



VOLUNTEER AMBASSADOR CORPS HANDBOOK



CREATE MOMENTS THAT MATTER

WELCOME,

We sincerely thank you for the generous gift of your time. We are so excited that you have decided to join our Ambassador Corps at **San Diego Theatres** and help us fulfill our mission to deliver exceptional performing arts and **CREATE MOMENTS THAT MATTER** for our guests, volunteers, employees and clients. Through collaboration and partnerships, San Diego Theatres provides an accessible place for all people to enjoy the performing arts at our historic Balboa Theatre and iconic Civic Theatre.

In your Ambassador role, you will help provide the environment of excellence for guests to come and experience **moments that matter** for themselves and their families. Your presence here at this moment in time is invaluable to our mission and our purpose. Everything that we do—from keeping our venues bright and safe, to providing world-class customer service, to ensuring that our clients have everything they need to produce their event, to all the back-office tasks that are necessary but often invisible—everything is done in order to **CREATE MOMENTS THAT MATTER**

We are grateful that you chose us and thank you for your commitment and passion.

Sincerely,
Carol Wallace
President & CEO

SAN DIEGO
THEATRES
CIVIC & BALBOA

TABLE OF CONTENTS

8 GREETINGS FROM YOUR SUPERVISOR!



10 KEY CONTACTS/LOCATIONS



12 MISSION/VISION/VALUES



14 THE BRAVO EXPERIENCE



16 AMBASSADOR POSITIONS



17 EVENT USHER

18 AMBASSADOR CONDUCT



- 18 ENGAGED
- 19 COMMITTED
- 19 PUNCTUAL
- 20 INFORMED

- 20 COOPERATIVE
- 21 ATTENTIVE
- 21 RESPONSIVE

22 DISCIPLINE



24 HARASSMENT



26 AMBASSADOR PORTAL



28 SCHEDULING AND CANCELING



30 BRAVO STARS REWARDS PROGRAM



31 DRESS CODE





32 **AMBASSADOR PROCEDURES**



- 32 ARRIVAL
- 32 WHERE TO PARK
- 33 STORING PERSONAL ITEMS
- 33 PRE-SHOW BRIEFING
- 34 GETTING IN PLACES
- 34 LOBBY OPENS
- 34 HOUSE OPENS
- 35 DURING THE SHOW
- 36 BREAKS
- 37 INTERMISSION
- 37 AFTER THE SHOW

38 **SEATING MAPS**



- 38 CIVIC THEATRE
- 40 BALBOA THEATRE

42 **IMPORTANT INFORMATION**



- 42 COAT CHECK
- 42 BINOCULARS
- 42 LISTENING DEVICES
- 43 BOOSTER SEATS
- 43 COMPANION RESTROOM
- 43 WATER FOUNTAINS

44 **TROUBLESHOOTING**



46 **SAFETY AND INJURY PREVENTION**



- 46 ATTENTION TO YOUR SURROUNDING
- 47 ATTENTION TO OTHERS
- 47 ATTENTION TO YOURSELF – BE SELF-AWARE

48 **EMERGENCIES**



- 48 FIRST-AID KITS/AED DEVICES
- 48 INJURY/ILLNESS
- 48 FIRE/FLOOD
- 49 EARTHQUAKE
- 49 VIOLENCE/ACTIVE SHOOTER

50 **CIVIC EVACUATIONS PROCEDURES**



52 **BALBOA EVACUATIONS PROCEDURES**



54 **THEATRE TERMS**



- 54 CIVIC THEATRE
- 58 BALBOA THEATRE

GREETINGS FROM YOUR SUPERVISOR!



**CIVIC
THEATRE**

*1100 Third Ave
San Diego, CA 92101*

Capacity: 2967



**BALBOA
THEATRE**

*868 Fourth Ave
San Diego, CA 92101*

Capacity: 1335

I am so excited to welcome you to San Diego Theatres' Ambassador Corps! As the Event Services Supervisor, I have the privilege of organizing our incredible, growing team of volunteers. Your passion and love for the arts is what we strive to impart unto our patrons.

Our Ambassadors are an invaluable part of our team as the Event Services Department. We have the honor of hosting some of the most exciting content and biggest national tours that come through San Diego. Our Ambassador Corps is one of the ways that

we bring the arts to our community, as there is something available for everyone. I am available to you for any question or need you may have. You will often see me at events, and I strive to respond to any communication quickly. Your dedication to our organization is what will make moments that matter for our patrons, our community, and each other. We thank you for your time and the energy you bring to our venues.

Welcome!

Allison Dorantes
EVENT SERVICES SUPERVISOR

KEY CONTACTS/ KEY LOCATIONS

KEY CONTACTS

ALLISON DORANTES, EVENT SERVICES SUPERVISOR

OFFICE – 619.615.4036

allison.dorantes@sandiegotheatres.org

ANURA RANASINGHE, EVENT SERVICES MANAGER

OFFICE – 619.615.4031

anura.ranasinghe@sandiegotheatres.org

ZAKIYA SMITH-DORE, ASSISTANT DIRECTOR OF OPERATIONS

OFFICE – 619.615.4036

zakiya.smithdore@sandiegotheatres.org

MELISSA BERRY, HUMAN RESOURCES MANAGER

melissa.berry@sandiegotheatres.org

KEY LOCATIONS

CIVIC THEATRE

1100 Third Avenue

San Diego, CA 92101

OFFICE PHONE – 619.615.4125

BALBOA THEATRE

868 Fourth Avenue

San Diego, CA 92101

OFFICE PHONE – 619.615.4035

SAN DIEGO THEATRES CORPORATE OFFICE

233 A St, Suite 900

San Diego, CA 92101

GENERAL LINE – 619.615.4000

MISSION, VISION, VALUES

MISSION

San Diego Theatres delivers exceptional performing arts and educational experiences, fosters collaboration and partnerships, and creates an accessible place for all people to enjoy the arts.

VISION

To provide State-of-the Art venues for a vibrant arts community.

VALUES

We share our passion for the arts with our colleagues, our patrons, our partners, and our community. We embrace and celebrate these values:

COLLABORATION AND TEAMWORK

DIVERSITY AND INCLUSIVENESS

ETHICS

EXCELLENCE

These values reinforce our pride of ownership and commitment to **CREATE MOMENTS THAT MATTER.**

THE BRAVO EXPERIENCE

THE BRAVO EXPERIENCE

For all of us at San Diego Theatres, our shared purpose is to **CREATE MOMENTS THAT MATTER** for our team members, our clients, and our guests. A Moment that Matters can be described as a “BRAVO Experience”, deserving a standing ovation, and a passionate call for more. We use BRAVO as an acronym to describe the embodiment of our service strategy. The BRAVO service strategy reinforces our pride of ownership and commitment to the BRAVO Experience and guides team members to deliver a welcoming environment through exemplary service at every performance.

BODY LANGUAGE is observed through attention to our position, posture and politeness. We convey respect, ensure access, and provide ease of use for all who visit our venues.

READY to play the Ambassador role by arriving well prepared and remaining at the ready for our patrons and the performance.

AWARE of our surroundings at all times in order to anticipate the needs of patrons, and to create an atmosphere of inclusion for all.

VALUE our knowledge of an event, and the work we do to provide the best possible experience to our patrons.

