

# Modlin Center for the Arts

## Volunteer Handbook

### *2023-2024 Season*

(updated 6/2023)

First and foremost, welcome to the Modlin Center for the Arts Volunteer Program.

As a volunteer, you will be primarily expected to assist in providing a safe and enjoyable experience for 600 patrons, before, during and after performances in each of the Modlin Center venues. Specific duties include:

- Welcoming and interacting with our patrons,
- Handling ticket processing and program distribution,
- Helping to maintain a safe and enjoyable environment,
- Acting as an additional level of security at events, and
- Successfully being the public face of The Center.

Volunteers are very important to the Modlin Center for the Arts, especially because they are ambassadors for the venue and our programs. Each volunteer is responsible for upholding a professional reputation and for seeing that our patrons' experience is one that will bring them back again and again. Your efforts and dedication are truly appreciated.

THANK YOU!

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## **House Rules and Policies**

The following rules are in place to ensure each guest has the ideal performance experience.

- Unless otherwise mentioned by the House Manager, photography or recording of any kind is not permitted inside the theatre. If you see a patron using a camera (even without flash) or recording device at any time before, during, or after the show, politely inform the patron that the use of these devices is an infringement of copyright law and is not permitted. If they are insistent upon using a device, please locate and inform the House Manager.
- Cell phones and texting devices should be turned off prior to entering the theatre. If patrons continue to use a device with a lit screen, they may be asked to leave the performance. *NOTE: starting with the 2021-22 season, Modlin Center primarily uses digital programs. Patrons may access the program during the performance.*
- Wine, beer, coffee, tea, water, soda and light snacks are sold at the Corner Booth Bar located in Booth Lobby of the Modlin Center prior to the performance and during intermission of Modlin Presents performances. Patrons may take drinks purchased at the Corner Booth Bar into Alice Jepson Theatre and Camp Concert Hall. Food is not allowed in any of the Modlin theatres. *NOTE: For all sold out/large capacity events volunteers should give their drink (non-alcoholic) orders to the MOD or HM to retrieve for them (this will not come directly from the Concessions Bar, but from the fridge in the MCA kitchen).*
- Immediately report to the House Manager if you notice any accidents, sick patrons, suspicious activity, out-of-order restrooms, etc.

### **Pre-Show – Getting Ready for a Performance**

**Arrival and checking in at the Theatre (1 – 1.5 hours before the performance)**

#### **Attire**

The dress code requires business casual or business attire. If you are unsure what business attire means, please inquire with the Modlin Center staff. Additionally, volunteers must be easily identifiable. Therefore, we require volunteers to wear the following:

#### **Recommended colors include:**

Tops: White or light colors (beige, cream, taupe)

Pants/Skirts: Dark colors (black, navy blue)

Dresses: Dark colors

Jackets/Sweaters: Black/Dark colors or White/Light colors

Shoes: Black/Dark colors

Name Badge/Volunteer Badge

#### **Recommended shoes:**

For safety reasons and to allow you to move around the theatres more easily, we recommend that you wear comfortable, flat, closed-toed, closed back shoes rather than sandals.

#### **Name Badges:**

Your volunteer name badge is also required and will be distributed to you during the pre-event meeting by the House Manager.

**Recommended Accessories to bring:**

A watch (or something that tells time)

A flashlight is also part of your uniform. While some flashlights are provided by the House Managers, it is also recommended (but not required) that you bring a small flashlight/penlight with you when you report to work.

**Gathering in a Central Location –**

- When you arrive in the theatre lobby, check in with the House Manager. At this time, you will get your name badge and volunteer assignment.

After signing in, stay in the meeting area. Once all the volunteers are in the gathering location, the House Manager will begin the pre-event briefing; plan on this starting 1 hour before curtain (at 6:30pm for a 7:30pm performance).

**The Volunteer Briefing**

The Volunteer Briefing is a chance for the House Manager to review the event with the Front-of-House Staff. The House Manager/Associate House Manager will go over information that the entire staff should be familiar with including show times, running times, pre-and post-show activities, things that will (or might) occur during the evening, security concerns, etc. This is your chance to ask questions and make sure you are clear on the schedule and plan for the evening.

**Assigning Duties**

During the briefing, the House Manager/Associate House Manager will confirm that all duties are covered. This way, everyone will know what areas or posts will be covered. It is possible that the House Manager will reconfigure the assignments. Duties to be assigned include:

**Elevator Monitor (keeper of the elevator key)**

- The elevator is in Jepson Theater only. It is used to take patrons in the theater who are physically unable to use the stairs or wish to avoid them. The Elevator Monitor operates the elevator before the show, during intermission and after the show.

**Ticket Scanner**

- The Ticket Scanner will be responsible for greeting our Patrons at the Theatre doors, scanning/taking tickets, properly dealing with ticket issues (wrong tickets, wrong date/time, etc.) and directing patrons to the appropriate location. Occasionally, ticket takers may also be responsible for distributing programs. In the case of an emergency that requires the House to be evacuated, Ticket Takers will report to the House Manager for job assignment. Before the theater is open and ready for patrons, it is the ticket takers responsibility to make sure patrons do not enter the theater.

**Greeters**

- Greeters will be responsible for welcoming patrons, distributing programs or other handouts, and directing Patrons to their proper seating location. In Jepson Theatre this volunteer is stationed at the top of the stairs inside the theater.

**Usher (This position is on hold for the 2021-22 season)**

- The majority of volunteers on a given night will be assigned to Usher duties. Ushers will be responsible for assisting patrons in finding their assigned seat (for Reserve Seating performances) or

for helping patrons sit anywhere (for General Admission performances). You may be expected to help seat patrons that arrive late. The House Manager will explain these duties if necessary.

- Keep in mind that for General Admission performances, patrons will leave single seats scattered throughout the venue. It is up to the Ushers to work with patrons on heavily sold performances/sold out performances in motivating patrons to move and consolidate open seats.
- In the event of an emergency, it is the responsibility of the Usher to inform the House Manager of the emergency and to help the House Staff with emergency duties.
- An usher's door/area assignment will, in general, dictate the area that the Usher will be responsible for in the event of an emergency.

### **Audience/Lobby Monitor**

- Monitors the crowd's behavior throughout the night. If a situation arises where a patron is behaving in an inappropriate manner, the Audience/Lobby Monitor will be the first defense. The Audience/Lobby Monitor also directs the patrons to enter the house close to closing time, or to form another line if one line is becoming extremely long. The Audience/Lobby Monitor may also need to guard the stage or doorways for more popular artists.

### **Lobby Greeter**

- Lobby Greeters are used on nights when there is more than one performance taking place. The Greeter will stand near the Modlin main parking lot entrance and offer assistance to all patrons that enter. They may direct them to the correct theater, the box office or will call, or the bathrooms and coat rack. There may be circumstances where there are various Lobby Greeters stationed throughout the Modlin Complex; front doors, box office, bar.

### **Bartender Assistant (This may return in 2023-24 season)**

- A bartender's assistant may be necessary in the event that a show is sold out and the Corner Booth Bar is busy. This position will involve direct interaction with our patrons; selling and informing them about the offerings we sell. Volunteers will help to pour and serve drinks, take patron orders or help restock the bar. Volunteers will also be trained on the use of a simple electronic cash register and credit card terminal when working in this area. The Bartender will always be in charge of reconciling the proceeds and products we sell at any event, so no major bookkeeping is involved.

### **General Admission vs. Reserved Seating -**

- When a show is designated as "Reserved Seating" this means that the patron needs to be seated in a specific seat (as designated on the ticket). There may be times that the House Manager will instruct an Usher to seat a patron in a seat other than the one designated on the ticket.
- When a show is designated as "General Admission" this means that the patrons are welcome to sit in any seat. Ushers should try to keep Accessible seats open for patrons that require these accommodations. There may be General Admission performance that the House Manager reserves specific seats. These reserved seats may be for VIPs, Performers, seat kills (because of bad sight lines) or other reasons

### **Seat Numbering in the Theatres -**

#### **Jepson Theatre**

- On the Orchestra level:
  - The seating is arranged into 3 sections:
    - The 100's (House Left), 200's (Center), and 300's (House Right). The first three (3) rows are removable; if they are in place these rows will be designated AAA-CCC.

