

SDT AMBASSADOR CODE OF CONDUCT

Please refer to page 22 in the Ambassador Corps Handbook for a comprehensive policy outline and list of immediate dismissal examples.

If performance or behavior is observed or reported to not be within expected conduct, the Ambassador may face varying levels of penalties. On the first violation, the Ambassador will receive a verbal warning, in which they are corrected and informed of the expected behavior. Upon the second violation, the Ambassador will receive a verbal warning that will be documented. The third violation will be their final verbal warning with documentation. The fourth violation may result in dismissal from the program.

Infractions that may incur these warnings include but are not limited to:

- Disregarding volunteer duties while inside the house
- Not assisting patrons to the best of their abilities
- Remaining seated and focused on the performance when patrons around them need assistance
- Sitting in house seats rather than provided stools/chairs
- Missing or disrupting the House Manager or Floor Captain briefing
- Taking breaks without clearance from your Floor Captain during points of high patron traffic (ie: pre-show, intermission)
- Taking breaks outside of designated break times
- Leaving your post while on duty without clearance from your Floor Captain
- Not assisting with Lost and Found checks
- Using your phone while on duty
- Overstepping boundaries of tiered escalation protocols (ie: administering medical aid, attempting to override or insert self into management decisions)
- Inappropriately wearing or refusing to wear the assigned uniform pieces
- Intentionally concealing personal items at post or in program carts without prior authorization from management (i.e. water bottles, purses, etc.)
- Continuously making requests for position assignments without prior authorization from management (documented accommodations)

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 does not change this fact.