



April 2017

Greetings,

Thank you for your interest in volunteering with PSF during our 26th season! A record-breaking 39,750 patrons attended the Festival last season surpassing the number of patrons reached in 2015 by 1,000 tickets. We are grateful for the 222 volunteers who rose to the challenge of assisting our guests and enhancing their theatre experience and excited to welcome new volunteers into our guild. We depend on our volunteers to create a welcoming and helpful atmosphere and hope you will join us this season.

Attached is a description of various activities that volunteers will be expected to do. Please read over and consider whether you are willing and able to perform some, if not all, of these functions. Two training sessions will be offered: *Tuesday, May 23 and Wednesday, May 24*. Training sessions will be held in the DeSales University Center. **Both new and seasoned volunteers will be required to attend one (1) training session before their first scheduled assignment.**

To thank our volunteers for their efforts, we offer a voucher program. After you work two performances, you will receive one voucher for a ticket to any show of your choice. Attending a customer service training session counts as working one performance. The box office manager requests that you redeem vouchers at least 24 hours before the performance you wish to see. Vouchers can only be redeemed according to availability of seats.

Completed volunteer schedule forms should be returned by April 24, 2017 to:

Sue Ditterline
c/o Pennsylvania Shakespeare Festival
2755 Station Avenue
Center Valley, PA 18034

If you prefer, you may also submit your schedule form online at pashakespeare.org/volunteer or scan and email your completed form to volunteer@pashakespeare.org.

A confirmation letter listing the dates and times you are scheduled to serve will be sent to you in May. Please note, we will do our best to honor your requests, but you may not receive each slot you indicate. Since there are various jobs required throughout the theater, volunteering at a particular show does not necessarily mean that you will get to see it at that performance.

Thank you again and we look forward to seeing you at the theatre this summer!

*Pennsylvania Shakespeare Festival
Volunteer Guild Membership Committee*

PSF Volunteer Time Schedule Sign-up

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Email: _____

Is email a good way to reach you? _____ Yes _____ No

**Employer/Former Employer: _____

***This information can be beneficial to PSF because some employers are more inclined to make donations/charitable gifts to non-profit organizations where their employees volunteer. PSF will not use your name without contacting you.*

If you have any individuals with whom you **need** to volunteer, please list them below (family, ride providers, etc.).

If you have any individuals with whom you would **like** to volunteer, please list them below. (Not guaranteed, but taken into consideration.)

In order to help us schedule enough volunteers for each job (see enclosed descriptions) at each performance, please indicate all of the tasks you are able to perform by signing your initials:

- | | |
|---------------------------------------------------|------------------------------------------------------|
| _____ Stand for at least 40 minutes | _____ Read small print on tickets |
| _____ Stand for at least 90 minutes | _____ See in dim light |
| _____ Climb stairs & guide patrons to their seats | _____ Hear patrons above lobby noise |
| _____ Light lifting (20 lbs.) | _____ Handle money |
| _____ Reach/crouch during setup/cleanup | _____ Quickly total costs with or without calculator |
| _____ Tolerate mild outdoor conditions | |

Both new and seasoned volunteers will be required to attend a training session before their first scheduled assignment.

I will attend the following training session:

- _____ Tuesday, May 23rd at 7pm **in the DeSales University Center**
_____ Wednesday, May 24th at 7pm **in the DeSales University Center**
_____ I am unable to attend either of these dates. Please contact me to discuss.

Signature: _____ Date: _____

Please see back to select dates & times for shows.

This season's shows are: *The Ice Princess* (Ice), *Evita*, *The Hound of the Baskervilles* (Hound), *As You Like It* (AYLI), *Troilus & Cressida* (T&C), *The Three Musketeers* (3M) and *Shakespeare for Kids* (S4K).

Name: _____

Please indicate the dates and times you would like to volunteer.

We encourage you to sign up for a minimum of 4 shows. **P = preferred date, A = available if needed**

The times listed are the times volunteers are expected to arrive to prepare for patrons.