- Remember that these rows may be removed for any number of reasons (increasing the stage size, sight line problems, using the area as an Orchestra Pit, etc.).
- Behind this front area the rows are labeled from Row DDD to K. In each section the lowest number is to the House Left Side of a row; numbers get bigger as you move to the right. For Seats in AAA-CCC the first seat on the left of the row is Seat 001.
- For Rows A-K the first seat in the 100 section (House Left) will be Seat 101, the first seat in the 200 section (Center) will be Seat 201 and the first seat in the 300 section (House Right) will be Seat 301. Behind the back row is an area for Standing Room Tickets. There are accessible seats in the rear of the Orchestra level.
- On the Balcony level:
  - There are three rows labeled AA-CC and numbered from 1 to 42, 1-43, & 1-47 respectively from house right to house left.
  - Behind Row CC is an area for Standing Room Tickets.
  - There are accessible seats in the rear of the Balcony level.

### **Camp Concert Hall**

- On the Orchestra level:
  - The seating is arranged into 3 sections:
    - The 100's (House Left), 200's (Center), and 300's (House Right). The first row is Row A. In each section the lowest number is to the House Left Side of a row; numbers get bigger as you move to the right. The first seat in the 100 section (House Left) will be Seat 101, the first seat in the 200 section (Center) will be Seat 201 and the first seat in the 300 section (House Right) will be Seat 301.
    - There is no Standing Room Tickets for Camp Concert Hall.
    - Accessible seats are in the back of Section 100 and 300, row S (House Left) with companion seats located directly in the row in front, row R
- On the Balcony level:
  - The seating is arranged into 3 sections: the 100's (House Left), 200's (Center), and 300's (House Right). The first row is Row AA. In each section the lowest number is to the House Left Side of a row; numbers get bigger as you move to the right. The first seat in the 100 section (House Left) will be Seat 101, the first seat in the 200 section (Center) will be Seat 201 and the first seat in the 300 section (House Right) will be Seat 301.
  - There is no Standing Room or Accessible seating in the Balcony level.

### **Cousins Studio Theatre and Perkinson Recital Hall**

- General Admission seating
- See Appendix for Venue Maps

### **Seat Capacities in the Theatres -**

<b>Camp Concert Hall</b>	<b>543 (555 add row T)</b>
Orchestra w/ Row S: 402 (Accessible seating: 3-6)	
• Row "T" on both sides adds a total of 12 more seats	
Balcony: 141 (No accessible seating)	
<b>Alice Jepson Theatre</b>	<b>555</b>
<b>Orchestra</b>	<b>379</b>
100s A-K	130
200s A-K	120
300s A-K	129
(No Handicap can <b>add 4</b> ) - (Standing room can <b>add 30</b> )	

<b>Pit (with steps)</b>	
AAA-DDD	<b>49</b>
	(without steps <b>add 8</b> )
<b>Balcony</b>	<b>119</b>
AA	42
BB	43
CC	34
<b>Cousins Studio Theatre</b>	<b>125 max (89 avg)</b>

**Programs, Flashlights, Restrooms, Refreshments, Photography & Videography –**

- Programs are provided electronically and can be obtained by visiting the event webpage, by scanning a QR code in the lobby or by clicking the link in the pre-event email. If there is a printed program for an event, the programs will be hidden out of sight and only distributed if asked
- If possible bring a small flashlight with you to your shift. It can be useful in the case of emergencies. If you need to use a flashlight during a performance, be mindful not to flash the light towards the stage – it is distracting and dangerous for performers.
- “Where is the Restroom?” is one of the most asked questions by patrons of Ushers. Please make sure that you are familiar with the locations of the restrooms in your theatre.
- Unless otherwise mentioned by the House Manager, there is no food, photography, audio or video recording allowed in the theater. While in the theater, if you see anyone with food, recording or taking photos, please ask them to stop or quietly get a House Managers.

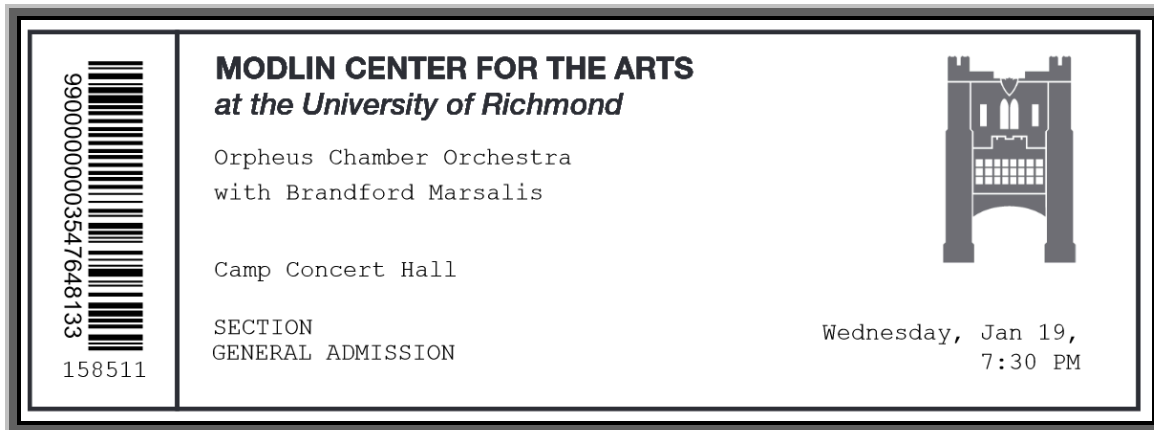
House Open – The Audience Arrives  
**Getting the Audience Seated (30 minutes before the performance)**

Once the Theatre is ready, the Stage Manager/Production manager will inform the House Manager that the Hall is ready to open. The House Manager will inform the House Staff that “House is open.” This is your cue that the patrons will begin to enter the house and that the show will begin soon. While we always want to open at 30 minutes before the announced curtain time, there will be times when the house opening will be delayed. This can be for any number of reasons including technical difficulties, a request from the promoter or performer to keep the audience in the lobby, etc. It is important to remember that you may not open the house until **ONLY** the House Manager gives you permission. If someone else in charge is requesting a change, notify the house manager.

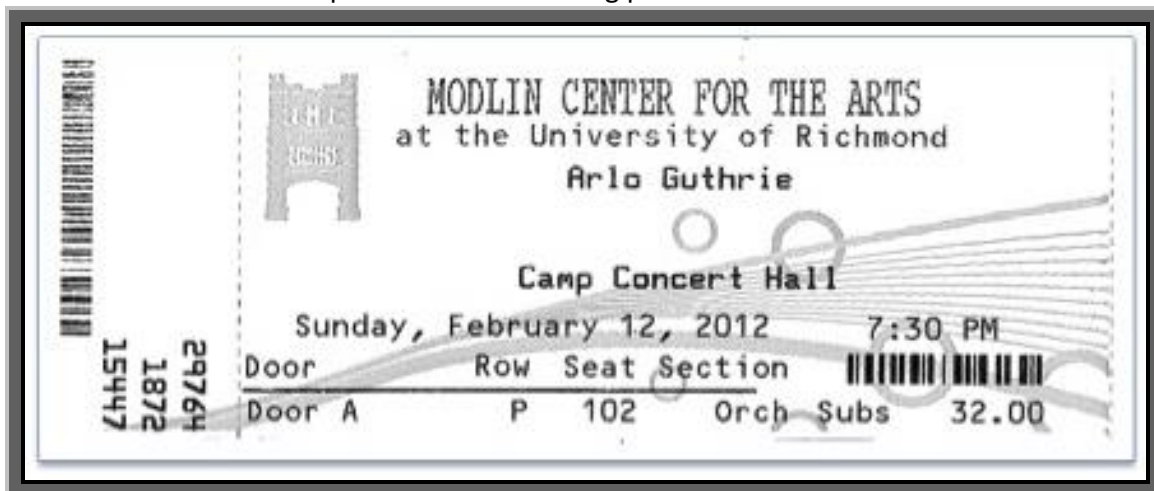
**Scanning/Taking Tickets:**

- If you are scanning tickets, we encourage you to greet the patron with a smile and a pleasant hello or welcome. As ticket takers/greeters, you should be pleasant at all times with patrons.
- Please be sure to look at the **name of the show, date, time, and door of entrance** to guarantee that the patron has the right ticket and is going into the door that will give them the easiest access to their seat. You can see all this information here on a Modlin Center Ticket:

E-Ticket/Print at home ticket:



Traditional Ticket: Tickets printed with a ticketing printer.

