The John and Ruth Rhinehart Music Center
Volunteer Orientation

- Rhinehart Music Center Staff
  - Lisa Zerkle
    Special Event Manager, RC 208
    260-481-5493 office 260-414-7185 cell
    zerklel@ipfw.edu
  - Reuben Albaugh
    Box Office Supervisor, RC 106
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  - Tom Wilson
    Technical Director, RC 208
    260-481-0284
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- Positions Available
  - Ticket Taker – tear guest tickets at entry door. Give ½ to guest, retain ½.
  - Program Distribution – distribute programs or other show related material at entry doors, near ticket takers.
  - Seating Assist/Ushers – assist guests with finding seats within the auditorium. Making certain guests do not go where they shouldn’t be and that aisles remain clear. There are 3 tiers of seating, please fill lower 2 tiers before opening the balcony to guests.
  - Wheelchair/mobility challenged Guest Assist – assist guests in finding seats for themselves and their party on the 1st or 2nd floor (via elevator)
  - Head Usher – point of contact for all volunteers, help oversee activities.

- Dress Code
  - You will not be asked to purchase anything specific to volunteer here. We will ask you to dress in business casual navy or black. (Please note: Auer Performance Hall is frequently chilly)
  - We will give you name tags when you work events.
• **Typical Timeline** *(for this example we will use a 7:30 show time)*
  - 6:45 p.m. Volunteers Arrive
  - 6:50 p.m. Pre-show meeting *(to discuss any special requirements for that particular show, when to seat late guests and to get post assignments)*
  - 6:55 p.m. Volunteers to their posts
  - 7:00 p.m. Doors to auditorium open to guests
  - 7:30 p.m. Show begins, all doors to auditorium closed.
  - Intermission – open all doors leading out of auditorium. Intermission typically runs 15 minutes. The house manager will sound the chimes at 8 and 5 minutes remaining of intermission
  - Intermission ends/show resumes – all doors to auditorium closed.
  - End of Show – all doors leading out of auditorium opened for guest exit.
    - Once the audience starts to clear please scan the seating area for debris (programs, etc) and dispose of them.

• **IPFW Policies**
  - Customer service is our priority.
  - Guest safety is very important.
  - There is no smoking in the building
  - There is no alcohol allowed in the building

• **Closing Items:**
  - We will typically try to book events a month at a time.
    - If you have an email address, we will contact you that way. If you don’t, we will phone you.
  - If interested in volunteering please fill out the [volunteer form](#)
  - Thank you for helping to support the Arts at IPFW!