

# Ticket Takers/Security

Time to be at the Theater: 1½ hours before any show's scheduled Starting Time.

## Purpose

- Collect tickets and admit people to the auditorium.
- Make the theater a warm, nice, happy, fuzzy, place to be in.
- Keep people from killing one another in the audience.
- Help people find seats, if it is crowded.
- Make sure the doors stay closed while dances are being performed. (Open doors flood the theater full of light.) Doors may be opened in between the dances.
- Do not let people bring food into the theater.
- Remind people not to use cameras.

There are eight Security/Ticket Takers for each show. Two will supervise the Volunteer Doors on the far side of the theater (the right side as you are facing the stage) where the families of volunteers will enter. Four will supervise the two sets of Main Doors on the near side of the theater where the main body of patrons will enter. Two will float where needed before the show starts, and then man one of the two sets of doors on the Volunteer Door side while the show is in progress. Look at the "Ticket Taker Volunteers Assignment" sheet for a listing of which location each volunteer should man.

NOTE: We assume that we will have eight Security/Ticket Takers during the show. If we have less and are missing Floaters, please divide up and make sure the four sets of doors are covered during the show.

We open the doors to the theater 25 minutes before the show is supposed to begin. We allow the families of volunteers to enter the theater 10 minutes earlier than the rest of the audience. We will open the Volunteer Doors to the theater 35 minutes before the show is supposed to begin.

## Before the Show

- **Get a Name Tag.** At the front table in the lobby, we will have a box of special nametags for everyone doing tickets and security. Please stop by the front tables to pick one up. Some are clip-on and some can be pinned; choose whichever you prefer. Please return it to the box when you are done.
- **Get programs, a flashlight, and a waste basket.** Also at the lobby table, there should be a supply box with programs to pass out (make sure you get the ones that are appropriate for your show), flashlights (to assist patrons in finding a seat when it is dark), and waste baskets (to collect discarded ticket stubs).
- **Make sure the doors to the theater are closed.** If anyone is sitting in the theater before the doors are closed, notify Mr. Paul, and he will make an announcement to clear the theater. NOTE: Volunteers sometimes come early and pre-save seats for their families. They cannot do this. Their families need to enter through the Volunteer Doors. Notify Mr. Paul if this is happening.
- **Volunteer Family List:** The Volunteers manning the "Volunteer Doors" will need a list of volunteer families who are allowed to enter early. This should have been included as a document on our website; but if it was not, ask Mr. Paul for this list.
- **Special Needs List:** You will also need a list of our "Special Needs" people and where we have assigned them seats. These are people who have wheel chairs, have poor eyesight, have trouble walking, etc. This might have been included as a document on our website; but if it was not, ask Mr. Paul for this list.

## Taking Tickets, Handing out Programs

- As Patrons enter, take their tickets, tear the tickets in half, give half back, and use the wastebaskets to drop the other half in. Hand a program to the adults, but not to the children. If we hand programs out to children, we will run out of programs.
- The Patrons' tickets are labeled "Orchestra" and "Balcony". People with Balcony Tickets need to sit in the Balcony, and people with Orchestra tickets need to sit on the main floor (the Orchestra). People with balcony tickets may need to be shown how to get up to the balcony. Please find out how to do this before you start. Ask Paul if need be. Once the show starts, if there are plenty of seats available, people can sit anywhere they would like.

## Special Needs People

- Several people have filled out special needs forms. Seats should have been reserved for them. These people will need help finding these seats. If they have not yet been reserved, you may need to do this. When Paul gives you the list of "Special Needs" people, he will also give you a map of where we have reserved seats for them.
- If anyone is in a wheel chair let them in first. Help them find a spot that does not block other seats. Move one or two chairs out of the way, stack to the side and let them sit there.
- **NEW AT SWARTHMORE – Swarthmore has renovated and installed a specific location for wheel chairs near the main doors on both the right and left sides (there are handicap symbols on the railing). We want to save these seats for wheelchairs and not seat people (without wheel chairs) in them until right before the show starts. We would then also have to tell any non-wheel chair people sitting in these areas that they might have to move if a wheel chair shows up late.**

## Volunteer Doors - (Right side of the Theater as you are facing the stage)

The Volunteer Doors are on the far side of the lobby. There are two sets of doors on that side of the auditorium; we only use one of them (the one without the stairs) when letting people enter the theater); however both are used to let people enter and exit the theater after the show starts.

- As families begin to line up at the Volunteer Doors, check with them to see if they are in the correct line. Some families do not know about the Volunteer Doors. If they are not a volunteer's family, ask them to line up at the Main Doors on the other side of the theater.
- Once the door opens, begin to let the families in line into the theater. Ask them the name of their family's volunteer. This name should be on the Volunteer List. Check the list for the name, take their tickets, and hand out the programs. One volunteer should check names; the other should collect tickets and hand out programs.
- I have been told that the families of volunteers sometimes assume that they do not need a ticket if another family member is volunteering. Yes they do.
- Sometimes people show up at the volunteer doors who are not on your list, but who believe they are a volunteer family. Assume that we have made an error on our list, write their name down, and let them pass. Mr. Paul will figure out what the error is at a later time. We do not wish to embarrass anyone.