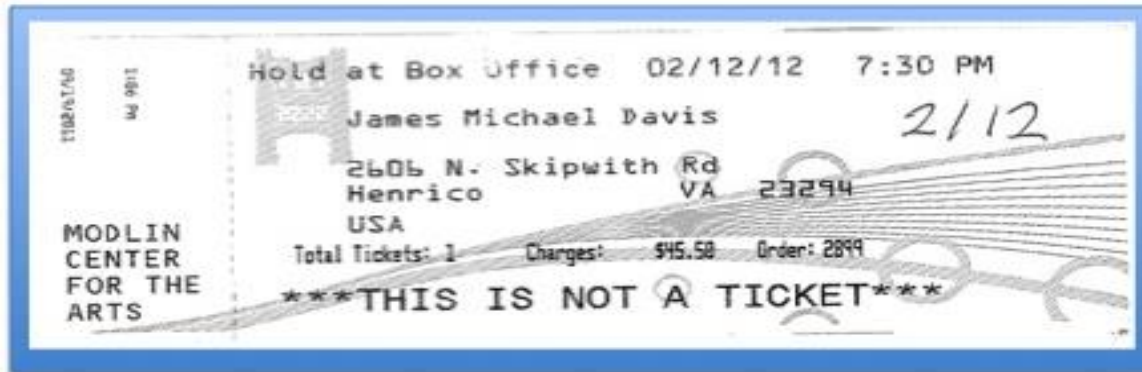




Ticket Voucher: This must be presented to the Box Office and exchanged for an actual ticket.



Receipt: This is a receipt that is included with each purchase. As it says, "This is not a ticket."



Stand-By Voucher: This voucher is to be exchanged for an actual ticket if available.



- When you take the patron's tickets, verify all this information as well as count the tickets to make sure that the patron has enough tickets for his/her party. **Everyone that goes into the theater needs a ticket for fire safety compliance issues.**
- After checking the ticket(s) either scan the ticket (Modlin Center tickets) or tear their tickets (non-Modlin Center tickets) and allow them into the theater. The Modlin Center now accepts tickets printed at home and e-tickets. These versions should be scanned in the same manner as traditional tickets. If you encounter any ticket scanning problems, you should notify the House Manager.
- Ticket takers are our first defense against unwanted items in the theater such as food, drink, and recording devices (cameras and video recorders). *The photography policy may change with each performance however the default policy is no photography.* So, if you see any of these things entering the theater, please ask the patron to leave them outside of the theater with one of the House Managers.

### Standby Seating/Standing Room

*Standby Seating (Camp Concert Hall) vs. Standing Room (Jepson Theater)*

Standby Seating and Standing Room are used when a performance is sold out. A patron can buy a standby seating ticket (in Camp Concert Hall), at a discounted price, if people do not show up to an event. They buy the tickets under the understanding that they may not be able to sit with the rest of their party. If there are no more seats available, the patron has the right to a refund of his/her money at the box office.

The same rules apply for Standing Room patrons (in Jepson Theatre); however, these patrons are buying tickets to *stand* in the theater.

**Ticket Problems:**

If there is a problem with a ticket, refer the patron to the House Manager. The House Manager will take the patron aside to investigate the issue. Ticket scanners can continue to scan in other patrons to keep the flow of traffic moving.

➤ See Appendix for *Electronic Ticketing FAQs* and *Common Scanner Error Messages*

**Inside the theater:**

If you are assigned to be an Usher and work inside the theater you will be handing out programs and helping patrons find their seats. If you run out of programs or have any other problems or questions, advise one the House Managers.

**Chimes:**

The House Manager will ring the lobby chimes at five (5) minutes and two (2) minutes before the house closes. This will occur before the start of each act and is a warning to the patrons AND the staff that the performance is about to start. When you hear the chimes ring, politely remind patrons that the show is about to start/resume. Chimes may not be used if an event has low attendance and patrons are already in their seats.

**Monitors:**

Video monitors are located in the theatre lobbies.

**Closing the House:**

The House Manager will usually close the house at the time listed on the ticket. Be aware that this may be delayed for any number of reasons (technical issues, performer issues, weather/traffic problems, audience situations, etc.).

## House Closes – The Show Begins

### **The Show Must Go On (advertised show time)**

During the performance, you will be responsible for monitoring the section of the audience chamber for which you are responsible. Things to keep an eye out for include: disruptive behavior, eating, drinking, smoking, phone use and texting, computer usage, photography/videography, dangerous activities or conditions.

If you observe these (or additional) activities/situations that you believe might prove to be a danger or distraction to the patrons, performers and/or staff you need to either address the problem (as quietly and non-disruptively as possible) or inform a House Manager of the situation.

In the event of an emergency, you will be called upon to resolve the situation (by assisting in the evacuation, moving the audience to safety, crowd management or dealing with a medical emergency). The House Manager will give specific instructions if the situation is not one covered in the Emergency Procedures of this manual.

#### **Late Arrival Patrons:**

Once the house closes, the Late Seating Policy goes into effect. Based on the performer's request, safety concerns and/or artistic considerations, late arriving audience members may be held in the lobby until an appropriate, less disruptive moment will allow the House Staff to guide the patron into the theatre. During this hold, the House Manager will scan tickets, distribute programs, update patrons on the hold, and direct them to the monitors until the appropriate moment. Once the hold is over, patrons will be brought into the house. If you are assigned to working a door, be ready to assist with the seating. The House Manager will tell you at the daily briefing what the show's late seating policy is. It will often be different from show to show. The House Manager may tell you to seat late arrivals in any available seat; you may be told to direct latecomers to the seat on their tickets. During general admission events, a section in the rear of the theater will be reserved for late arrivals.

#### **Finding a seat for yourself:**

The House Manager will give instructions on where and when volunteers can take a seat to enjoy the event. Typically, it will be once any late arrivals have been seated. When you are seated, we ask that you are mindful of your surroundings so that you can alert House Staff of any concerns or emergencies.

#### **Intermission:**

During Intermission stay in your assigned area to answer questions, give directions and keep an eye on the area for safety issues and challenges. If you see trash problems, messes or spills, please report them to the Head Usher or House Manager. Be ready for the chimes (5 and 2 minute warning) and the start of the next act. If you are assigned to the Elevator in Jepson Theatre go into the elevator and go to the balcony and the orchestra to take any patrons who entered the theater through the elevator that may wish to go to the bathroom or get a drink of water. You may need to take two trips to ensure that everyone that wants to leave the theater may.

## Post Show Activities-Curtain Down

### **Getting the Audience Home and the Theater Ready for the Next Day (after the clapping ends)**

When the show ends, the House Staff is responsible for making sure that the patrons safely exit the House and the Lobby of the theatre. There may be post-show activities (receptions, meet-and-greets with the performers, After Words lectures/talks/discussion on-stage or in the lobby, etc.). The House Manager will brief you (during the pre-show briefing) on these activities and your responsibilities. You should not leave for the evening until you have finished your duties and been released by the House Manager. When you are ready to leave, please make sure that you return your name badge and any equipment that you have been using.

### **Walking (sweeping) the House**

At the end of the show volunteers will help the House Manager by picking up programs and lost and found items in the theater. Leftover programs may either be left in the bins for later shows or be returned to the House Manager office for recycling/disposal. Give any lost-and-found items to the House Manager.

### **Post-Show Activities:**

As part of your duties, you may be assigned to assist with post-show duties. These duties include (but are not limited to): directing patrons, assisting with the merchandise stand, assisting with a lobby meet-and-greet activity, security (preventing patrons/unauthorized staff from going backstage, etc.) and distribution of items/literature.

We welcome your opinion, so if you have any incident to report, or any suggestions, please feel free to stay for the house management debriefing and let the house manager know this information for their report.

## Volunteer Scheduling, Orientation, & Incentive Program

### **Signing up for Performances**

Volunteers must complete a one-time registration with our Volunteer Sign up software (Volunteer Hub). At the start of each new season events are created in Volunteer Hub and volunteers are sent a notification that sign ups have begun for the season. Any time after the notification has been received, volunteers can “sign up” for shifts by following the prompts in the software. All the information you need to know about a performance is listed in the event details. Including, but not limited to: day and time, type of performance, report time, special post show activities. Sometimes additional events are added to the schedule. We encourage volunteers to check back each month for new events that may fit their schedule and interest. When you sign up for a shift, the software will generate an email confirmation. You will also receive a reminder 5 days prior to the event.

### **In the Event That You Cannot Work**

If something comes up and you cannot work your shift, you must cancel in the Volunteer Hub system. This can be done up to 48 hours prior to an event. Once you cancel, the software will generate an email confirming your cancellation.