OWN our contribution and purpose at San Diego Theatres by asking questions when we have them, speaking up when we see an issue, and solving problems with empathy and follow through.

AMBASSADOR POSITIONS

YOUR ROLE AS AN AMBASSADOR

While volunteering at a theatre sometimes is way to see a show, San Diego Theatres takes a different approach. Our Ambassadors are responsible for delivering our Guests to the best of our region's Performing Arts in a safe and secure environment. Our focus is on the Guest, not on the stage.

EVENT USHER

Responsibilities include:

- Directing guests to their seats
- Distributing Programs
- Providing assistance throughout the event
- Assisting with late seating
- Monitoring the audience for any policy violations throughout the event
- Reporting any incidents to a floor captain or management in a timely manner
- Scanning your area for lost and found items after the performance

You are our eyes and ears during the performance. As part of our team, please communicate any incidents, questions, or feedback effectively and efficiently.

AMBASSADOR CONDUCT

AMBASSADOR CONDUCT - LET THE SHOW BEGIN

At San Diego Theatres, team members are accountable to each other to maintain the highest standards of behavior. Paired with our shared purpose to Create Moments that Matter, the core standards listed below foster an environment where we can meet and connect with one another, our Guests, and our Clients. As a member of the Ambassador Corps, we invite you to join our team and hold yourself to these shared standards. At San Diego Theatres, we are:

A. ENGAGED

San Diego Theatres' venues are fun, friendly environments where each of us are able to contribute to the Performing Arts. The "joy of taking part", either as a performer, an audience member, or in our case, as the people responsible for delivering the Guest to the experience, is what makes the being a part of the Ambassador Corps so special.

B. COMMITTED

San Diego Theatres is grateful that you have chosen our organization as one to donate your time and energy. We have created an engaging Ambassador Corps program to guide your experience. We ask that you do your part in showing up for assigned shifts and communicate schedule changes in a timely manner. Your presence can make a huge difference in the success of an event.

C. PUNCTUAL

It is vital that Ambassadors arrive on time and ready to Create Moments that Matter. Punctual arrival is the only way to start a shift. Arrive with time to allow yourself to sign in, store your belongings, and make your way to the House Manager's pre-show briefing. This is a required pre-show orientation where you will receive important information regarding the event, as well as your assigned position.



D. INFORMED

San Diego Theatres is committed to providing you with the information you will need to succeed in your Ambassador role. There is a lot to learn about how our venues operate safely and efficiently. Each time you volunteer, there may be something new. Before each shift, you will review the event's specific rules and the area around your assigned position, including seating areas, rest rooms, concessions, and health and safety protocols.

E. COOPERATIVE

As Volunteer Ambassadors, we are celebrating our diverse San Diego Community, and welcoming a wide range of ages and experience levels. San Diego Theatres has spent years developing the plans to run our events. We take the time to train everyone in the practices we have found to be most successful for our venues. We value experience in other venues, but expect our Volunteers Ambassadors to follow our instructions in order to operate our events safely and efficiently.

F. ATTENTIVE

Once an event has begun, our Ambassadors are to remain alert and observant to the needs of our Guests. We are attentive by maintaining our position, and through our open physical postures and positive language.

G. RESPONSIVE

When we are called upon to assist a team member or a Guest, we take this responsibility very seriously. As a trained member of the Ambassador Corps, you have many tools to assist Guests. You will be able to answer questions and solve many of the dilemmas a Guest may have at our venues. And you have the full support of our Assistant Chief Ushers, your primary contacts during an event, as well as the House Manager on duty. Before you know it, you will start to see opportunities to Create Moments that Matter – and you won't be able to resist.

DISCIPLINE

DISCIPLINE

Any volunteer who violates policy or engages in misconduct that interferes with or adversely affects our business will be subject to disciplinary action. Disciplinary action can range from verbal or written warnings up to and including dismissal from the program. Examples of conduct that may result in immediate dismissal include, but are not limited to:

- Theft of property (including but not limited to uniform pieces)
- Entering the venue outside of scheduled shifts
- Brandishing a weapon at work
- Threatening the physical safety of clients, guests, coworkers, managers or supervisors
- Physically or verbally assaulting someone or displays of untoward aggression
- Any illegal conduct at work

- Illegal and recreational drug or alcohol possession or usages at work or working under the influence of such
- Failing to carry out reasonable job assignments
- Insubordination
- Sleeping on the job
- Intentionally damaging property that belongs to San Diego Theatres, its guests, or employees
- Violating San Diego Theatres' rules and regulations, and
- Unlawful discrimination and/or harassment.

You should remember that you are a volunteer, which means that your participation is at the mutual consent of you and San Diego Theatres. This policy concerning discipline does not change this fact.

HARRASSMENT

HARRASSMENT HURTS EVERYONE

It is our policy and responsibility to provide you and our Guests with an environment free of harassment. Harassment on the basis of race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, familial or parental status, sex, gender, genetic information, sexual orientation, registered domestic partner status, age, military or veteran status, political activity, or any other classification protected by local, state or federal employment discrimination laws is strictly prohibited.

You are encouraged to report any instances of harassment to a manager, or other appropriate staff. If you feel uncomfortable reporting an incident to the management team on site, you may reach out to our HR department. Our HR Manager's contact information can be found on page 10.

There will be no retaliation against you for filing a complaint.

AMBASSADOR PORTAL

GET CONNECTED – YOUR AMBASSADOR PORTAL

To help simplify and enhance your volunteer experience, San Diego Theatres uses **Get Connected** as our volunteer management software.

To begin, please create an account at:
<https://sandiegotheatres.galaxydigital.com/user/register/>

From our Get Connected site, you can create your volunteer account using your email.

On Get Connected, you can:

- SEE OUR EVENT CALENDAR (ALL VENUES)**
- SIGN UP FOR EVENTS**
- SIGN IN AND OUT OF SHIFTS**
- TRACK YOUR HOURS**
- CANCEL SHIFTS IF NECESSARY**
- COMMUNICATE WITH SAN DIEGO THEATRES**
- TRACK YOUR BRAVO STARS AND REWARDS**
- AND MUCH MORE**

We also encourage you to download the Cause Connect app.

Google Play –
https://play.google.com/store/apps/details?id=com.galaxydigital.app&hl=en_US&gl=US

App Store – <https://apps.apple.com/us/app/volunteer-get-connected/id1453746247>

If you need any help, please feel free to contact the Event Services Supervisor, or you may watch one of the many help videos available at:
<https://galaxydigital.freshdesk.com/support/solutions/>

You may scan this QR code to access the sign in page to our portal.



SCHEDULING AND CANCELING

SCHEDULING

Ambassadors are encouraged to sign up for at least two events per month, with the flexibility to do more if interested!

All assignments involve standing for periods of time and working with Guests.

Ambassador shifts range 4-6 hours per event, depending on the type of performance. Most shifts will be 4-4.5 hours.

Prior to your first shift, all Ambassadors must attend an in-person orientation to ensure you are well prepared and understand our emergency preparedness procedures.

You will receive **BRAVO** Stars for every shift worked.

CANCELATIONS/RUNNING LATE

We understand in life there are unforeseen circumstances. If you need to cancel a shift, we ask for two days' notice if possible. Please inform us as soon as you can by emailing or calling the Event Services Supervisor.