Friday, June 2 9 am *Ice Princess*

Saturday, June 3 9 am *Ice Princess*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 4	June 5	June 6	June 7 <input type="checkbox"/> 9 am <i>Ice Princess</i>	June 8 <input type="checkbox"/> 9 am <i>Ice Princess</i>	June 9 <input type="checkbox"/> 9 am <i>Ice Princess</i>	June 10 <input type="checkbox"/> 9 am <i>Ice Princess</i>
June 11	June 12	June 13	June 14 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita</i>	June 15 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita</i>	June 16 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita</i>	June 17 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita</i>
June 18 <input type="checkbox"/> 1 pm <i>Evita</i> <input type="checkbox"/> 6 pm <i>Evita</i>	June 19	June 20 <input type="checkbox"/> 5:30 pm <i>Evita</i>	June 21 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Evita</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	June 22 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	June 23 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	June 24 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Evita</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>
June 25 <input type="checkbox"/> 1 pm <i>Evita/Hound</i> <input type="checkbox"/> 6 pm <i>Hound</i>	June 26 <input type="checkbox"/> 6 pm Mike Eldred	June 27 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 5:30 pm <i>Evita/Hound</i>	June 28 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Evita</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	June 29 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	June 30 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>	July 1 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Evita/Hound</i> <input type="checkbox"/> 6:30 pm <i>Evita/Hound</i>
July 2 <input type="checkbox"/> 1 pm <i>Evita/Hound</i>	July 3	July 4	July 5 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound</i>	July 6 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound</i>	July 7 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound</i>	July 8 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Hound</i> <input type="checkbox"/> 6:30 pm <i>Hound</i>
July 9 <input type="checkbox"/> 1 pm <i>Hound</i> <input type="checkbox"/> 6 pm <i>Hound</i>	July 10	July 11 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 5:30 pm <i>Hound</i>	July 12 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound/3M</i>	July 13 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound/3M</i>	July 14 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>Hound/3M</i>	July 15 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 1 pm <i>Hound</i> <input type="checkbox"/> 6:30 pm <i>Hound</i>
July 16 <input type="checkbox"/> 1 pm <i>Hound</i> <input type="checkbox"/> 6 pm <i>Hound</i>	July 17	July 18 <input type="checkbox"/> 5:30 pm <i>3M</i>	July 19 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>3M</i>	July 20 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>AYLI</i>	July 21 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>AYLI</i>	July 22 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>AYLI</i>
July 23 <input type="checkbox"/> 1 pm <i>3M</i> <input type="checkbox"/> 6 pm <i>AYLI</i>		July 25 <input type="checkbox"/> 9 am <i>Ice Princess</i> <input type="checkbox"/> 5:30 pm <i>AYLI</i>	July 26 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 6:30 pm <i>3M / T&C</i>	July 27 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 6:30 pm <i>AYLI / T&C</i>	July 28 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>AYLI / T&C</i>	July 29 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>3M / T&C</i> <input type="checkbox"/> 6:30 pm <i>AYLI / T&C</i>
July 30 <input type="checkbox"/> 1 pm <i>AYLI / T&C</i> <input type="checkbox"/> 6 pm <i>3M / T&C</i>	July 31 <input type="checkbox"/> 6 pm Dee Roscioli	August 1 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>Ice Princess</i> <input type="checkbox"/> 5:30 pm <i>3M / T&C</i>	August 2 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>AYLI / T&C</i>	August 3 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>Ice Princess</i> <input type="checkbox"/> 6:30 pm <i>3M / T&C</i>	August 4 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 6:30 pm <i>AYLI / T&C</i>	August 5 <input type="checkbox"/> 9 am <i>Ice / S4K</i> <input type="checkbox"/> 1 pm <i>T&C / AYLI</i> <input type="checkbox"/> 6:30 pm <i>3M / T&C</i>

Sunday, August 6: 1 pm *3M / T&C*

6:30 pm *AYLI / T&C*

Pennsylvania Shakespeare Festival Volunteer Job Descriptions 2017

Thank you for your interest in the Pennsylvania Shakespeare Festival!
There are many ways for people of all ages and abilities to volunteer.
Below, please find descriptions of some of the duties PSF volunteers perform at each performance and the physical requirements of each task.

Preshow Setup – ALL volunteers

Upon arrival, ALL volunteers assist in setup duties as needed. These tasks can include:

- Stuffing programs
- Setting up concessions (making coffee, unpacking and arranging items for sale, counting money)
- Setting up souvenirs (unpacking and arranging items for sale, counting money)
- Preparing the outdoor area for patrons (Clearing tables, setting out tabletop menus, straightening and rearranging tables/chairs)

These tasks may entail light lifting, reaching, money-handling, and standing for at least 40 minutes.

Will Call, Assisted Listening Devices, and Raffle Sales (2 volunteers)

A volunteer is stationed at the Will Call table to assist patrons picking up pre-purchased tickets.

