

PURDUE UNIVERSITY®

FORT WAYNE

Special Events

Volunteer Orientation

(Last revised July 5, 2023)

Introductions

- Liane Ambrose
 - Box Office Supervisor
 - PFW Music Center 106
 - 260-481-0210 office
 - ambrosel@pfw.edu
- Tom Wilson
 - Technical Director
 - PFW Music Center 202
 - 260-481-0284 office
 - 260-449-6383 cell
 - tom.wilson@pfw.edu
- Lisa Zerkle
 - Director of Special Events/Emergency Prep./Youth Safety
 - PFW Music Center 236
 - 260-481-5493 office
 - 260-414-7185 cell
 - lisa.zerkle@pfw.edu

Building Tour

- Usher Meeting Area
- Main Lobby/Restrooms/Elevators
- Auer Hall entry/exit Doors
- Auer Performance Hall (APH)
- Backstage
- Rhinehart Recital Hall/Lobby (RRH)
- Vending Machines

Dress Code

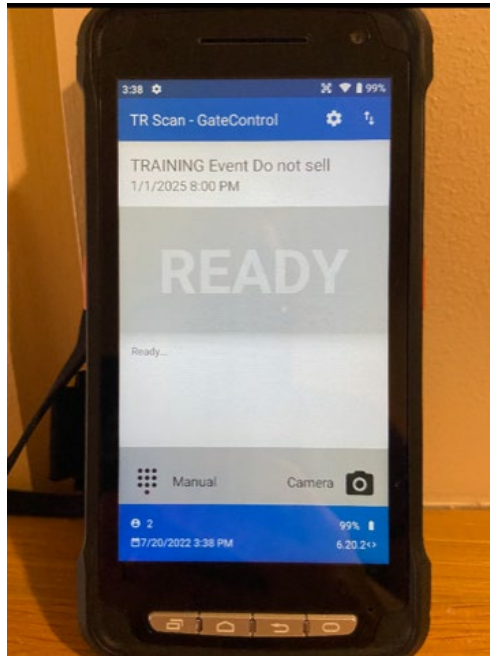
- We are not going to ask you to purchase anything specific to volunteer here. We will ask you to dress in business casual dark colors. (Please note: APH is frequently chilly)
- We will give you name tags when you work events.

House Managers

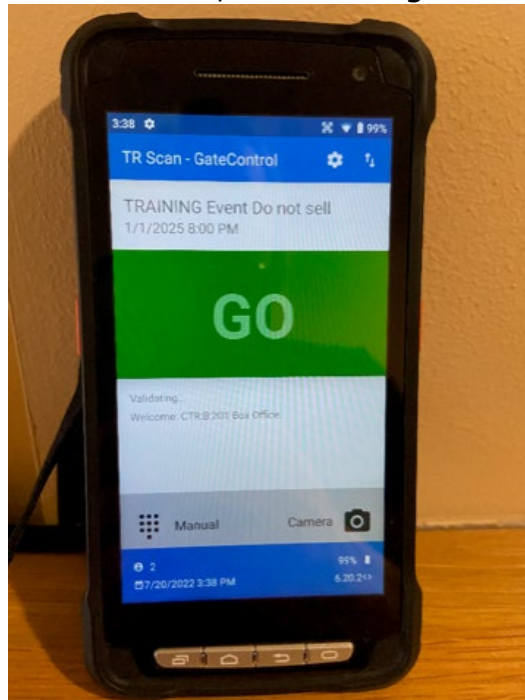
- Who they are (as of 6/5/23):
 - Bill Piercy
 - Dan Metzger
 - Janet Piercy
 - John Kaufeld
 - Virginia Richardson
- What they do:
 - The House Manager is directly responsible for the comfort and safety of the audience.
 - The House Manager takes charge in any front-of-the-house emergency including the lobby and restrooms.
 - The House Manager is responsible for:
 - locking and unlocking doors
 - seeing that University policy is followed regarding decorations, alcohol, catering, selling of merchandise, and safety and fire code.
 - The House Manager **is in charge of all facilities** (except those on the immediate stage when we have tech staff on site).
 - In many ways, the House Manager is like the captain of a ship – responsible for most everything!