If you need to cancel at the last minute/weekend or you are running late, please call:

CIVIC THEATRE 619.615.4125

BALBOA THEATRE 619.615.4035

BRAVO STARS REWARDS PROGRAM & DRESS CODE

BRAVO STARS REWARDS PROGRAM – STANDING OVATION

We are extremely pleased to offer our **BRAVO** Stars rewards program to all Ambassador Corp members.

As a member, you earn stars for shifts, extra trainings, and recognition.

Stars are rewarded per shift for each hour worked.

Stars may be redeemed for various items including:

SWAG

CLOTHING

SPECIAL OPPORTUNITIES

This is our way of saying **THANK YOU** for your loyalty and hard work.

DRESS CODE - YOUR COSTUME

Please arrive in the following uniform:

- A solid white, button down, long sleeved, collared dress shirt
- Solid black slacks or dress pants (Leggings or jeans are not permitted)
- Comfortable solid black, closed toed shoes (boots are not permitted; white soles are not permitted)
- Accessories such as scarves or gloves are not permitted
- Jewelry should not be distracting; large items should be limited. Any facial piercings must be minimal and look well taken care of.

Ambassadors will use the provided vests found in the coat check (Civic) or fifth floor staff area (Balboa) to complete their uniform. You must find one that can button entirely and allow for range of motion during your shift.

Ambassadors must be in their complete uniform before signing in for their shift. This includes ties being tied, vests and/or jackets buttoned.

Remember, you are the face of San Diego Theatres. Therefore, a clean, pressed, and quality uniform is a must.

If you need help putting together your uniform or have questions, please let us know.

AMBASSADOR PROCEDURES

AMBASSADOR PROCEDURES - STAGE DIRECTIONS

ARRIVAL

Please arrive on time for your shift.

First report to the Front of House Office to sign in.

WHERE TO PARK

EVAN JONES PARKADE

San Diego Theatres will provide parking for Ambassadors at the Evan Jones Parkade.

At each shift, Ambassadors will indicate if they require a parking pass **for their next shift**.

House Managers will distribute requested parking passes during shifts.

HORTON PLAZA STRUCTURE

Should you choose to park at the Horton Plaza lot, parking will be at your own expense. However, we are able to validate your parking ticket in the House Manager's office at the Balboa Theatre. Validation will reduce the parking rate to a \$10 flat fee.

STREET PARKING

Metered parking can also be found along the streets. Please park at your discretion, as some meters have different parking hours and limitations.

STORING PERSONAL ITEMS

Both the Balboa and Civic Theatres have lockers for Ambassador use.

You are responsible for bringing your own lock. Lockers are first come, first serve. Please remember to take your lock with you at the end of your shift.

PRE-SHOW BRIEFING

For the location of the briefing, follow the instructions of the House Manager. During briefings, you will learn show length, approximate time for intermission, house size, late seating details, and any special arrangements. You will also receive your work assignment and placement.



GETTING IN PLACES

After the briefing, Ambassadors will be assigned to a level and floor position of the theatre, accompanied by 1-3 Assistant Chiefs/Floor Captain. Floor Captains will help reorient Ambassadors to their specific position, and Ambassadors will report to the Assistant Chief with any questions, problems, or concerns.

LOBBY OPENS

Once Lobby is open, Ambassadors will stand outside their assigned door and offer Guests assistance and direction.

As Guests arrive in your area, greet them and inform them that the house will open shortly for seating. Please do not give a specific time. Do not begin distributing programs or playbills until the house opens.

HOUSE OPENS

House will open either at direction of Floor Captain/House Management or when a single chime is heard. Ambassadors will proceed to direct Guests to their seats, distribute programs, and assist Guests with any needs that arise.

DURING THE SHOW

During the performance, Ambassadors are the 'eyes and ears' of the theatre. Even though the show has started, our Guests will continue needing assistance periodically during the event. There may be late arrivals who need direction, there may be a Guest who makes a quick trip to the restroom and needs directions, etc.

Ambassadors may sit in designated stools or chairs against the walls. Floor Captains will show them where to find these stools. Stools in the Mezzanine and Dress Circle may not be set up until after the late seating holds have ended to ensure clear walkways. Ambassadors may not sit in any house seat, even if there are large areas with no Guests.

Ambassadors stay at their posts unless reassigned by staff or offered a break. Positions are assigned to ensure maximum coverage, safety and customer service availability.

Ambassadors in the house should observe the seating area for any rule violations or guest incidents. They should also be checking for disturbances, and monitoring for quality guest experiences.



BREAKS

Ambassadors are allowed a 15-minute break for every 4 hours worked.

Ambassadors can remain in uniform if the break is taken in designated areas of the venues. The Standard Uniform must be worn at all times when in view of the public.

Breaks may also be taken outside the venue.

Ambassadors must dress down from the Standard Uniform to the simple white shirt, or cover the Standard Uniform completely with a jacket when taking a break offsite.

Any changes or adjustments to the uniform must be replaced before returning to the public eye.

All break times will be pre-assigned with your assignment. Breaks may not be taken during intermission. If you need to take care of any personal needs during your shift, please take advantage of your assigned break time.

INTERMISSION

During intermission, Ambassadors should continue to observe Guests, providing directions and assistance as necessary.

Under the direction of their Floor Captain, Ambassadors may be placed to monitor lobby lines for concessions or restrooms. Ambassadors must return stools to their designated storage area during any time of high Guest traffic, including intermission and after the show. As issues or needs arise, Ambassadors will communicate with their Floor Captain for Guest or Facility Service needs.

AFTER THE SHOW

Once the performance has ended and the house lights are up, Ambassadors should open all doors to the house (locking them in place using the wall magnets).

Once your area is clear of Guests, Ambassadors will then assist with searching for lost and found items left in the seating area, and return those items to the House Manager's office. Please take note of specific locations items were found, such as a floor, row, and seat location.