If you have an emergency that will cause you to miss your shift, please inform the Operations Manager as soon as possible. Remember to be ready with your name, phone number/email address, time and date of the show and reason for your emergency cancellation.

If you do not cancel in the Volunteer Hub system or contact the Operations Manager beforehand you will be marked as a no call/no show. After 3 no call/no shows you will lose your volunteer incentive points.

### **Orientation**

Volunteers shall receive general orientation of the mission of Modlin Center for the Arts and on the programs for which they are being recruited. New volunteer orientation and space-specific trainings will be held once or twice a year in August and/or January. If you are unable to make it to a formal training, you will also have the opportunity to receive training from the House Manager prior to each regular show shift.

### **Information on Parking**

The Modlin Center for the Arts manages a four-performance venue complex including Camp Concert Hall) and presents a series of over 50 professional performing arts events national and international touring artists in theater, dance, and music as well as film and HD broadcast events. We encourage volunteers to park in lot W28 next to Booker Hall of Music (Camp Concert Hall) to allow patrons access to the Modlin Center lot W38. Please visit <http://modlin.richmond.edu/getting-here/directions-parking.html> to familiarize yourself with venue directions and parking options so that you may readily inform patrons. If you cannot answer a parking question, please refer patrons to the House Manager.

### **Accessibility**

For patrons who may have disabilities, we have special accommodations that they may use. These accommodations include: Elevators, Large Print Programs (available at the Concierge Stand), Assistive Listening Devices (available at the Concierge Stand), Accessible Seating and Parking.

### **Volunteer Incentive Program**

The Modlin Center will use a point system to track volunteer participation and offer benefits based on the number of hours of volunteer service. Volunteer involvement will be tracked by the House Manager at each performance, so please be sure you sign-in at every shift. Benefits vary each season and may include discounted tickets, complimentary non-alcoholic beverages and receptions.

## Emergency Procedures and Information

### Procedures for Power Outages

If the Power goes out, you need to grab the flashlight and be prepared to evacuate the theatre if the House Manager gives the order. You should also make sure you are using your flashlights to illuminate exit points in the house. The House Manager has additional equipment available for this situation including flashlights with cones on them and glow sticks. Glow sticks can be used to outline the stairwells in the theater. If an evacuation is ordered and you are asked by patrons if the performance will continue, be rescheduled or if refunds will be given, DO NOT ANSWER THE QUESTION. Direct patrons to the House Manager.

### Procedures for Patron Accidents (Stroke, Heart Attacks, Falls, Cuts, etc.)

If a patron has a minor accident, inform the House Manager. There are basic First Aid Kits in each theatre to deal with minor cuts, scrapes and bruises. Under no circumstances should you administer ANY medication. This includes over the counter items such as aspirin or other pain relievers, Tums or other antacids, or other medications. If a patron reports an incident to you but declines the offer of assistance, report the situation to the House Manager; the House Manager will need to file a report and will need any information you have on the incident.

If a patron has a major accident, such as a stroke, Heart Attack, or broken bones, report the incident to the House Manager immediately. The House Manager will call 804.289.8911, the on-campus 911 phone number. Please be aware that calling 911 on a cell phone may go to either Henrico County OR the City of Richmond and emergency calls to these agencies will be rerouted back to the University 911 staff. This will increase the response time. That is why it is best to call the Campus Emergency phone number.

In stroke and heart attack situations, if you are trained in CPR and AED use, you may inform the House Manager of this. The House Manager may assign you to provide assistance. The AED units are located by the Main entrance to the Modlin Center, (for Jepson) and by the Booker Lounge for Camp. When you open the door, a siren will sound. To turn off the siren, close the door. The machine will walk you through every step. If the patron does not need to be shocked it will not shock the patron. DO NOT DO CPR OR USE THE AED IF YOU ARE NOT CERTIFIED! YOU MAY INJURE THE PATRON FURTHER AND PREVENT ANOTHER, PROPERLY TRAINED, PERSON FROM GIVING ASSISTANCE!

### Procedures for Fire

In the case of a fire, either the House Manager will order an evacuation or the fire alarms system will go off. If this should occur, you will be responsible for evacuating your section of the theatre. Follow the prescribed evacuation path as shown in the appendix to this training manual. If you are not assigned to a specific area of the theatre as part of your show duties, report to the House Manager for your assignment. After evacuating the theatre, you may be asked questions about the situation. DO NOT ANSWER THESE QUESTIONS; REFER THE PATRON TO THE HOUSE MANAGER OR MANAGER ON DUTY.

### Procedures for Inclement Weather

If there is inclement weather that causes the performance to be cancelled, that information will be posted on the Modlin Center website, <http://modlin.richmond.edu/>. If inclement weather occurs during the performance and causes hazardous conditions, the House Manager will inform the House Staff of the procedures. Please refer to the evacuation information in the appendix to this training manual for evacuation paths.

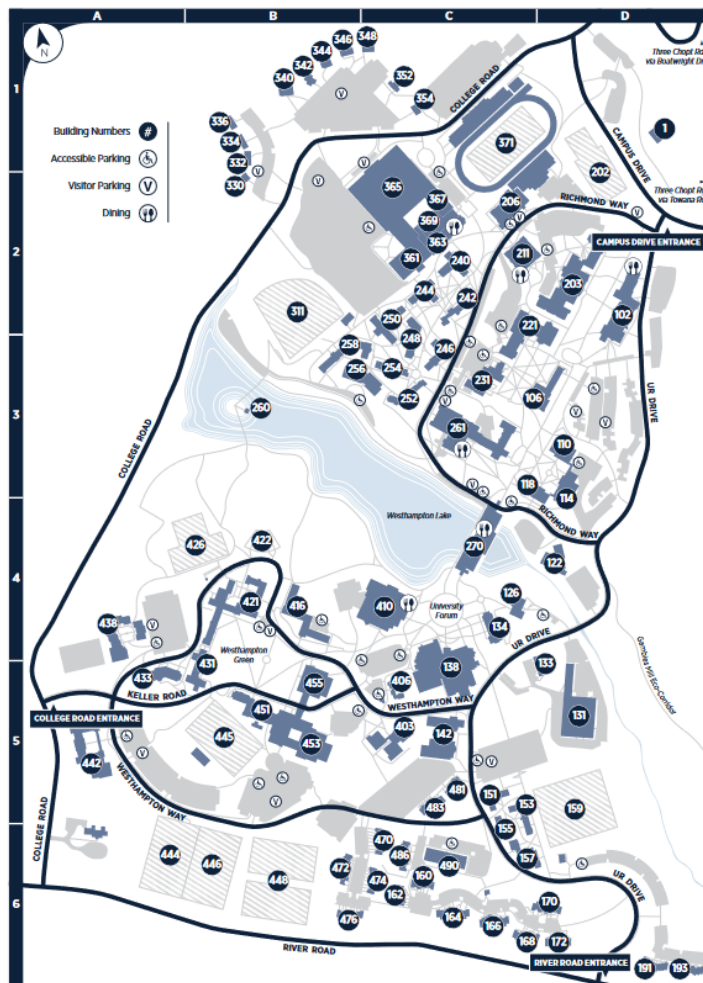
➤ See Appendix for *Map of Emergency Routes*

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## Map of the University of Richmond:



## Campus Map

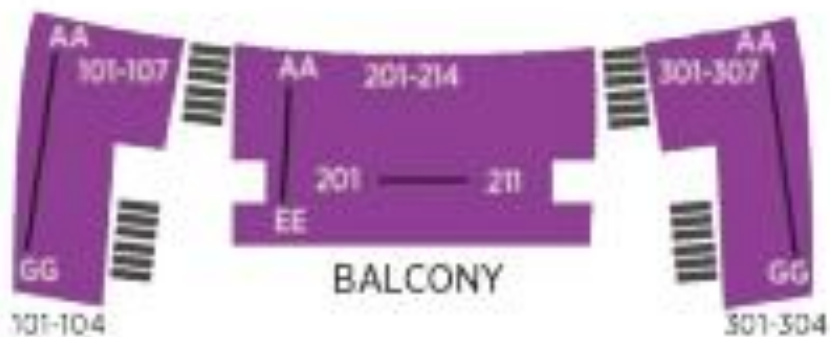
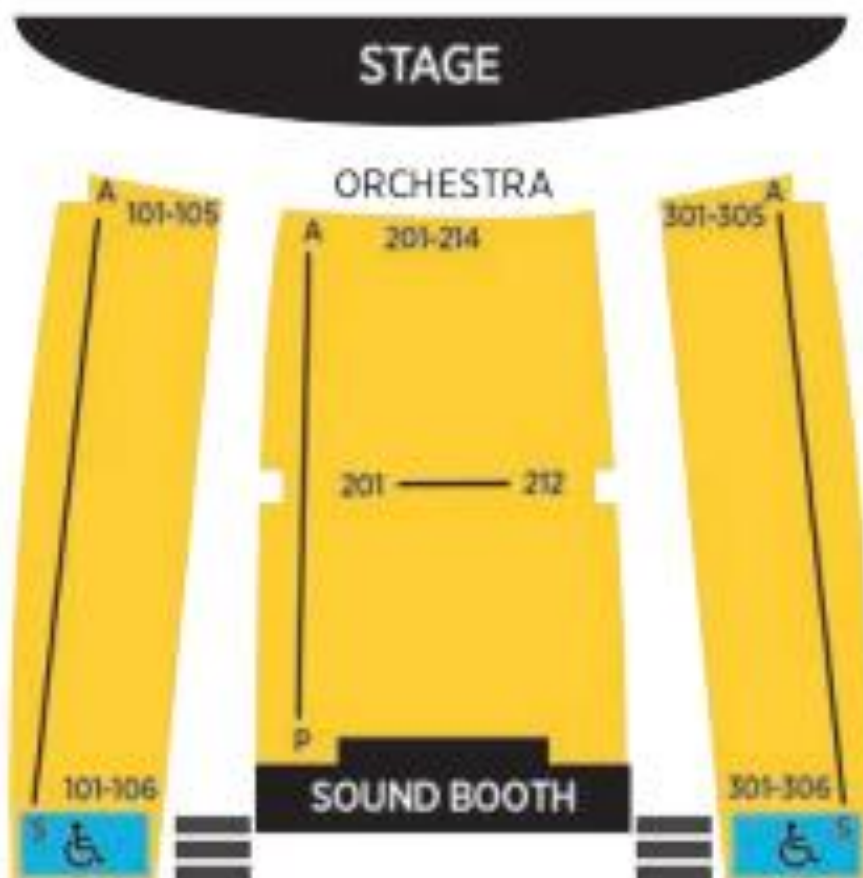
142	Admission and Financial Aid — Undergraduate	C5	311	Pitt Field	B2
261	Boatwright Memorial Library	C3	133	Print Shop	D5
455	Booker Hall	B5	490	Public Safety	C6
1	Bostwick One	D1	118	Purveyor Hall	D3
442	Bottomley House	A5	369	Queally Athletics Center	C2
206	Brunet Hall	C2	142	Queally Center	C5
455	Camp Concert Hall	B5	102	Queally Hall	D2
134	Cannon Memorial Chapel	C4	246	Richmond College Dean's Office	C3
270	Career Services	C4	202	Richmond College Tennis Courts	D2
142	Career Services — Employer Dev.	C5	114	Richmond Hall	D3
211	Carole Weinstein International Center	C2	444-448	River Road Fields	B6
445	Crenshaw Field and Fieldhouse	B5	365	Robins Center	C2
244	Dennis Hall	C2	240	Robins Hall	C2
410	Dining Hall	C4	102	Robins School of Business	D2
248	Freeman Hall	C3	371	Robins Stadium	C1
151-157	Gateway Village	C5	106	Ryland Hall	D3
260	Gazebo	C5	261	School of Arts and Sciences	C3
138	Gottwald Center for the Sciences	C3	203	School of Law	D2
416	Gray Court	B4	490	School of Professional and Continuing Studies	C6
453	Harnett Museum of Art and Harnett Print Study Center	B5	133	Service Building	D5
410	Heilman Center	C4	431	South Court	B5
231	Human Resources	C3	270	SpiderShop	C4
159	Intramural Fields and Odyssey Course	D5	490	Special Programs	C6
422	Jenkins Greek Theatre	B4	122	Steam Plant	D4
442	Jepson Alumni Center	A5	438	Student Activities Complex	A4
221	Jepson Hall	C2	406	Thalhimer Guest Cottage	C5
221	Jepson School of Leadership Studies	C2	252	Thomas Hall	C3
242	Jeter Hall	C2	270	Tyler Haynes Commons	C4
451	Keller Hall	B5	160-172		
256	Lakeview Hall	B3	191-193	University Forest Apartments	C6
403	Lora Robins Court	C5	470-486		
261	Lora Robins Gallery of Design from Nature	C3	261	Virginia Baptist Historical Society	C3
258	Marsh Hall	B3	451	Visual Arts	B5
110	Maryland Hall	D3	361	Weinstein Center for Recreation	C2
367	Millhiser Gymnasium	C2	231	Weinstein Hall	C3
453	Modlin Center for the Arts	B5	363	Well-Being Center	C2
250	Moore Hall	C2	406	Westhampton Center	C5
330-336	New Fraternity Row	B1	406	Westhampton College Dean's Office	C5
421	North Court	B4	426	Westhampton College Tennis Courts	B4
340-354	Old Fraternity Row	B1	433	Westhampton Hall	A5
131	Physical Plant	D5	246	Whitehurst	C3
			126	Wilton Center	C4
			254	Wood Hall	C3

Campus Maps & Directions: [richmond.edu/visit](http://richmond.edu/visit) | Campus Information: (804) 289-8000 | Last Update: Summer 2021

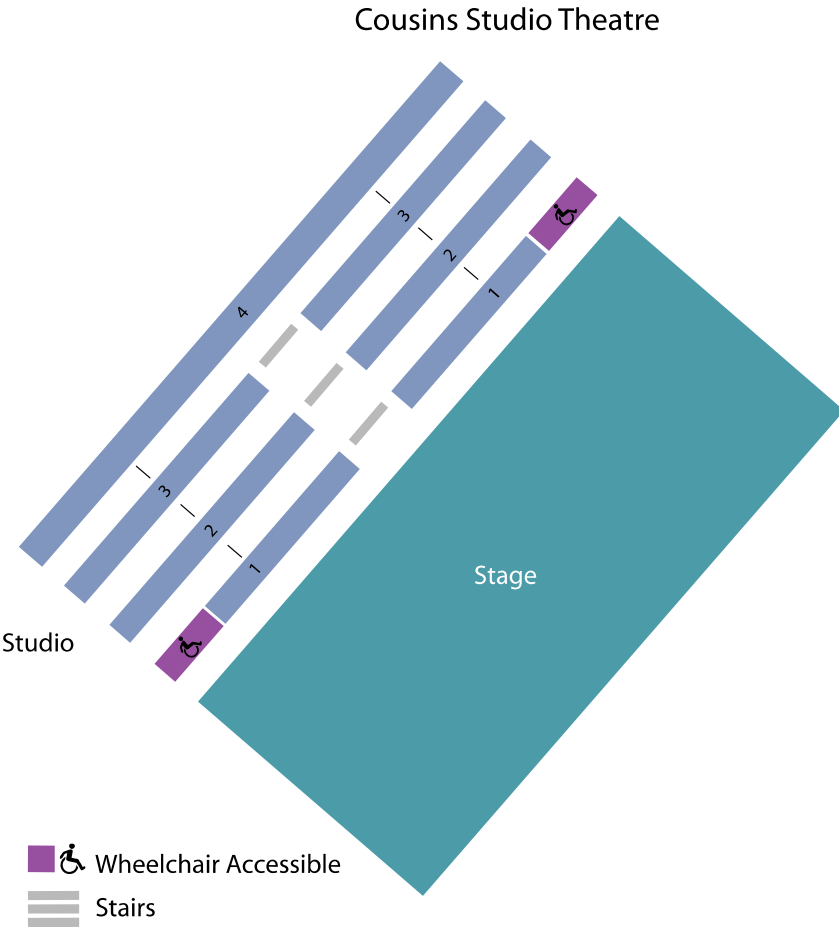
## Map of the Jepson Theatre:



## CAMP CONCERT HALL, BOOKER HALL OF MUSIC



Map of Cousins Studio Theatre:



## **Common Scanner Error Messages DO NOT LET PATRON ENTER:**

### **Ticket Number Not Found – The N-Scan number or ticket number does not exist.**

This could be as simple as a misread bar code or as malicious as a fraudulent ticket. If scanning the ticket a second time generates the same message, the patron should be directed to the box office or a house manager for resolution. **Look up order. Check order history. Try reprinting tickets.**