Positions Available

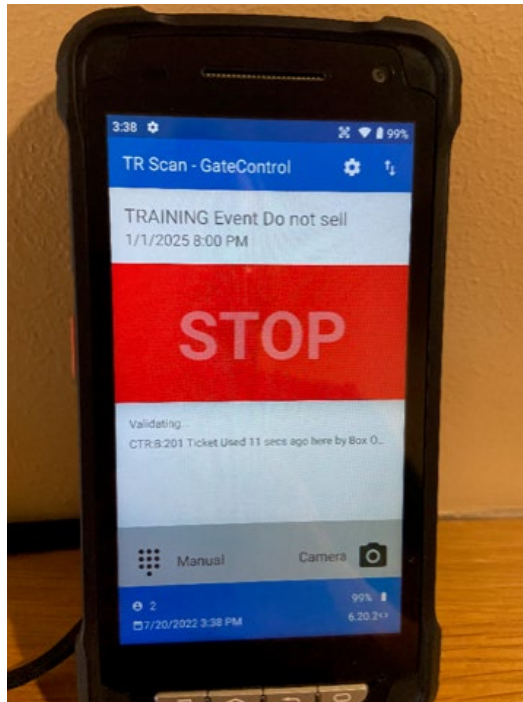
- Ticket Taker –
 - Most shows will have us scan their tickets with our scanners or ones they provide.
 - If for some reason we are only doing paper tickets, tear the guest tickets at entry door. Give main portion of ticket to guest, retain the “stub”.
 - How to operate the Scanners:
 - They are typically a “point and shoot” operation.
 - Aim the end of the scanner at the bar code and press the orange button.



- The scanner will read the ticket and give you a "GO" message or a "STOP" message.
 - If it is "GO", direct the guest into the venue



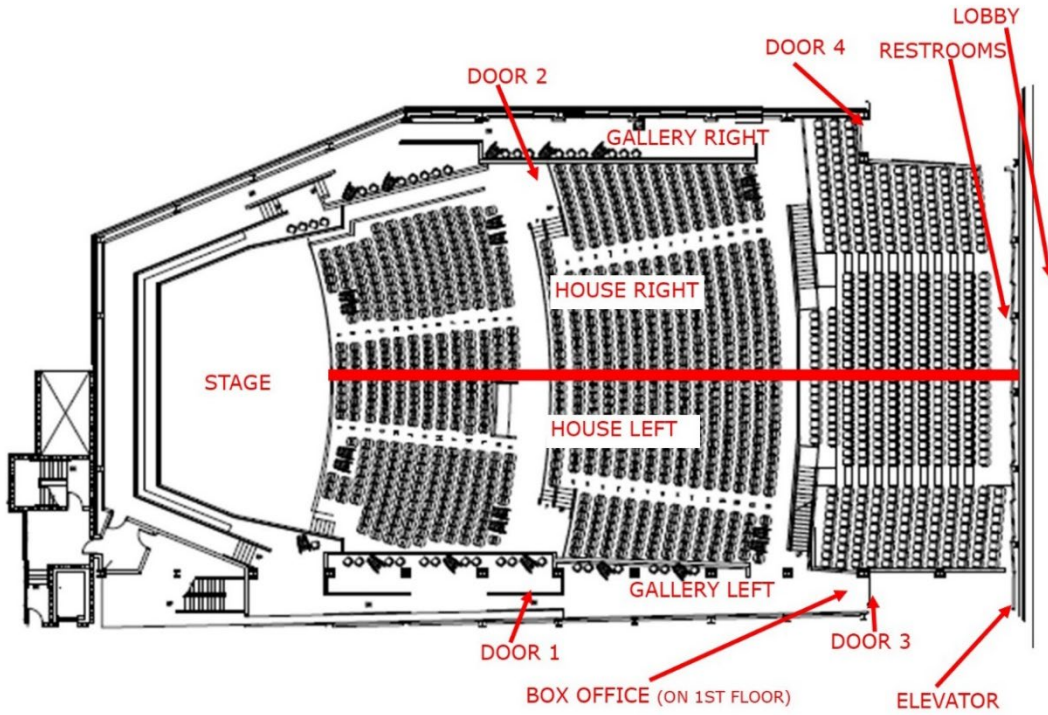
- If it is a "STOP" message look at the following:
 - Is it the right show?
 - Is it the right day?
 - Ask them if they were already in and scanned (for example they left to go to the bathroom)
 - If none of those, have them go to the box office.