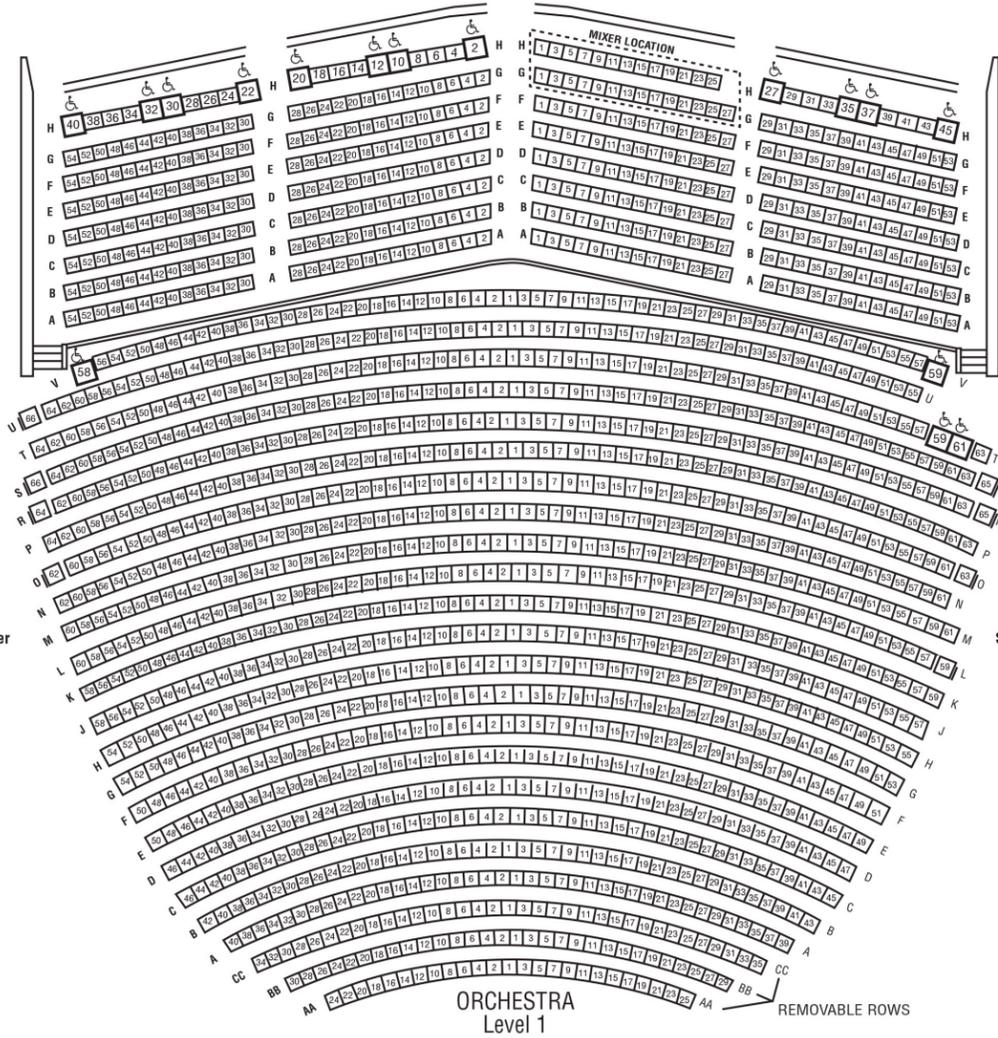
Ambassadors in the Dress Circle or Mezzanine of the Civic should promptly return their stools to the designated storage areas and ensure they are entirely tucked out of the way of foot traffic. Mezzanine stools must be entirely behind the emergency exit doors.

Ambassadors will be directed by Assistant Chiefs when they are cleared to leave.

