

Ambassador Bulletin

Summer Quarter 2023

Over the past two months, we offered **Crowd Management Training** to staff and volunteers. We offer this every year, as it is mandatory for our staff to achieve the certification. If you missed the sessions this year, keep an eye out for next year! July and August usually have our lightest event schedule, leaving us plenty of time to conduct these trainings. Here are some notes to keep in mind while at our venues:

Situational Awareness

- Inspect your area for any potential risks or hazards that may impede patron safety. Know what to expect in your position so that you can identify anything out of place.
- Fix or remove what you can, and report what you cannot fix.
 - Things like chairs or debris in the walkways can be easily moved or thrown out. Issues like untaped wires, peeling carpet, or other hardware should be reported.
 - If there is an unidentified bag in your area, do not touch it, and call for public safety.
- Remain vigilant for any signs of trouble within the audience. Anything from medical emergencies to disputes can occur during a performance. Awareness of your section, the patrons in the area, and their general state can greatly help these situations be either mitigated or handled with greater success.

If you see something say something

- Report any suspicious activity or items to management and Public Safety. Whether it's an item that seems out of place, a patron acting in a suspicious manner, or someone trying to access an area they don't have credentials for, it is important for both management and Public Safety to see and intervene with these situations.

As a Crowd Manager:

- Establish a presence. See and be seen; by observing the crowd consistently, you will be able to identify any violations or problems that may arise. Patrons will also know that you are present and able to assist if an issue occurs. They will also be less likely to create issues once they are aware they are being monitored.
- Build a rapport with patrons by making eye contact, smiling, and verbally greeting guests. You should always be accessible to guests.



Congratulations to our Star Volunteer of the Quarter,
Bruce Cole!

Bruce has been recognized for his dedication and consistently helpful attitude while on duty. He has been volunteering with San Diego Theatres since nearly the beginning of the program, and is just a few events away from achieving his Silver Star! Patrons and staff have reported how enjoyable and reliable it is to have Bruce in their section. Thank you for your hard work and amazing service!

“Volunteer Tickets”

You may occasionally receive an email about discount ticket offers for particular shows.

Please be aware that **there is no “Volunteer Discount” available for any show.** These offers come from the presenter directly; for example, the Rush Tickets that are occasionally offered are a decision made by Broadway San Diego, and are open to anyone who goes to the box office pre-show. There may be times where actual SDT staff and volunteers are specifically offered a special rate, but these will be few and far between.

Floor Captains

As a volunteer with SDT, we appreciate all the work and time you spend in our venues! You are a part of our Event Services team, and we expect all members of our team to work together cohesively. The staff members in your level, whether they are the Floor Captain or not, have more experience, information, and training than our volunteers do. **It is imperative that no matter the age, gender, or identity of the staff members around you, all SDT employees are given the same respect as you would to management.** The Floor Captain meeting is a vital part of our process; they have more information for you specifically.

It is important to note that our Assistant Chief ushers, the staff members assigned to your floor, do not outrank one another. The Floor Captain is simply the person with the radio who can call for management when necessary. Our staff support each other consistently, so if you do have a floor captain who is not done it before, all the AC ushers are there for additional support.

Attendance

Remember we ask for a 48-hour window to call off a shift. If you know or suspect that you may not be able to attend your shift, it is highly recommended that you remove yourself from the shift as soon as possible. This allows volunteers on the waitlist time to sign up, and allows SDT to fill in space with staff members if necessary. Calling off the day of is detrimental to our operations; consistently calling off on the day of is unacceptable. As emergencies may happen, we understand sometimes this may be unavoidable. However, your commitment to a shift is ultimately expected.

Part of this commitment extends to punctual arrival. The time listed on the shift is the time we expect you to be at the venue and ready to go, as the House Manager will begin their pre-show briefing at that time. Missing any part of the briefing leads to miscommunication and misunderstandings. You are expected to know and remember the details of performance upon arrival at your section. If you have questions, asking the house manager at the briefing is the best and most appropriate time to do so.



Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work.

– Vince Lombardi