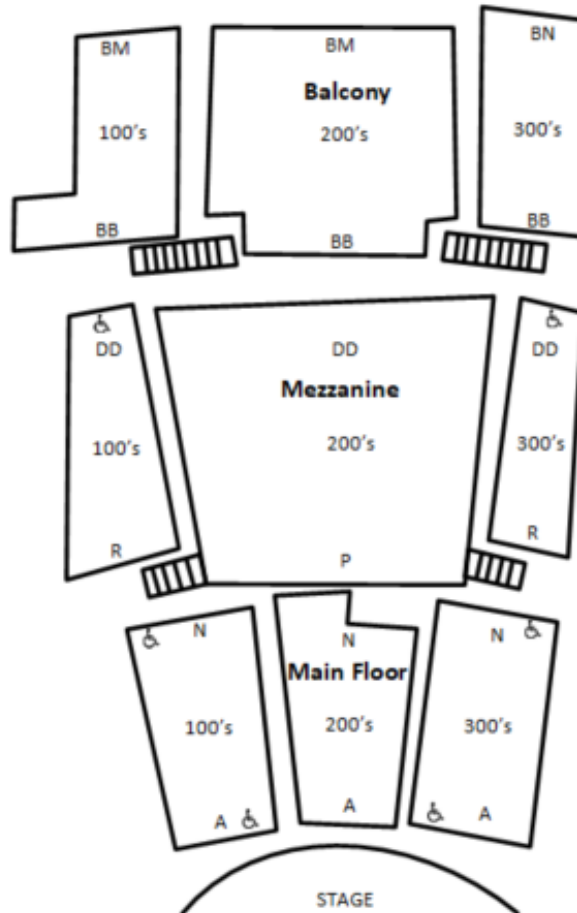
- If the ticket won't scan:
 - Move the scanner further back from the bar code
 - If a print at home ticket, try the bigger bar code at the bottom of the page.
 - If a digital ticket, ask them to enlarge the picture and/or make their phone brighter.
- If you are having scanner issues and you get behind, tear paper tickets. We can always scan them later.
- Everyone should have a ticket.
 - No Vouchers or Guest Passes are accepted at the entry doors. Those persons should be redirected to the box office to obtain an actual ticket.
- 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 top tier 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.