### **Ticket Has Been Returned – The ticket was returned in Tessitura.**

This message is often received when a constituent exchanges a ticket over the phone and then attempts to use the old ticket in error. Training ushers to ask if constituents have exchanged their tickets when this message is received can help to quickly solve problems and calm the constituents. The patron should be directed to the box office or a house manager for resolution. **The ticket has been returned. They must repurchase a ticket if they wish to attend. Check for On Account money.**

### **Ticket For Other Performance – The ticket is for a performance that is not in the configuration settings for the unit.**

This message is generated if a constituent comes on the wrong date or tries to enter the wrong venue when multiple performances are taking place at the same time. If the constituent has come on the wrong date, he or she should be directed to the box office or a house manager for resolution. If the constituent has come to the wrong venue, he or she can be directed to the correct venue. **They must purchase a ticket for the correct date.**

### **Wrong Performance Date/Time – It is before the Door Open time or after the Door Close time for the performance to which the ticket belongs.**

This message displays when a ticket is scanned before or after the performance or zone door open/close times. This may happen on days when there are matinee and evening performances, when tickets are scanned at a shared entry point for multiple venues with performances that start at different times, or when using timed entry tickets in museum settings. When this error is received, constituents should be informed when they can take their seats or directed to the house manager. **Do not let them in the venue until resolved. They must purchase a ticket for the correct show.**

## Common Scanner Error Messages OK TO LET PATRON ENTER:

**Ticket Already Exited – The ticket has already been scanned out and not scanned back in. This message is only received when the unit is Exit Mode.**

**Ticket Not Scanned In – The scanner is currently in Exit Mode and a ticket is being scanned out without first have been scanned in. The patron may be allowed to enter the venue. Scanner should say Out in the blue box towards the top right blue square on the scanner screen.**

**Ticket Superseded by Reprint – The ticket was invalidated by a reprint.**

When a ticket is reprinted the ticket number or N-Scan number for the old ticket is invalidated, leading to this error message, and a new ticket number or N-Scan number is generated for the new, valid ticket. **Often this message is received when constituents request a reprint but then later find and use the original ticket.** Frequently the constituents have simply forgotten to pick up the reprint, but if that is not the case reprinting the tickets again will invalidate the first reprint and prevent them from being used fraudulently. Training ushers to ask if constituents have reprinted their tickets when this message is received can help to quickly solve problems and calm the constituents. Please call to the box office to have another ticket reprinted to be scanned and recorded. **The patron may be allowed to enter the venue. Reprint the ticket for House Management to scan before you close the box office.**

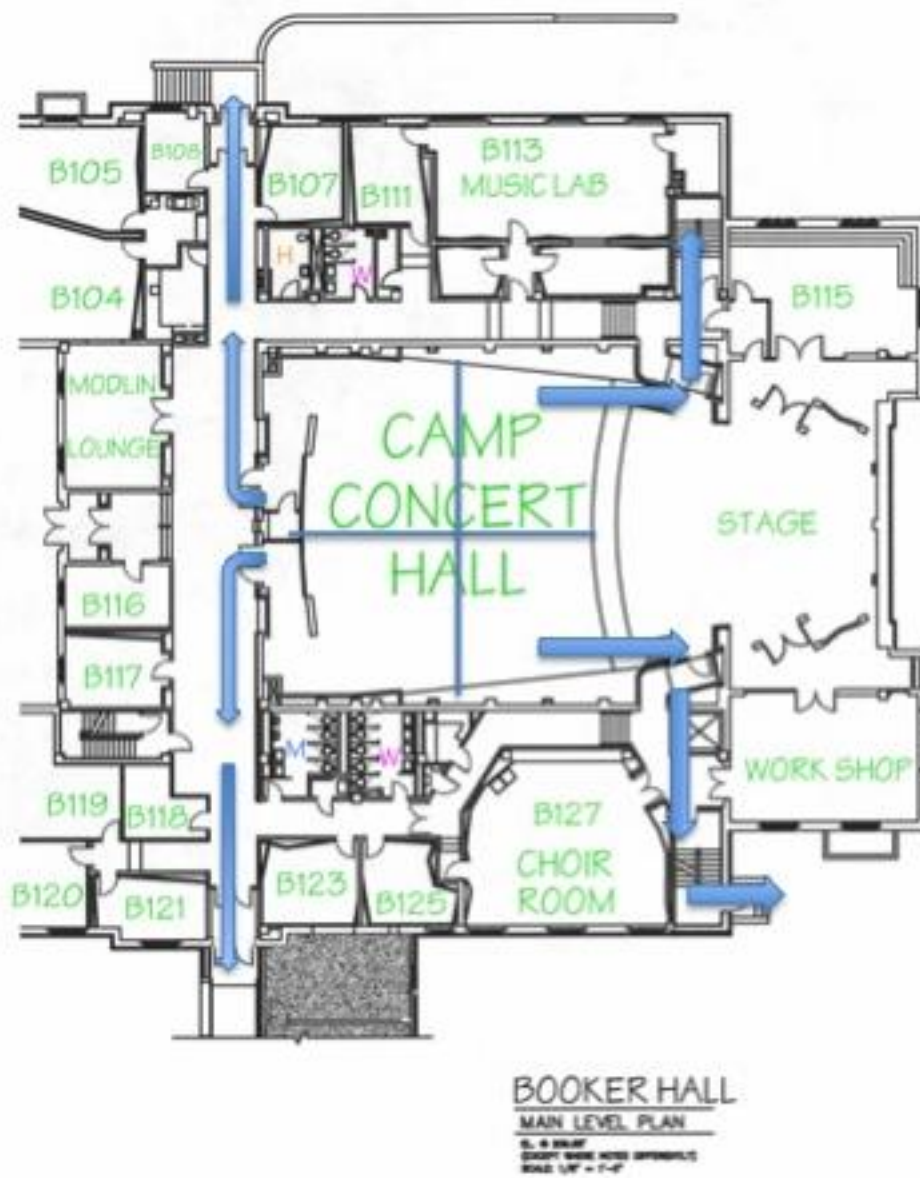
**Ticket Already Recorded – The ticket has already been scanned and validated.**

This message is generated when the same N-Scan number or ticket number has already been scanned. If the ticket is on official ticket stock, which is difficult to duplicate, the most likely cause is a constituent leaving the scanned area without being scanned out and then being scanned on reentry. It may be acceptable for the usher to allow entry for the constituent in this case. **However, if print at home ticketing is in use, a patron could have printed the same ticket more than once, making it possible the same ticket be used by different people. When this message is received for a print at home ticket the constituent should be directed to a house manager or the box office and not allowed to enter the venue. Check to see if someone is in this seat. The patron may be allowed to enter the venue if the ticket is on regular ticket stock.**