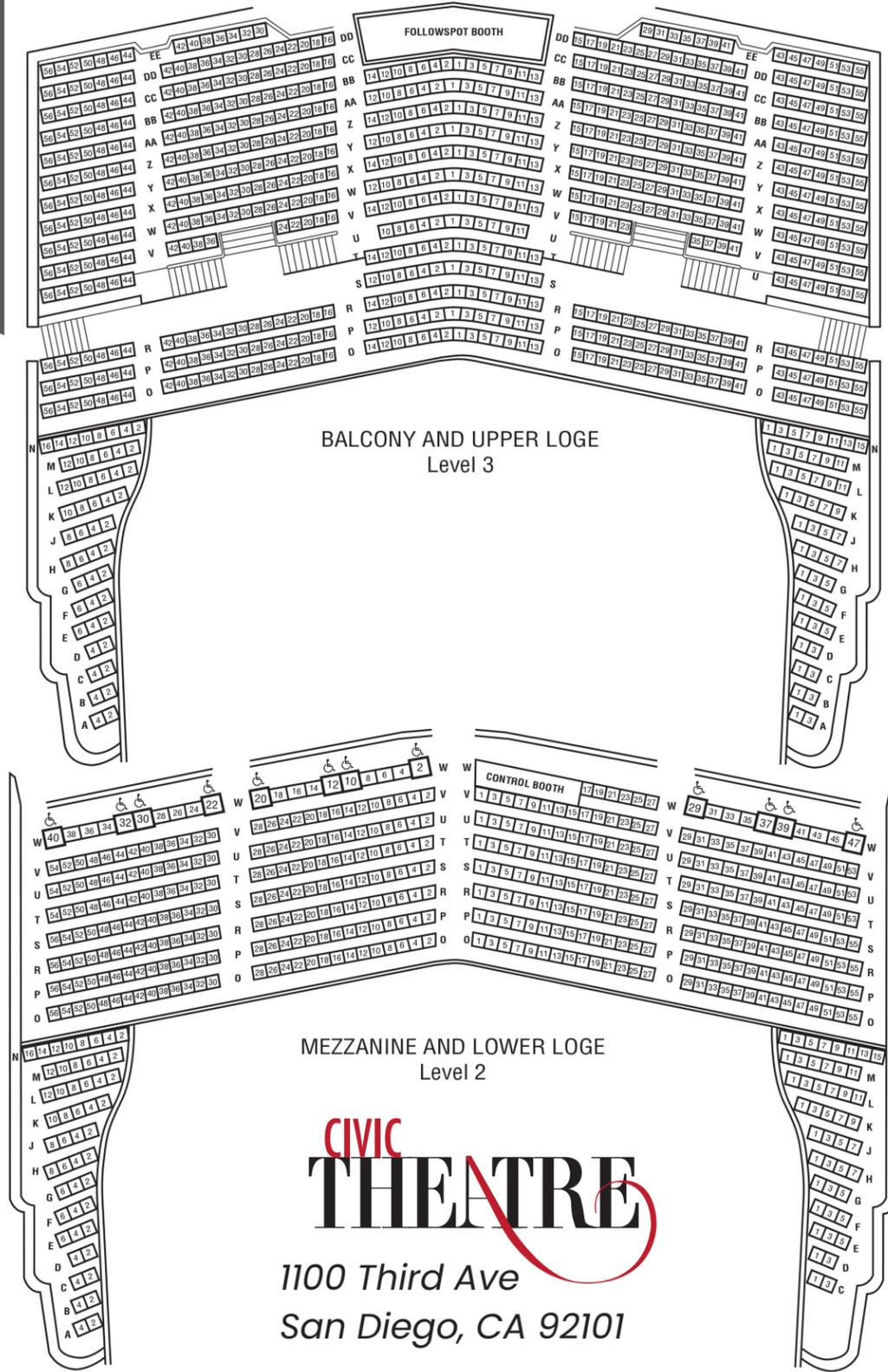
SEATING MAPS — CIVIC THEATRE



DRESS CIRCLE



Side Transfer Seats
 S-65
 R-65
 O-63
 L-59



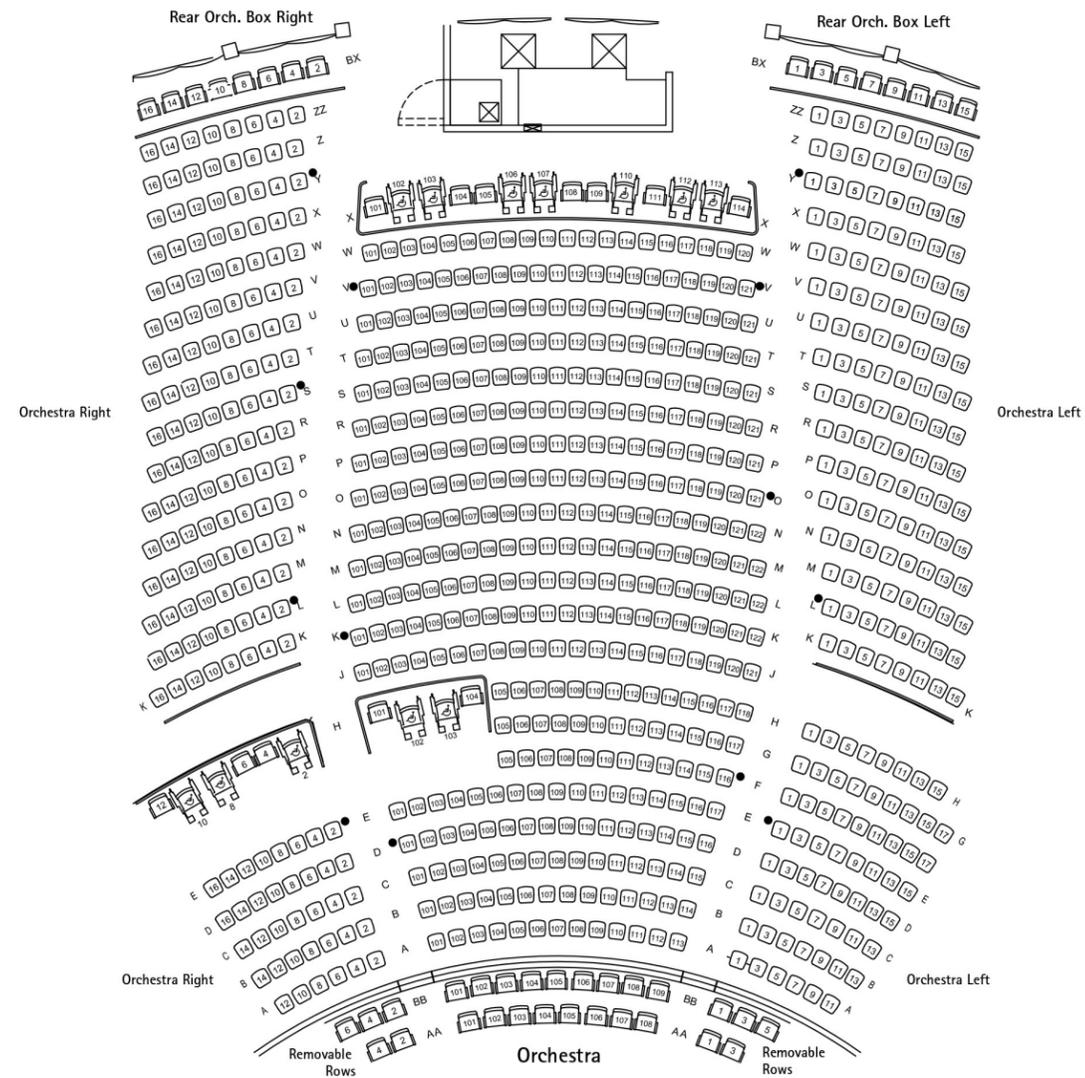
CIVIC THEATRE
 1100 Third Ave
 San Diego, CA 92101

Capacity: 2967

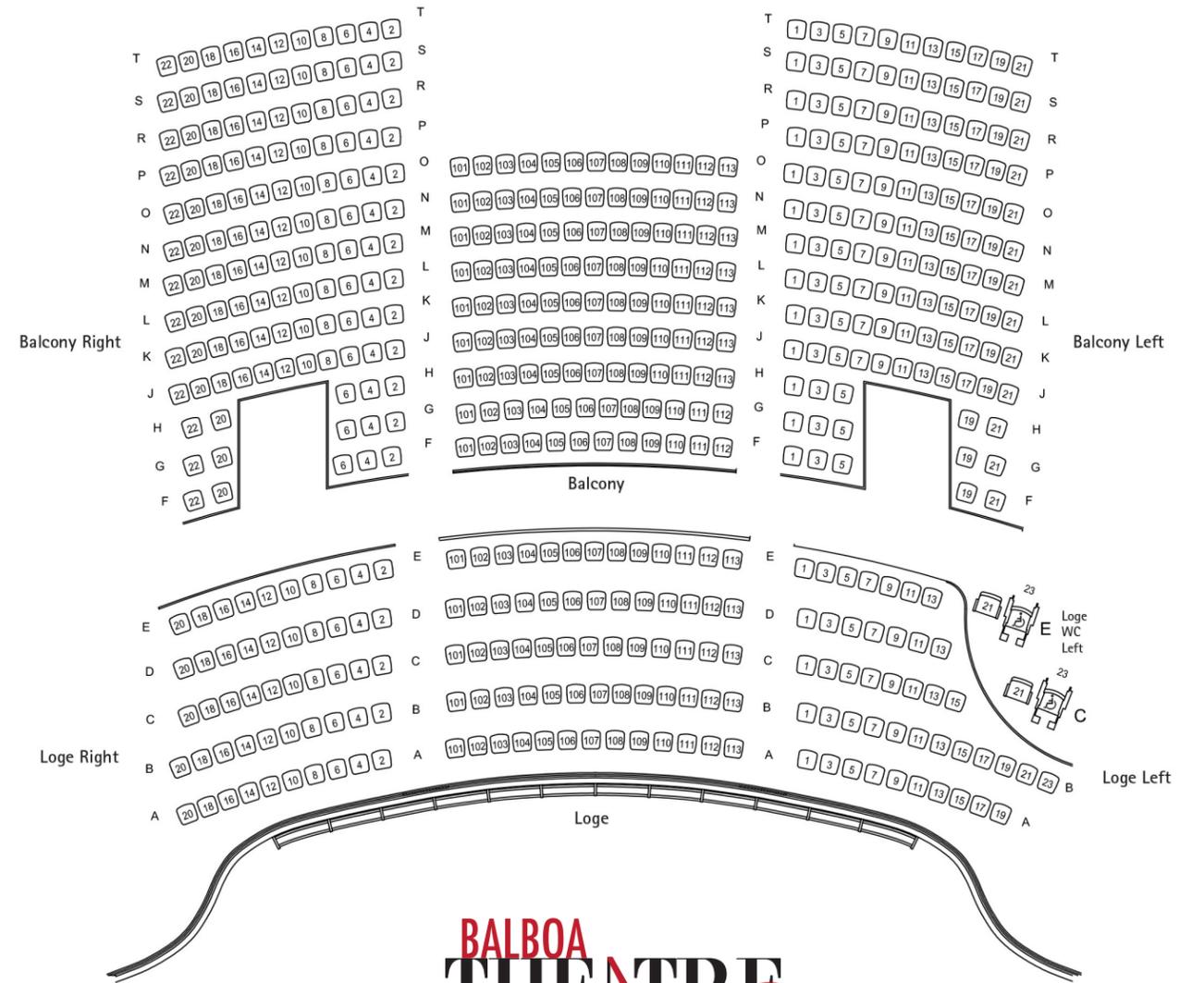
SEATING MAPS — BALBOA THEATRE



Orchestra Seating Level 1



Loge/Balcony Seating Level 2



BALBOA
THEATRE

868 Fourth Ave
San Diego, CA 92101

Capacity: 1335

IMPORTANT INFORMATION

COAT CHECK (CIVIC THEATRE ONLY)

- Located in the center of the main lobby at the Civic Theatre.
- Items that are not allowed inside the theatre (including outside food, cameras, and selfie sticks), will be stored here.