- *Must be able to read small print and hear patrons above lobby noise.*

The Labuda Center is equipped with a listening enhancement system for the hearing impaired. A volunteer is stationed at the Will Call table to distribute headsets to patrons, who leave their driver's license or credit card with the volunteer.

- *Must be able to read small print and hear patrons above lobby noise.*

A volunteer is stationed at the Will Call table to sell tickets for PSF's annual raffle.

- *Must be able to handle money/checks, read small print, and hear patrons above lobby noise.*

Souvenirs (2-3 volunteers)

Volunteers unpack and arrange items for sale prior to patrons' arrival. During preshow and intermission, volunteers assist patrons in making their selections, maintain an inventory sheet of items purchased, and execute cash, check, and credit card transactions. After the performance, volunteers put away unsold merchandise and reconcile income against the inventory sheet.

- *Must be capable of light lifting, reaching/crouching (to set up items), handling money, running credit cards, reading small print and hearing patrons over lobby noise.*

Ticket Takers (Main Stage: 2 volunteers, Schubert Theatre: 1 volunteer)

Ticket takers accept tickets from patrons as they enter the theatre and ensure the tickets are for the correct time, date, and production/theatre. In the Main Stage, ticket takers also ensure that the patron is entering on the correct side of the theatre and redirect patrons as necessary.

- *Must be able to read small print and hear patrons above lobby noise.*

Program Distributors (Main Stage: 2 volunteers, Schubert Theatre: 1 volunteer. No children's shows.)

Volunteers hand out programs to the patrons before they are ushered to their seats. They make sure there is an ample supply of programs in the theatre before the doors are opened.

- *Must be capable of light lifting and standing for at least 40 minutes.*

Sorter (Schubert Theatre ONLY. 1 volunteer. Not needed during children's shows.)

The sorter looks at tickets and directs patrons to the correct section of the theatre.

- *Must be able to read small print and stand for at least 40 minutes.*

Ushers (Main Stage: 6+ volunteers. Schubert Theatre: 3-4 volunteers.)

Ushers take each patron or group of patrons to their row, offering an arm to those who might need it and alerting them to the steps. They redirect patrons who have entered on the wrong side of the theatre or who have seats in the balcony. During the show, some ushers (2 per side Main Stage, 2 in Schubert) remain inside the theatre to assist latecomers and patrons who need to exit during the performance, making sure that light from the lobby doesn't spill into the theatre. During intermission, ushers stand by the theatre entrances to answer questions and prevent food and beverage from entering the theatre. After the show, ushers assist in clearing dropped programs and stufferes from the floor of the theatre.

- *Must be able to stand, walk, and climb stairs for at least 40 minutes, and maintain balance/provide support for patrons who need physical assistance reaching their seats. Must be able to read small print, see in dim light, and hear patrons over house noise. If assisting after the show, volunteer must be able to crouch for dropped programs and stufferes.*

Concessions: Indoor (4 volunteers. Closed during children's shows.)

Volunteers prepare the concessions stand prior to patrons' arrival, which includes brewing coffee, wiping the countertop, verifying the total amount of starting money in the cashbox, retrieving items from their cabinets and attractively arranging snacks, utensils, and price signage. During intermission, one volunteer is stationed at the table across from concessions to handle all monetary transactions, while the others remain behind the counter to quickly and efficiently assist patrons with their selections. After the performance, volunteers pack everything away, return the totaled cashbox and thoroughly clean the concession area.

- *Volunteers behind the counter must be capable of light lifting, reaching, hearing patrons over lobby noise, and standing for up to 90 minutes.*
- *Volunteers at "check-out" must be able to handle money and quickly total item costs mentally or with a calculator.*

Concessions: Outdoor (2-4 volunteers. Closed in inclement weather & during children's shows.)

Volunteers at the outdoor concessions stand must retrieve snack items, napkins/utensils, condiments, etc. from the indoor concessions stand and set everything up prior to the performance. Volunteers sell food and beverage items during preshow and intermission and handle cash transactions. At the end of the evening, volunteers clean the concession area, refill and lock the outdoor refrigerators and under-counter cabinets, and return items to the indoor concession stand where they are locked away between performances. Volunteers also verify starting cash in cashbox before the performance and total cash after performance.

- *Must be capable of light lifting, standing for up to 90 minutes, handling money, and tolerating outdoor conditions.*

Miscellaneous

- On opening nights, some volunteers may also be asked to help set-up for and facilitate the post-show champagne toast.
- Some volunteers may be asked to provide support for cultivation events set up by the Director of Development.