Venue Layouts

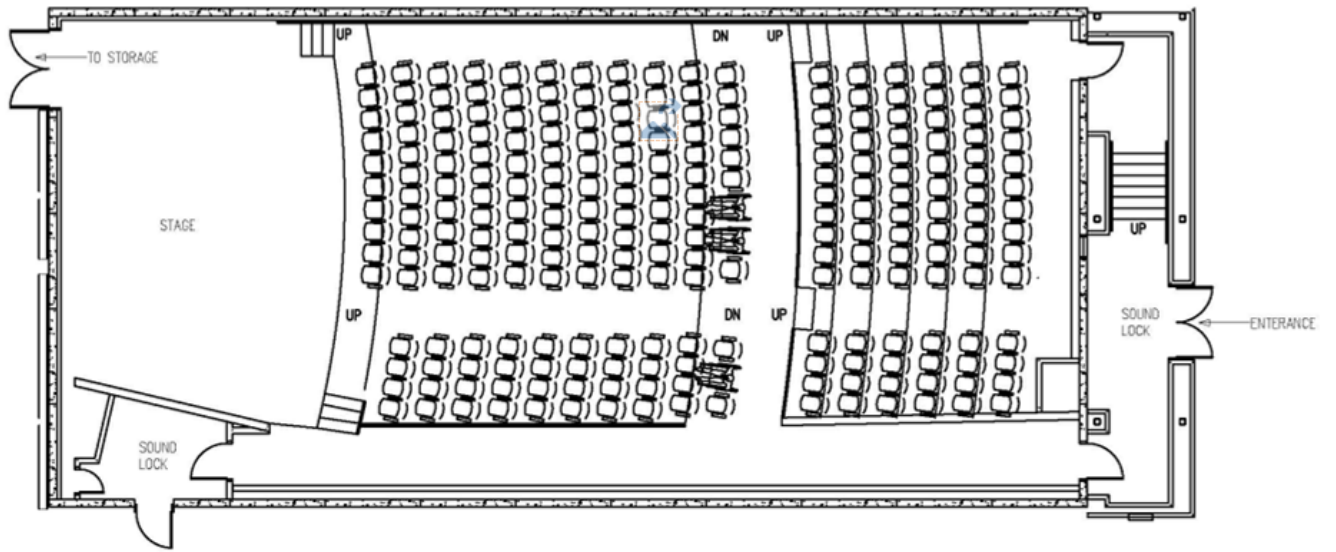
- Auer Hall Overview



- Auer Hall Seating Sections

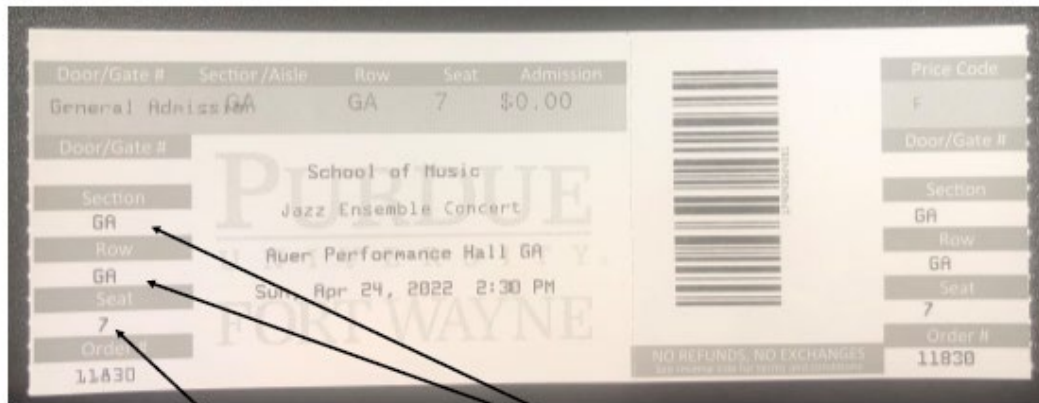


- Recital Hall Overview



General Admission vs. Assigned Seating

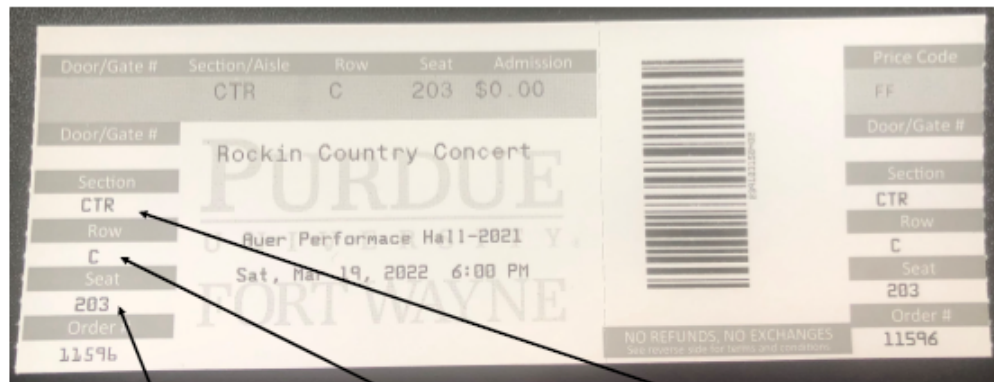
GENERAL ADMISSION SEATING TICKETS



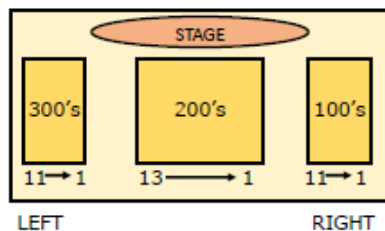
For General Admission Seating, this is not a Seat Number. It's the number of the ticket sold.