BINOCULARS (CIVIC THEATRE ONLY)

- The binocular cart is found in the main lobby near the Coat Check, across from the men's restroom.

LISTENING DEVICES

- Listening devices can be found in the Coat Check Room at the Civic or in the Front of House office at the Balboa.

BOOSTER SEATS

- Booster seats are stacked on all levels of the Civic in the alcoves by the elevator.
- Balboa Theatre – Available upon request for all events. Please ask your Assistant Chief Usher for assistance. For kid shows, boosters will be available on each level.

COMPANION/FAMILY RESTROOM

- Civic Theatre – Located on the East Side of the Mezzanine. Ask your Assistant Chief or a Manager for assistance.
- Balboa Theatre – Located in the first floor lobby, between the elevator and the Men's Room.

WATER FOUNTAINS

- Civic Theatre – Two bottle filling fountains are located on each level, one on each side of the lobby.
- Balboa Theatre – fountains are located in the main lobby, the 2nd floor lobby and on 3rd floor near the Ladies room.

TROUBLESHOOTING

IF THIS HAPPENS...

THERE IS A DOUBLE SEATING ISSUE...

Ensure the seat is correct per the ticket location. If the seat for all parties involved have been verified, call for Assistant Chief or Manager assistance.

GUEST NEEDS AN ADA RESTROOM, OR THE COMPANION RESTROOM...

ADA restrooms are located in most areas of both venues. The areas without compliant restrooms do not have ADA compliant seating available.

GUEST NEEDS A BOOSTER SEAT...

Without leaving your post inform Guest they can find boosters on either end of each lobby in the cubby under the monitors.

WHAT DO THE CONCESSIONS SELL?...

A selection of mixed drinks/beer/wine/snacks. It's always a good idea say hello to our Concessions staff, and review the items sold near your position to best answer a Guest's questions.

LOUD CHILD OR FUSSY BABY...

Approach the parent and calmly explain that until the little one

is calm, they must step out of the house and watch the performance from the monitors in the lobby.

COMPLAINTS OF GUESTS TALKING OR SINGING ALONG...

Approach the Guest and convey the message, "Excuse me, we understand the show is fantastic, but we must ask that you refrain from speaking/singing aloud so that all our other Guests can enjoy the performance."

SOMEONE IS TAKING PICTURES/VIDEO...

If you can reach them say, "Excuse me, there is no photography and/or video at this event." Continue to monitor. Call manager if you see them do it again. If you're unable to get to their seat you may have to wait until intermission to speak with them. There are times when flashing a flashlight at their feet or lap (not at their face) is effective.

SOMEONE IS USING THEIR PHONE...

Approach them and say, "Excuse me, the light on your phone is causing a distraction to other Guests."

GUEST NEEDS A LISTENING DEVICE OR BINOCULARS...

Send them to Guest Services area of the lobby. Binoculars and listening devices are free.

SAFETY/INJURY PREVENTION

SAFETY/INJURY PREVENTION

The personal health and safety of each Ambassador and Guest is of primary importance to San Diego Theatres. The goal is to prevent accidents before they happen. To that end, you will receive further training appropriate for Ambassador Corps positions.

REMEMBER:

**ATTENTION TO YOUR SURROUNDINGS,
ATTENTION TO OTHERS, AND
ATTENTION TO YOURSELF
WILL KEEP OUR VENUES SAFE FOR ALL.**

ATTENTION TO YOUR SURROUNDINGS

Ambassadors should maintain a thorough understanding of all Front of House work spaces and be able to identify any unusual changes or hazardous conditions.

You **MUST** be aware of all emergency exit points, and have an understanding of evacuation procedures.

ATTENTION TO OTHERS

Be aware of/able to identify your coworkers (including those who work in other departments and common clientele).

ATTENTION TO YOURSELF – BE SELF-AWARE

We also ask that Ambassador Corps members know their own limits.

If you will have difficulty standing for long periods, please inform your supervisor.

Try to stretch before an event, and during breaks if necessary.

If you are not feeling well, or have a fever, we ask that you please stay home for the safety of yourself, staff, and our Guests.

REMEMBER... IF YOU SEE SOMETHING, SAY SOMETHING!

Report anything that looks unsafe/hazardous to a manager immediately.

EMERGENCIES

EMERGENCIES

In the event of any emergency, it is important **ALL** Ambassadors:

REMAIN CALM

USE COMMON SENSE

HELP CALM PATRONS AS NECESSARY

FIRST AID KITS/AED DEVICES

- Front of House offices (Balboa and Civic)

INJURY/ILLNESS

- Report all hazards/emergencies to Front of House Staff.
- All shows will have an onsite EMT present.
- 1-2 Ambassadors stay with the patron while another Ambassador gets assistance, either by informing the Floor Captain to call for medical or using the red phones to call the House Manager's office.
- Keep the immediate area clear.
- Never move or transport an ill or injured person.
- Once onsite Medical personnel and Management have responded, you may excuse yourself from the situation to continue providing assistance to the other patrons in your area.

- Do not provide medical care or call 911 before the onsite team has responded. Remain with the patron to monitor and communicate any pertinent information to the responding team.

FIRE/FLOOD

- Follow the instructions of Front of House staff, and help Guests proceed to designated exits.
- Please do not attempt to put out ANY fire unless you are a trained professional.

EARTHQUAKE

- Encourage patrons to duck and cover under tables/ use seats as protection.
- Keep away from the stage area.
- Immediately after an earthquake, management will announce and implement an evacuation.

VIOLENCE/ACTIVE SHOOTER/BOMB THREATS

- Always stay calm, avoid sudden moves, and avoid vocal excitement.
- Excuse yourself from the situation, and alert management as soon as possible.
- If necessary, follow directions of House Manager to designated meeting location or safe zone.