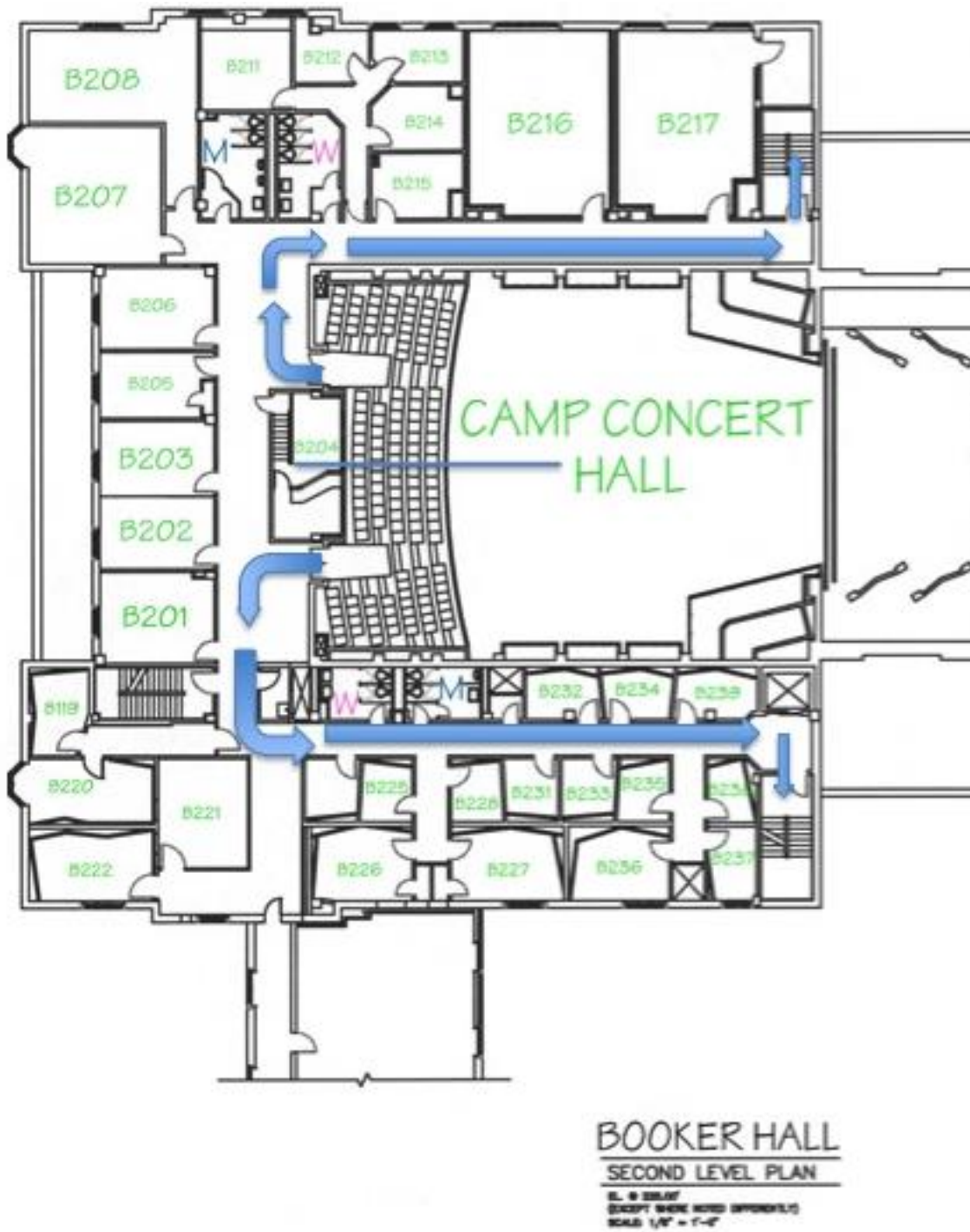


### Map of Emergency Routes:

Camp Concert Hall Main Floor:

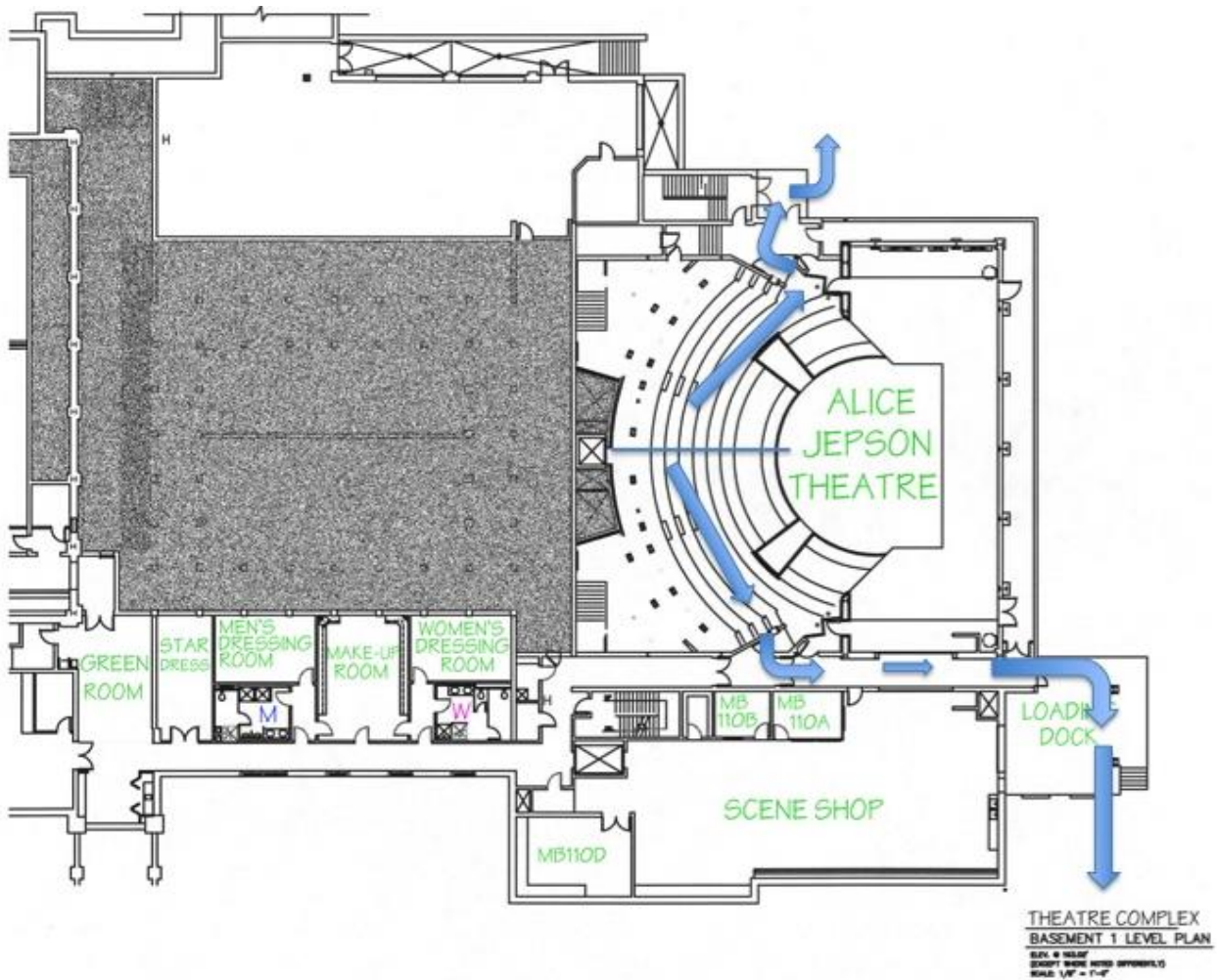


Camp Concert Hall Balcony:

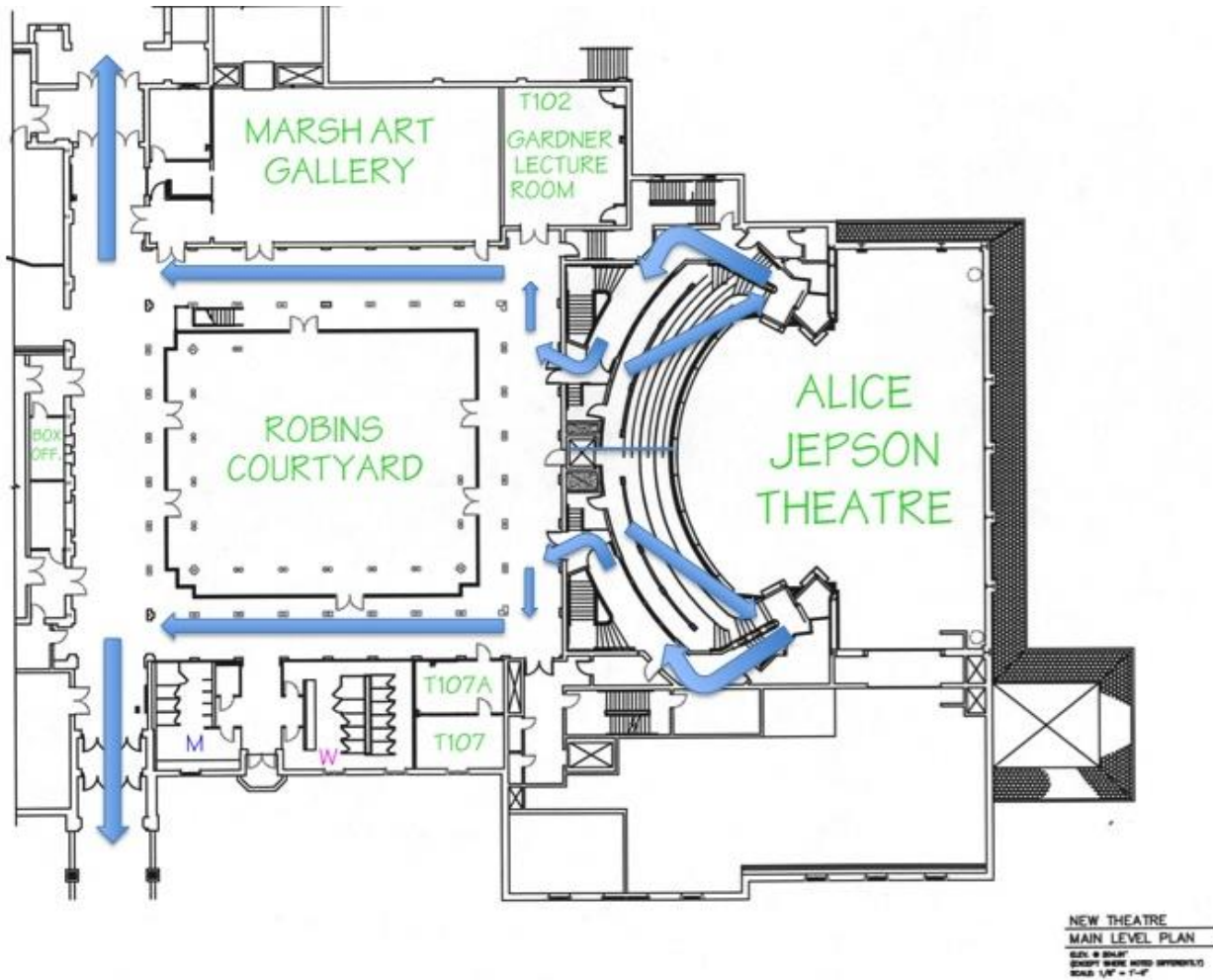




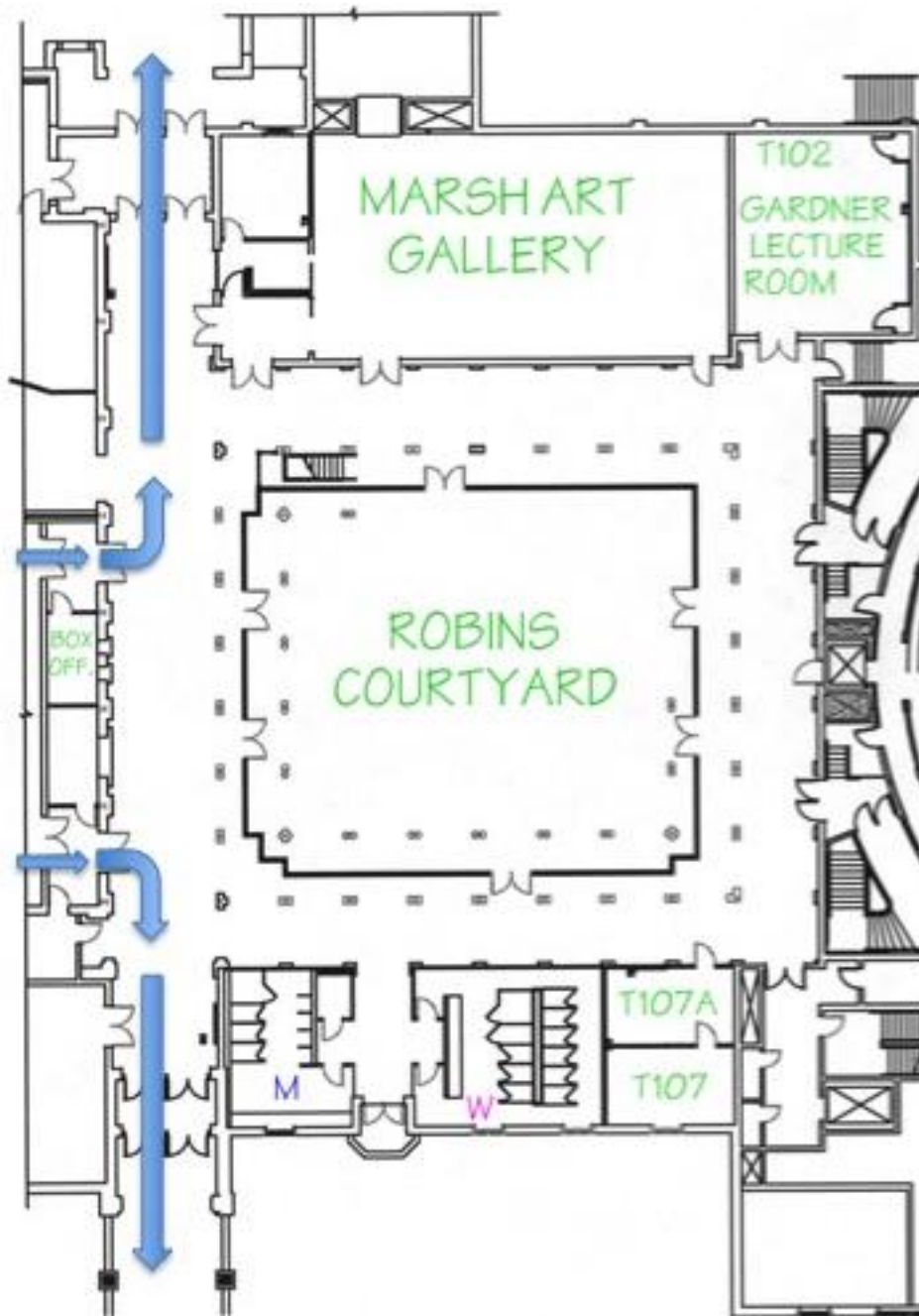
Jepson Theatre Orchestra:



Jepson Theatre Balcony:



Cousins Studio Theatre:



## House Management Terms and Phases

### **House Manager (HM)**

The person who is in charge of making sure that the patron has a safe and enjoyable experience at the Modlin Center by managing both the event and the Front-of-House staff.

### **Patron**

A member of the audience.

### **Latecomer**

A patron who comes to the lobby after you've closed the doors to the house. Be prepared because the "latecomer" may already be upset because they are late and their frustration may be directed at you.

### **Stage Manager (SM)**

The person in charge of ensuring that the artist is on schedule and has everything they need to perform.

### **Chimes**

Bells that signal the beginning of the show or the end of an intermission.

### **House**

The inside of the theater where patrons sit to watch the performance.

### **Open House**

To open the doors and allow patrons to enter the theatre.

### **Close House**

To close the doors and stop patrons from entering the theatre according to the "late seating policy."

### **House Left**

When facing the stage, the House's left side (your left).

### **House Right**

When facing the stage, the House's right side (your right).

### **House Lights**

The lights that are used to light up the theater so that patrons can enter and exit safely. These lights are usually turned on by the stage manager before the show, at intermission and after the show.

### **Aisle Lights**

The lights located in the floor to light the aisles of the theater. In Camp, the lights are controlled by a switch in the HM's office. In Jepson, they are always on.

### **Show Mode (*lights*)**

A dimmed setting for the lobby in Camp. The switch for this is in the HM's office.

### **Unbarring the Doors**

Unlocking the house doors with the "hex key" so they don't make noise when people open and close the doors during the show.

## **Modlin Center Contact Information:**

### **Main Office Mailing Address:**

Modlin Center for the Arts; Room T107A  
453 Westhampton Way  
University of Richmond, VA 23173

Main Phone Number: 804.287.6632

Box Office: 804.289.8980

Fax: 804.287.6681

Operations Manager: Chris O'Neil

Office: 804.287.6601

Mobile: 804.774.6739 (please use only in case of emergency)

Email: [coneil@richmond.edu](mailto:coneil@richmond.edu)

Front of House Coordinator: Kim Chiarchiaro

Email: [kchiarch@richmond.edu](mailto:kchiarch@richmond.edu)

University of Richmond Police Emergency: 804.289.8911

University of Richmond Life Safety Emergency: 804.289.8911

University of Richmond Non-Emergency: 804.289.8715

## **Modlin Center Staff Listing**

### **Administration**

*Executive Director* - Paul Brohan

*Assistant Director* - Shannon Hooker

*Administrative Coordinator* - Beverly Bradshaw

### **Artist Services**

*Artist Services Manager* – Joanna (Jo) Bachman

### **Marketing and Ticket Sales**

*Marketing Director* – Erika Stanley

*Box Office Manager* –D.J. Cummings

### **Operations and Audience Services**

*Operations Manager* – Chris O'Neil

*House Managers* - Kim Chiarchiaro, Daniel Hillard, Joey Luck, Mitchell Sampson, Ariel Vogel, Alana Wiljanen

### **Production**

*Production Manager* – Sean Farrell

*Assistant Production Manager* – Patrick Kraehenbuehl

*This manual contains general guidelines and information for training purposes only. It is not intended to be a comprehensive listing or to address all the possible applications of or exceptions to, the general policies and procedures described by law, Modlin Center policies, nor overall University policies. Neither this manual nor any other Modlin Center document confers any right, either expressed or implied, to remain a volunteer, or to receive return benefits from this service.*