

LAKE SUPERIOR BIG TOP CHAUTAUQUA VOLUNTEER OPPORTUNITIES

Each year we make many changes to our volunteer system to work on our goal of improving the musical experience for our audience. By attending one of the three Mandatory Orientations you will be doing your part to be better informed and make each night you work more enjoyable for all.

MISC. Check appropriate areas on Volunteer Sign up Form

Office & Misc: We use volunteers for many office tasks, mailings, costumes and other show related tasks. Big Top staff member will coordinate date and time, and orient volunteers. Indicate preferences on Sign up sheet.

Entertaining/Special Events: Volunteers can work with committee on a special event, alone picking up requested items, Keepers Christmas Tea, or entertaining potential supporters. Two annual events are Big Top's Tent Raising and June Chamber Night which require food prep and cleanup.

Guest Performer Volunteers: under the coordination of the Artist Assistant, volunteers may help with costumes & props; help set up lunch for guest performers, provide local transportation for artists, or assist Tech Director, Andy Okey with performer load in & security. BTC Staff will coordinate tasks with volunteers according to availability and our needs.

VOLUNTEER SHOW & TENT OPPORTUNITIES

Check in with the house manager as soon as you are on tent grounds, so we know you are present. The general meeting place for volunteers & house manager is the picnic table between the ticket booth & the T- shirt booth..

House manager will assign volunteer positions nightly from list of those scheduled to work that night

Ticket sellers: Regular show: Seller will work out of the ticket booth next to the concession tent. The house manager will have money and tickets in the booth drawer when you arrive. We continue to sell tickets in the marquee area once the show has started. These transactions should take place in the marquee area or outside tent entrance. The house manager will collect money and tickets from you at intermission. Remain at tent door throughout show to further assist audience members if needed.

Headliner events: Gate Ticket sellers will be at the lower gate. The house manager will give you money and any reserved seat tickets still available.

Ticket Takers: Regular shows: After tent opens stand in middle of entrance to the marquis to welcome patrons and check tickets, collecting one half of ticket in podium drawer and returning other half to patron. Record on sheet provided the number of season pass holders (performers, staff etc) attending the show each evening. *Check Date on reserved seat tickets*, making sure it is the correct day and time of that performance. House Manager will collect ticket stubs after the show. Remain at the entrance to check tickets after Intermission and to assist with audience throughout the show.

Headliner events Ticket Taker: All headliner events will have ticket takers at main entrance and stage entrance. Check each reserved ticket for proper date, show & time. Hand tickets to usher; assisting ushers with row and seat numbers to speed up seating process.

Gate Ticket Takers-post will be at the lower gate area. Each car should be stopped to have their tickets checked. Number of people in the vehicle should match the number of tickets, excluding volunteers or staff coming to work. Rip each ticket in half and place in apron pocket; return other half to patron. When finished check apron pockets for ticket stubs and give to house manager.

Hold Ticket (will call) / Usher: Regular shows: Post is in space next to ticket booth. House manager will give you the tickets that will be picked up that evening by guests. Return to the house manager any envelopes that are not picked up. If all tickets are picked up quickly, please assist with ushering the audience before the show starts.

Headliner events: Gate Hold Ticket-Post will be located on road before the ticket sellers at the lower gate. There will be a sign available so patrons in vehicles will know to stop by you to pick up their “will call” tickets. Tickets are filed alphabetically to assist you in finding them easily.

Tour Host: Meet & greet Big Top tour buses; explain facilities, hand out tickets and provide tour with a positive, friendly first impression of the Big Top and northern Wisconsin. Seating areas for each tour group will have highlighted color on seating chart.

Ushers: Welcome people to the tent and assist them in finding seats - open seating as well as reserved seats. House Manager, & Head Usher will assign an area of the tent to you. The color coded flags will help direct audience members to your area.

Once the performance has begun, use your discretion in seating people toward the front. Usually a break between songs is a good time to take front section patrons to their seats.

Raffle Ticket Sellers: Check in with house manager. The house manager will coordinate with the raffle ticket sellers the opening & closing of the Raffle tent, give a brief orientation, and give you your starting bank. After selling volunteers will recount start bank & sales on provided forms and close out with house manager

Car Parker's: check in with house manager. We have scheduled a car parker orientation, check volunteer form for date, and meet at picnic table next to T-shirt booth. There are specific areas for handicap, buses, campers, RVs etc. as well as specific spacing patterns of vehicles to accommodate high volume evenings.

Security: Back performer entrance / front performer entrance. House manager will introduce you to the stage manager whom handles most security issues. They will inform you as to who is authorized to have access to back stage and /or back of tent. No audience members are allowed back stage. Explain to patrons that these are limited access areas.

Floater/Extra: Check in with house manager. He/she will place you in volunteer positions depending on those evening's requirements.

Volunteer Seats there are specified seating areas saved for volunteers working each performance. . Consult seating chart for exact seats. The first seats should always be saved for the ticket seller as they have to handle latecomers and ushers who needs to assist audience throughout show. Friends & family attending the show should not use volunteer seating.

On headliner events the first row of volunteer seats at the stage entrance is saved for Big Top Booth Volunteers. This enables them to exit easily if they need to handle customers at the booth.

Please remember that often there will not be enough seating for all the volunteers working .

Identifying Volunteers: Blue vests are available for volunteers to wear to help audience members identify BTC volunteers if they need assistance. The house manager will let you know where to find and return the vests.