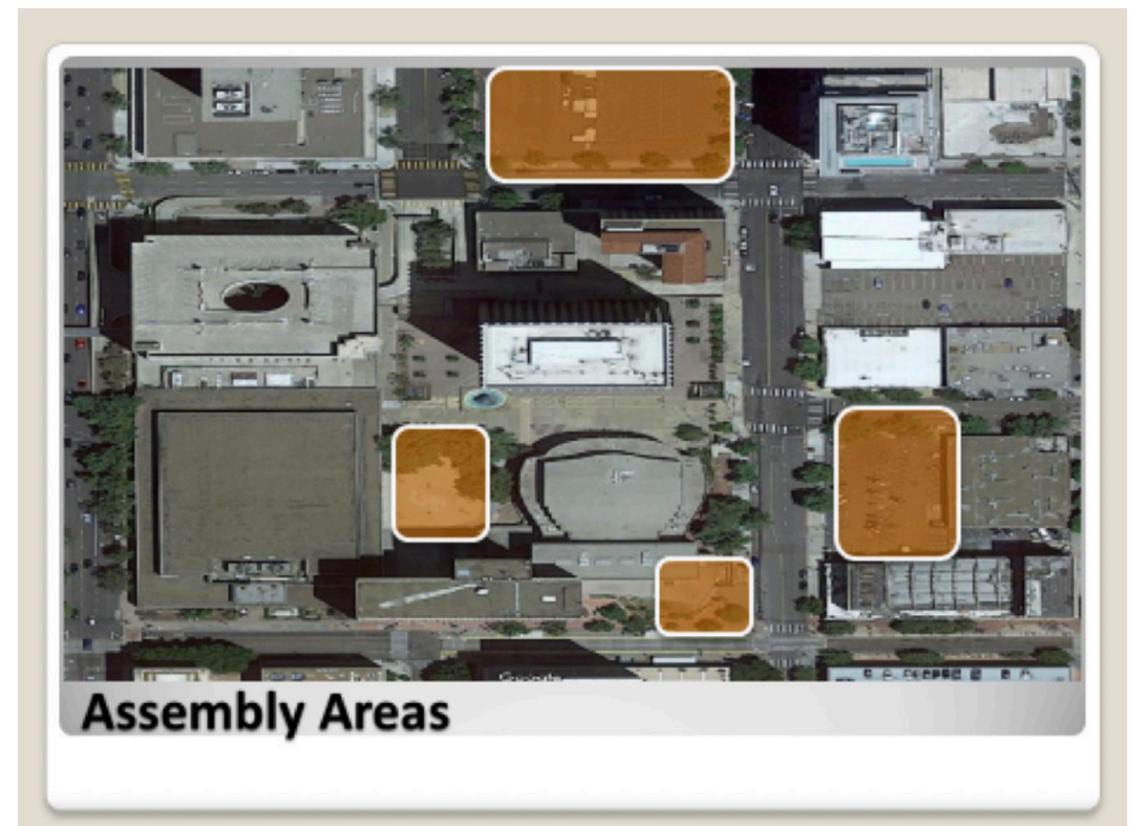
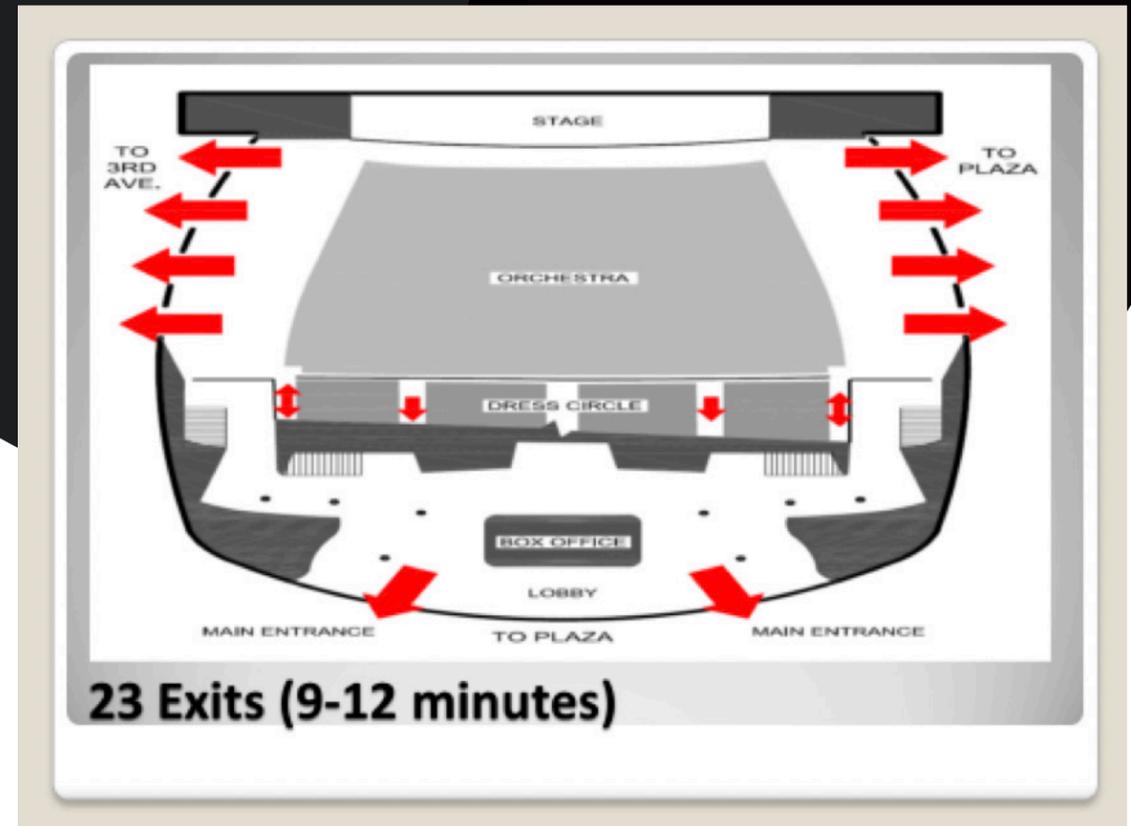
CIVIC EVACUATION PROCEDURES

CIVIC EVACUATION PROCEDURES

In case of evacuation from the Civic Theatre, there are 23 total exits from the building, including general exits and emergency exits from the House and Stage. A sold-out crowd can be evacuated from the building within 9-12 minutes. Assist in directing patrons according to the evacuation orders from Security, and then meet at the designated Assembly Area. Floor Captains, or anyone on a radio, will be aware of which Assembly Area is being assigned. Do not dismiss yourself until all are dismissed from the Assembly Area.

ASSEMBLY AREAS

- ACE Parking across A St.
- ACE Parking across 3rd Ave.
- Civic Plaza West
- Stage Door (near the Civic Center Trolley Station)



