunteer portal! Galaxy Digital, the domain owner of our software for the volunteers, has updated our site to a new system called Sustain. Functionally, not much will change for the volunteers. Schedules, orientations, and hours should be working just as they have been for each account. Some new terms you may see on the site are:

- Prerequisites: replacing the previous term of "Qualifications." All previously approved "Qualifications" should have rolled over to be Prerequisites. Not meeting these will prevent you from being able to view the schedule. If you are not able to view the upcoming schedule anymore, please inform Allison. Required prerequisites are:
 - Self-attestation background check questions
 - Proof of COVID-19 Vaccine/Exemption
 - In person orientation
- User Groups: some of our clients have preferred to use the User Groups feature; this means that volunteers who are affiliated with that organization, such as La Jolla Music Society, are given priority access to sign up for events presented by that organization. If you see an event on our calendar that is not listed on the schedule, this may be the reason why.

Additionally, you will receive notices of updates to the Attendance Policies and Code of Conduct. These will be emailed to you and added to the Sustain dashboard so you may review them at any time. We will be tracking and enforcing these policies going forward.

EVENT DESCRIPTIONS

When the schedules are posted each month, they include a full description of the performance provided by the presenter. Once we have more information about the performance or artist, Allison ensures that all descriptions are updated with any content warnings or special expectations for this show. It is imperative to check the event description, and to ensure that you are okay performing your duties for the entirety of the performance. If the performance ends up being not to your liking or is uncomfortable, it is still expected that you finish your shift. If there is a more pressing matter on hand, please communicate with your house manager about the issue so that a mutual solution can be reached.



CIVIC SEATING

Setting up the stools in the Civic, particularly for the Mezzanine, has been a point of confusion for many volunteers and staff. Going forward, there is a new protocol in place, and it will be the responsibility of the volunteer to ensure it is enacted properly. Within 5-10 minutes of the listed start time for the show, volunteers are to retrieve the wooden stools from behind the exit doors and set them **in the lobbies**. Once any seating holds or waves of late patrons have settled, volunteers may then place the stool in the house along the back wall. Once intermission begins, volunteers must remove the stool from the house, either behind the exit door again or in the lobbies. It may be placed back inside the house after any further seating holds. After the show, the stool must go behind the exit door again. **Ensure that it is fully behind the door, and not visible in the hallway if the door is fully open.** This is an emergency exit, and must be kept clear at all times.

AMBASSADOR OF THE QUARTER: BARRY KOHN



Barry has been a long time Ambassador with San Diego Theatres, and always one of our best! He is always ready to jump to action when patrons or staff need some extra support, always friendly with anyone he meets, and always goes the extra mile. Barry has reached his Silver Star and is very close to achieving Gold! Thank you for your work and we will see you in all that 2024 has to bring us!

INTRODUCING: BEYOND THE STARS

This year was a great year of milestones for the Ambassador Corps! Four individuals have achieved their Platinum Star, or 250 hours (over 60 shows!) of service with us! We are introducing our new “Beyond the Stars” program for volunteers who achieve Platinum. Once achieved, you will receive one advance sign up for a Broadway San Diego performance in the next calendar year. Your hours will continue to build while you are a part of the program, and at the end of the calendar year, it will be determined if you have achieved the equivalent of additional Bronze, Silver, Gold, or Platinum throughout the year. For each additional “Star” achieved, you will receive one extra early Broadway sign up. For example, those who achieved Platinum this past year will automatically receive one early sign up for 2024. If, by the end of 2024, they achieve an additional 75 hours of service with SDT (the equivalent of Bronze), they will receive an additional early sign up, resulting in two early sign ups for 2025.

We can only offer this for Broadway San Diego shows. Our events schedule is typically subject to extreme change or fluctuation until within a few weeks of the performance, but the Broadway season is set well in advance.

BALBOA CENTENNIAL

Next March, the historic Balboa Theatre will turn 100 years old!

A venue that began as a vaudeville and cinema theatre in 1924 has become a beloved home for music, dance, and comedy in the heart of the city, playing host to hundreds of thousands of guests each year.

San Diego Theatres has prepared a weekend of exciting events to honor this milestone, held March 28–30, 2024. The celebration includes a red carpet gala and sing-along featuring acclaimed actor, playwright, and pianist Hershey Felder, a special salute to our military, our version of “Saturday morning cartoons,” and more.

Gala tickets and event tickets go on sale early January. Please stay tuned for more information!

You can find more information by following our social media feeds by visiting our website at:

[sandiegotheatres.org/
balboatheatre100](https://sandiegotheatres.org/balboatheatre100)

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