## Main Doors - (Left side of the Theater as you are facing the stage)

- The Main Doors are on the near side of the lobby. On the Main Door side, there are three sets of doors that people can enter by - 2 lead to Orchestra seating and 1 leads to Balcony seating. On the map they are located in the area of "Enter Here" and "Ticket Takers". Check this out when you arrive at the theater to familiarize yourself with the layout of the doors.
- There are four Ticket Takers on this side, who need to cover three doors, collecting tickets and handing out programs. Two volunteers should handle the lower set of doors, and two volunteers should handle the higher doors and the stairway to the balcony. Decide amongst yourselves who will cover which doors.

## Act 2 Tickets (Sometimes done for Sold Out shows.)

- If a particular show sells out, we may sell “Act 2 Tickets”. These people will only be coming to Act 2 of the show (and not Act 1). The words “Act 2” will be written on the back of their ticket. We sell these tickets under the assumption that many people leave after Act 1 so there will be Act 2 seats available.
- We generally do not re-check for tickets when patrons leave and re-enter at Intermission. The way we are presently set up, it would be impossible to track this. People with Act 2 tickets don’t really know this. So, if someone shows up for Act 2 and gives you Act 2 tickets, please act like that is what they are supposed to do.

## People Saving Seats

- We have asked people not to save seats in the audience; however this is somewhat impossible to enforce.
- If you see people saving a few seats (three?), I think we have to allow this. If they are saving whole rows, we might need to make PA announcements to the audience. Come back stage and let Paul know if this seems to be an excessive problem.

## During the Show

- Stay by the doors. People will arrive after the show starts. If the show is crowded, you may need to help them find seats. Please have a flashlight on hand; it is dark in the theater and you will need it.
- It’s on my to-do list, but please remind me to put a chair inside the main door (if one is not there), so you can sit and watch the show. If it is possible, put something on the chair, so our patrons do not sit in it. (Note: due to more stringent Fire Code laws – Swarthmore might not be able to do this).
- We cannot allow the doors of the theater to be opened while dances are actively being danced on stage. Opening the door floods the theater full of light and is distracting to both the dancers on stage and the audience. Patrons will be told that they can only enter or exit the theater between numbers and not during.
- **NEW AT SWARTHMORE – Swarthmore has now installed double doors on the two main sets of doors leading into the theater. There is now an inside door and an outside door creating a vestibule. Volunteers on these sets of double doors should man the inside doors and stay in the theater. The rules are the same, do not open the inside doors while numbers are being performed on stage. People can enter or exit the vestibule through the outside doors anytime they wish.**

## Possible Problems

- **People Looking for Seating;** One of our volunteers had this problem in the past – someone came late and entered the theater in between numbers (this was fine). They then couldn’t find where they wanted to sit, and stood in the aisle looking for a place to sit (thereby blocking the view of the people behind them – this was not fine). If you can scope out where empty seats are and direct people to them, this might help.
- **No Picture Taking/ Video Cameras.** All families have been informed, several times, that there is no picture taking during the show. Ask them nicely (once) not to take pictures. If they are insistent, let Mr. Paul know and he will make a second announcement over the PA system. In fairness to our audience, often it is a grandparent, who was not there for any of our announcements concerning pictures, who is taking the pictures and is unaware of the fact that they should not be taking pictures. Be firm but be kind. Check both the balcony and orchestra for cameras and video cameras.  
Occasionally people ignore our volunteers when they are asked to stop using their cameras. They often go to the balcony, slouch in the seat and respond, “I am not bothering anybody”, and then they ignore you. If you run into one, try being nice first, and then do what ever your own comfort level allows without being nasty in return. If need be, get other Security people and gang up on them. Be stern, but do not get physical. If they seem to be set in their errant ways, send a message to Mr. Paul up on stage.

- **No Food in the Theater.** There is to be absolutely no food or drink inside the theater. Encourage people to eat in the lobby. Especially at Intermission, they may need to be reminded to finish their food before entering the theater.
- **No Smoking in the Theater.**

## **After the Show**

- Help clear the auditorium of people and close the doors. If people do not leave, notify Mr. Paul, and he will make an announcement.
- People Staying for Two Shows on the Same Day: We need to clear the auditorium completely in between shows. Patrons need to take all of their belongings with them. We will announce this. Any belongings left in the theater should be collected and brought backstage.
- Please help to pick up the auditorium of any trash that is left, especially on the floor under the seats.
- Bring the nametags, flashlights, and ticket stub baskets back to the table in the lobby.
- The theater doors will be closed between shows.