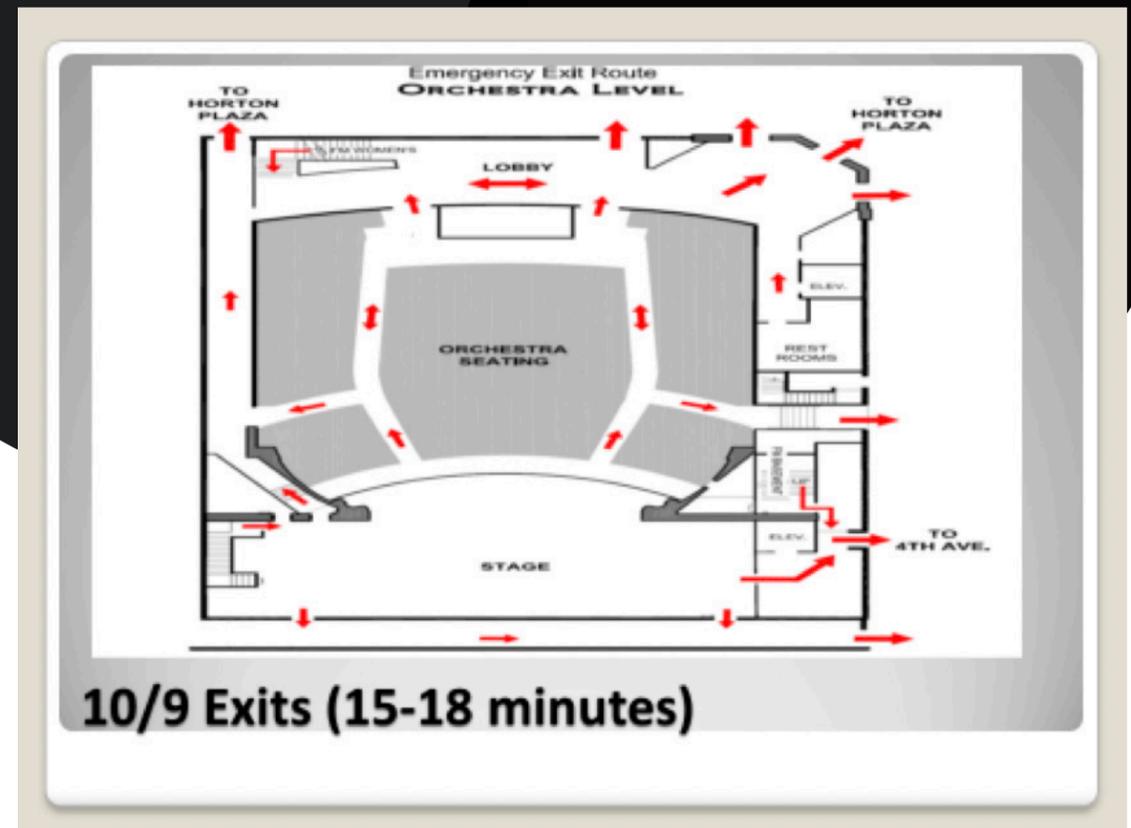
BALBOA EVACUATION PROCEDURES

BALBOA EVACUATION PROCEDURES

In case of evacuation from the Balboa Theatre, there are 10 total exits from the building, including general exits and emergency exits from the House and Stage. A sold-out crowd can be evacuated from the building within 15-18 minutes. Assist in directing patrons according to the evacuation orders from Security, and then meet at the designated Assembly Area. Floor Captains, or anyone on a radio, will be aware of which Assembly Area is being assigned. Do not dismiss yourself until all are dismissed from the Assembly Area.

ASSEMBLY AREAS

- Horton Park (along Broadway)
- ACE Parking on 6th Ave. And E St.



THEATRE TERMS - CIVIC

CIVIC THEATRE

ORCH/ORCHESTRA LEFT HOUSE LEFT/STAGE RIGHT;

The side of the Orchestra level on the East side of the building. Access to all odd numbered seats in Orchestra level, starting either row A or AA through row V. There are three ADA accessible seats in this section. Women's restroom under the stairs leading from the main lobby. Men's restroom in the center of the main lobby.

ORCH/ORCHESTRA RIGHT HOUSE RIGHT/STAGE LEFT;

The side of the Orchestra level on the West side of the building. Access to all even numbered seats in Orchestra level, starting either row A or AA through row V. There is one ADA accessible seat in this section. Women's restroom under the stairs leading from the main lobby. Men's restroom in the center of the main lobby.

DRESS – SHORT FOR DRESS CIRCLE:

The upper level of the main floor seating area. Five doors numbered from East to West as Doors 1-5. Rows A-H. Row H is an ADA accessible row.

SALON

Also known as the Grand Salon of Beverly Sills Salon, the reception and concession area off the Dress Circle seating area. Restrooms are either downstairs in the main lobby, or up one flight of stairs on either side next to the Lower Loges. Elevator access using the DC button.

LOWER LOGE LEFT

The seating level between the Dress Circle and the Mezzanine on the East side of the theatre. Rows C-N, all odd numbered seats. Entrance is on the platform in between the Dress Circle and Mezzanine floors near the restrooms. There is no elevator access to this level. Tickets will often label this section as LLL or LLoge (odd seat number).

LOWER LOGE RIGHT

The seating level between the Dress Circle and the Mezzanine on the West side of the theatre. Rows A-N, all even numbered seats. Entrance is on the platform in between the Dress Circle and Mezzanine floors near the restrooms. There is no elevator access to this level. Tickets will often label this section as LLR or LLoge (even seat number).



MEZZ

Short for Mezzanine. Five doors numbered from East to West as Doors 1-5. Rows O-W. Row W is an ADA accessible row. Men's and Women's restrooms located on the far east and west sides of the lobby. Civic companion restroom is attached to the Men's restroom on this level on the East side. Elevator access using the MZ button.

UPPER LOGE LEFT

The seating level between the Mezzanine and Balcony on the East side of the theatre. Rows A-N, all odd numbered seats. Entrance is on the far East side of the Mezzanine lobby near the restrooms. Elevator access using the MZ button. Tickets will often label this section as ULL or ULoge (odd seat number).

UPPER LOGE RIGHT

The seating level between the Mezzanine and Balcony on the West side of the theatre. Rows A-N, all even numbered seats; entrance is on the far West side of the Mezzanine lobby near the restrooms. Elevator access using the MZ button. Tickets will often label this section as ULR or ULoge (even seat number).

BALCONY

Fourth and highest floor at the Civic, rows O-EE. Four access doors to the house from the balcony lobby. Men's and Women's restrooms located on the far east and west sides of the Balcony lobby. Elevator access using the B button.

PRESIDENT'S CLUB ENTRANCE

The private entrance along the East side of the Civic Theatre utilized by members of the Broadway San Diego "President's Club".

STAGE DOOR

The large open loading area and backstage entrance along the Northeast side of the building, commonly used by stage crew and artists.

ARTIST'S ENTRANCE

The doorway to the backstage dressing rooms found along the West side of the building just south of the Orch Right side exit doors.

MUSICIAN'S DOOR

A small door on the East side of the building, between the glass side entrances and the stage door.

THEATRE TERMS - BALBOA

BALBOA THEATRE

ROTUNDA

The main entryway/foyer at the Balboa Theatre. The space between the glass entrances and the wooden doors to the main lobby.

COMPANION RESTROOM

Used for Guests with companion or family needs, located next to the Men's restroom down the hall past the elevator.

ACCESSIBLES

Short for Accessible seating rows/seats, Rows X and part of row H in the Orchestra. There are 12 side transfer seats on the aisles.

STAGE DOOR

The backstage entryway found along the East side of the building (4th Ave. side) approximately 50 paces south of the main entrance.

2A

The lobby area just outside the eastern Loge entrance or around the corner (East), and up 5 stairs from the 2nd floor main lobby. Often used by EMT on duty, and more extensive concessions are available at the 2A Café.

LOGE

Lower part of the upstairs seating area, separated from the Balcony by a walkway. Access from second floor ramped hallway, floor 2A, or the 3rd floor lobby for elevator access. Seating is from Row A – Row E.

BALCONY

Upper part of the upstairs seating area, separated from the Loge by a walkway. Access from the stairs in the center of the 2nd floor lobby, or the 3rd floor lobby for elevator access. Seating is Row F – Row T.

THEATRE TERMS - BALBOA

OUTSIDE STAIRS

The Ambassador assigned to the top of the outer stairwell when the secondary entrance is open. Tasked with watching as guests climb the stairs and directing them to the proper areas as they enter the 2nd floor lobby.

OUTSIDE GATE

A Front of House Access Monitor assigned to act as a gate person specifically for the secondary entrance which leads up the outer stairwell into the 2nd floor lobby.

BX

Row BX, as it appears on a ticket, refers to the Balboa's Box Seats, which are the back rows of the Orchestra level, along the back wall. Seating is removable chairs, but due to the row being elevated, are not ADA accessible seating.