

TOWN TOYOTA CENTER

Town Toyota Center Volunteers

Please read the following information before filling out the application.

It is very important that all volunteers have an understanding of this general information in order to make the volunteer experience a positive one.

Direct anything you are unsure of to your supervisor. We are always here to help and we look forward to working with you on such a special event!

General Volunteer Information

- All Volunteers must have an application filled out and returned before volunteering for an event.
- All volunteers must be reliable and are required to commit to volunteering on a continuous basis. All volunteers who work most events will be invited to our staff celebrations.
- As a volunteer, you will be expected to carry out the duties of the jobs that you are assigned. You will also be required to fill in at other positions when needed.
- All volunteers are required to give a 24 hour notice if they are unable to make an event. If you are a no show once, you will be warned. If you are a no show a second time, then you are no longer allowed to volunteer.
- Do not allow re-entry. Send guest to supervisor to discuss.
- Children 2 and under do not need a ticket with exception depending on event. If they are 3, they will need to purchase a ticket.

Volunteer Job Descriptions

The three basic positions that will be assigned for the Town Toyota Center are Ticket Scanners/Takers, Ushers, and Customer Service. Other volunteer positions include handing out flyers, and more. All volunteers who are assigned any of these jobs will be under the direction of a Supervisor on Duty: Don Carroll or Aaron Harvey.

The following are brief descriptions of each position.

Town Toyota Center
1300 Walla Walla Ave
Wenatchee, WA 98801
T. 509-667-7VIP or 509-667-7847 F. 509-667-7840
www.towntoyotacenter.com

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Customer Service

Assist at the front doors and concourse. You are expected to arrive 30 minutes before doors open for each show to receive specific instructions.

Duties will include:

- Becoming familiar with seating and facilities to help guide guests more efficiently.
- Relieving volunteers when needed and assisting in carrying out multiple duties.
- Assisting guests to the usher in the general direction of their seats.
- Greet all guests upon entrance with a smile and welcoming them to the show.
- Act upon all comments/complaints in a prompt and friendly manner

Ticket Scanner/Takers

Ticket Scanners/Takers are in charge with scanning or taking ticket stubs. You are expected to arrive 30 minutes before doors open for each show to receive specific instructions.

Duties will include:

- Becoming familiar with seating and facilities to help guide guests more efficiently.
- Checking tickets for correct times and dates.
- Assuring that no one enters the venue without a "valid" ticket for the event.
- Keeping the flow of traffic moving by the doors.
- Reporting any problems to the Supervisor on duty.
- Greet all guests upon entrance with a smile and welcoming them to the show.
- Act upon all comments/complaints in a prompt and friendly manner

Ushers

Ushers are in charge with helping guests to their assigned areas and assisting patrons with seating issues in finding their seats. You are expected to arrive 30 minutes before doors open for each show to receive specific instructions.. You may be required to use a flashlight for some events. Flashlights will be provided.

Duties will include:

- Becoming familiar with the seating layout in order to seat everyone quickly, without error
- Directing traffic
- Greet all guests upon entrance with a smile and welcoming them to the show.
- Staying available during the concert to assist people, if needed

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- Act upon all comments/complaints in a prompt and friendly manner

Other Volunteer Jobs

In addition to the first three jobs described, there will be a need for volunteers to fill the positions for customer service and greeting guests as they arrive. These jobs will be assigned to volunteers who have proven themselves reliable in the past. Volunteers under the age of 18 may help hand out flyers if accompanied by an adult.

Although volunteers will be assigned specific jobs, it will be greatly appreciated if everyone helps out at whatever position if requested.

Dress Code

All volunteers are required to wear a red shirt, black pants and comfortable shoes. This shirt will serve as a “uniform” to help volunteers stand out from the general crowd. It is very important that volunteers wear these in order to be easily recognized and addressed by guests and staff members.

Sequence of Events for a Typical Performance

30 Minutes Before the Doors Open: All volunteers arrive, and sign in on the attendance list. Volunteers will be admitted for duty only if on time. If you are late for a concert without letting your supervisor know beforehand, you will be asked to leave once you arrive.

15 Minutes Before the Doors Open: VOLUNTEER BRIEFING by supervisor on duty, where special instructions and situations are discussed.

10 Minutes Before the Doors Open: Volunteers report to their assigned stations.

60 Minutes Before the Event: DOORS OPEN! All Ushers will seat people, watch for problems and enforce rules.

Show Time!: All volunteers are requested to stay in their position until the supervisor relieves you of duty. You must sign out when you have completed volunteering or you will not get credit for your Volunteered time. Those volunteers wishing to remain at the show after being relieved may do so, but need to find an empty seat and remain courteous to all guests.

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