GA = General Admission
Guests can sit in any open seat

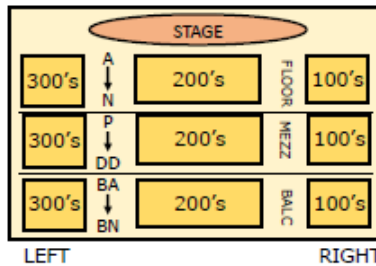
ASSIGNED SEATING TICKETS



Seat Numbers:



Seat Rows:

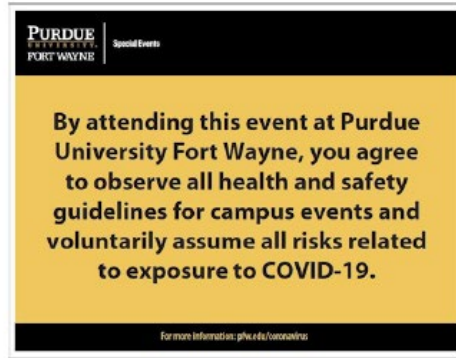


Seat Sections:

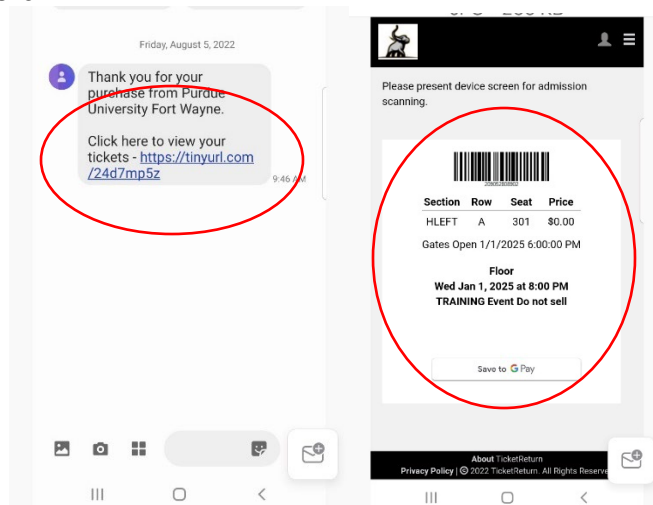
- FL = Floor
- MEZZ = Mezzanine
- BALC = Balcony
- LT = Left
- RT = Right
- CTR = Center

Types of Tickets

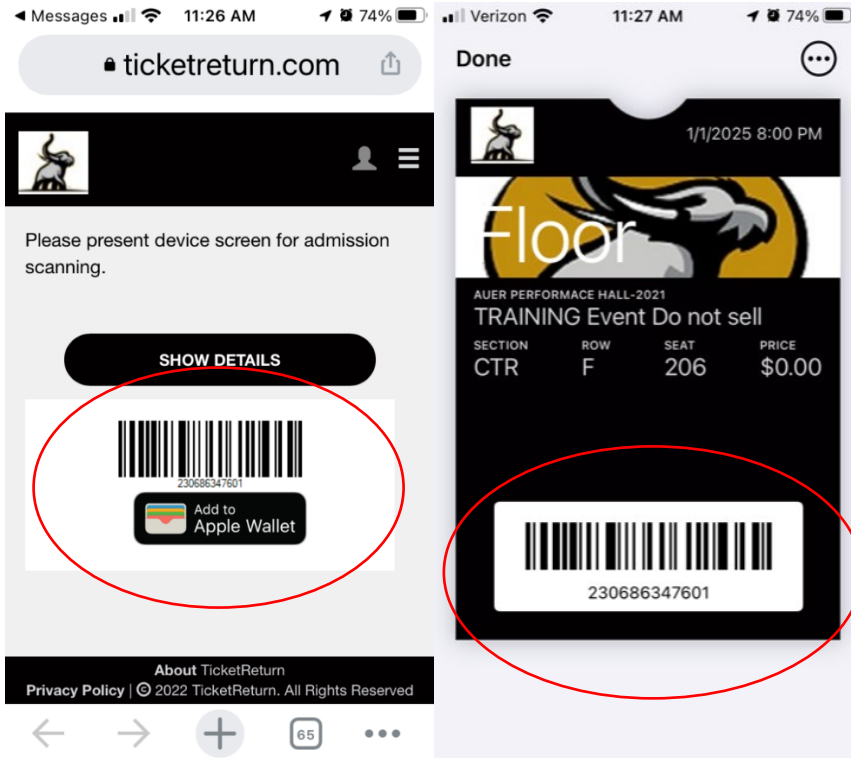
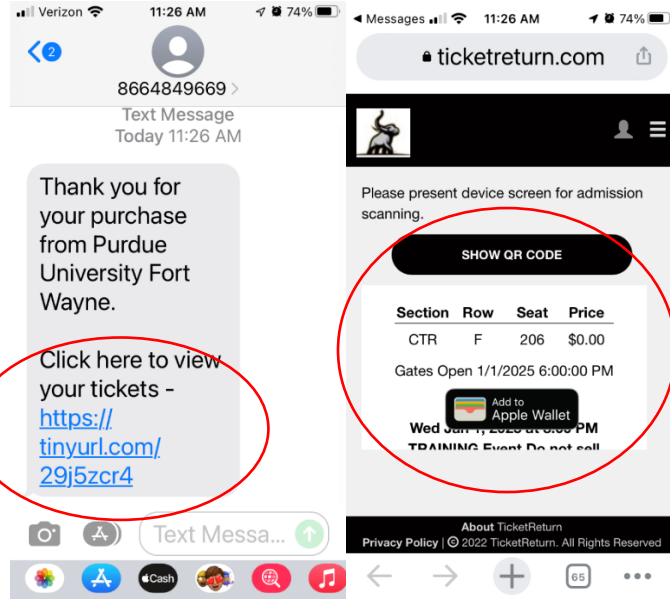
- Paper ticket issued by box office
- Print at home (on paper)



- Digital via text
 - On an Android:



○ On an I-Phone:



- Digital via email

From: noreplypurduefortwayne@ticketreturn.com <noreplypurduefortwayne@ticketreturn.com>
Sent: Wednesday, July 20, 2022 3:44 PM
Subject: Purdue University Fort Wayne Tickets

[TRAINING Event Do not sell](#)

2101 E. Coliseum Blvd
Rhinehart Music Center
Fort Wayne, IN USA 46805
260-481-6555

Transaction Complete. Confirmation ID=17300

Selected Email tickets to ambrosel@pfw.edu

| Barcode | Event | Ticket Type | Level | Section | Row | Seat | Price |
|--------------|-------------------------------------|-------------|-------|---------|-----|------|--------------------------|
| 290995380001 | 1/1/2025 TRAINING Event Do not sell | Mezzanine | MEZZ | CTR | P | 201 | \$0.00 |
| | | | | | | | Tickets Sub Total \$0.00 |
| | | | | | | | Other Amt \$0.00 |
| | | | | | | | Balance Due \$0.00 |
| | | | | | | | Customer Change \$0.00 |

Customer Information

Name [Liane Ambrose](#)

Address

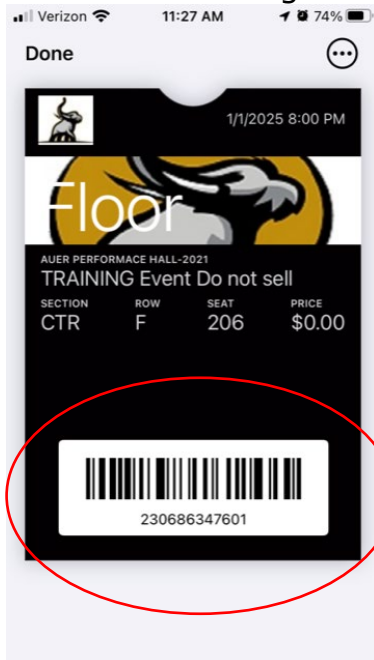
Fort Wayne, IN 46825

YOUR EVENT TICKETS ARE ATTACHED.

Please note, this email will not be accepted for entry. You must print the attached PDF of your tickets for entry.

If you have any questions or need assistance, please contact the box office. 260-481-6555

- Apple Wallet and Google Pay



(Android IMAGE Placeholder)

Miscellaneous Items

- This building has no pay phone.
- There is an ATM in Walb Union
- NO food or beverage is allowed in Auer or Rhinehart Halls. Except bottled water.
 - *If it's "sticky, stains or leaves crumbs" it can't go in.*
- Drinking fountains:
 - 1st Floor: off the main lobby near door 2
 - 2nd Floor: between doors 3 and 4, near the restrooms.
- When the show starts, close the inner doors of the sound-lock to prevent noise from going into performance venue.
 - Keep outer doors open so guests know that we are still having a show.
 - After the show begins, seat guests between numbers (during applause) unless instructed otherwise by the house manager.
- Venue aisles must be kept open for safety (and in accordance with fire code). No wheelchairs, strollers, or walkers should be left in any aisle after the guest is seated.
- In case of emergency dial 911 from a campus phone or a cell phone.
- You need to dial "9" to get an outside line from a campus phone.
- In the event of a fire alarm sounding. ALL personnel and guests must evacuate the building until we receive the all clear from the fire department.
- Assist the House Manager in clearing the performance hall of guests.
 - After guests depart, walk through seats to pick up debris. We will provide plastic gloves if needed/requested.

Emergency Preparedness

- Emergency Alerts
 - Sign up to receive important alerts via text message by texting [PurdueFWAlert1](https://www.pfw.edu/emergency/alert1) or [PurdueFWAlert16](https://www.pfw.edu/emergency/alert16) to **CAMPUS** (226787) and you'll get a text alert whenever there is an emergency alert for either the next 1 or the next 16 weeks. You will get an automatic notification when your subscription is up and you can choose to continue to receive text alerts or you can opt out.
- Emergency Handbook
 - Please review the emergency handbook for emergency contacts, evacuation maps, response plans and other critical emergency information: <https://www.pfw.edu/emergency/handbook>

Timeline

For this example, we will use a 7:30 show time

- 6:45pm Volunteers Arrive
- 6:50pm Pre-show meeting to discuss any special requirements for that particular show, when to seat late guests, get post assignments
- 6:55pm Volunteers to their posts
- 7:00pm Doors to auditorium open to guests
 - For General Admission: If the hall appears to be filling up ask guests, nicely, to fill in any empty seats. "Could you please move to the center of the row, we are expecting a full house this evening."
 - The Balcony and Galleries typically start "Closed" but if the seats appear to be needed then we will begin filling them. The House Manager or lead usher with open those areas as needed.
- 7:30pm Show begins, all inner doors to auditorium closed.
 - For musical performances latecomers should be seated during applause only.
- Intermission – open all doors leading out of auditorium.
 - Intermission typically runs 15 minutes.
- Intermission ends/show resumes – all inner doors to auditorium closed.
- End of Show – all doors leading out of auditorium opened for guest exit.
- After the show, please scan the seating area for debris (programs, etc.) and dispose of them.

PFW Campus Policies

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

Closing Items:

- Signing up for events: Sign Up Genius
- Turn in (and/or complete) volunteer forms
- Questions?

Thank you for your interest in helping with events at the PFW Music Center!