

Modlin Center for the Arts

Volunteer Handbook

2025-2026 Season

(updated 8/2025)

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 are 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 put on silent prior to entering the theatre. If patrons continue to use a device as a method of recording or taking photos, 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 Arts presents performances ONLY. Patrons may take drinks purchased at the Corner Booth Bar into Alice Jepson Theatre, Cousins Studio Theatre and Camp Concert Hall. Food is not allowed in any of the Modlin theatres.
- 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 professional attire. Additionally, volunteers must be easily identifiable. Therefore, we require volunteers to wear the following:

Required items 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 theatre easily, we recommend that you wear comfortable, flat, closed-toed, closed-back shoes rather than sandals or high heels.

Name Badges:

Your volunteer name badge is also required. Those who forgot or have not received their name badges yet may get them during the pre-event meeting by the House Management staff.

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. It is helpful for seating patrons and finding lost items.

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 your volunteer assignment.

After signing in, stay in the lobby 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 will go over information that the entire staff should be familiar with, including event time, 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 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:

Director

- Directors 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 mainly stationed at the top of the stairs inside the theater.

Elevator Monitor (keeper of the elevator key)

- The elevator in Jepson Theatre operates with a key. It is used to take patrons into 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/Click Counter

- The Ticket Scanner will be responsible for greeting our patrons at the theater 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. Before the theater is open and ready for patrons, it is the ticket takers responsibility to make sure patrons do not enter the theater.

Lobby Greeters

- Greeters will be responsible for welcoming patrons, distributing programs or other handouts, and directing Patrons to various locations. There may be circumstances where there are various Lobby Greeters stationed throughout the Modlin Complex.

Usher

- Most 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 encouraging patrons to consolidate open seats.

Concession's Assistant

- A Concession's assistant will be assigned for all Modlin Arts Presents shows in the Modlin Complex. This position will involve direct interaction with our patrons; selling and informing them about the offerings we sell. Volunteers will help take patron orders on our Clover devices or help restock the bar. The Volunteers may not take/claim tips for this position as they will go to paid concessions staff only.

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. It will be the ushers' responsibility to make sure that these seats are used by the appropriated patrons.

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.
 - 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 left to house right.
- 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

Seat Capacities in the Theatres -

Alice Jepson Theatre 575

Orchestra 379

100s A-K 130

200s A-K 120

300s A-K 129

(No ADA can **add 4**) - (Standing room can **add 30**)

Pit (with steps)

AAA-DDD **49** (without steps **add 8**)

Balcony 119

AA 42

BB 43

CC 34

Camp Concert Hall 543 (555 add row T)

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)

Cousins Studio Theatre 125 max (89 avg)

Perkinson Recital Hall 175

NOTE: See Appendix for Venue Maps

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

- Programs are provided electronically and in print. Electronic programs are posted with a QR code on easels at theater doors. Printed programs are located in the small program distribution boxes located just inside the theater doors.
- 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.

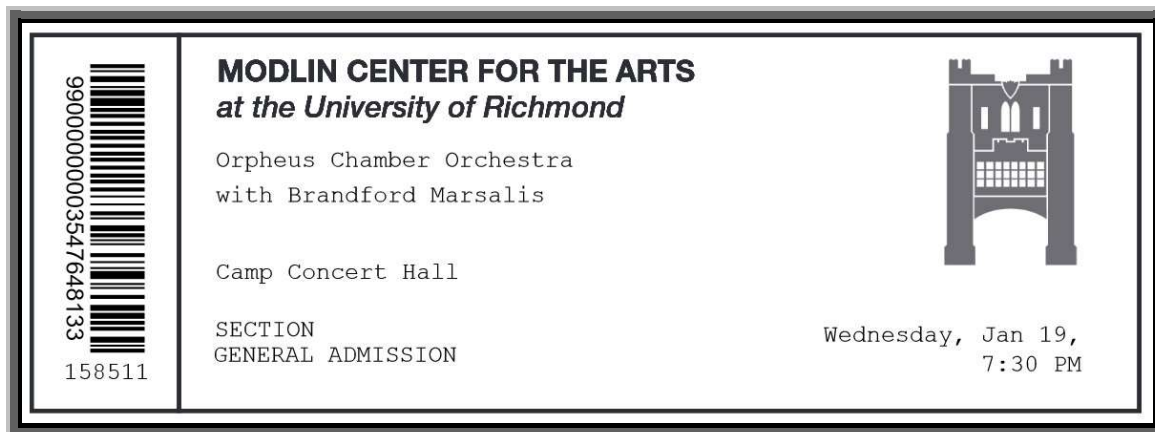
House Open – The Audience Arrives

Getting the Audience Seated (30 minutes before the performance)

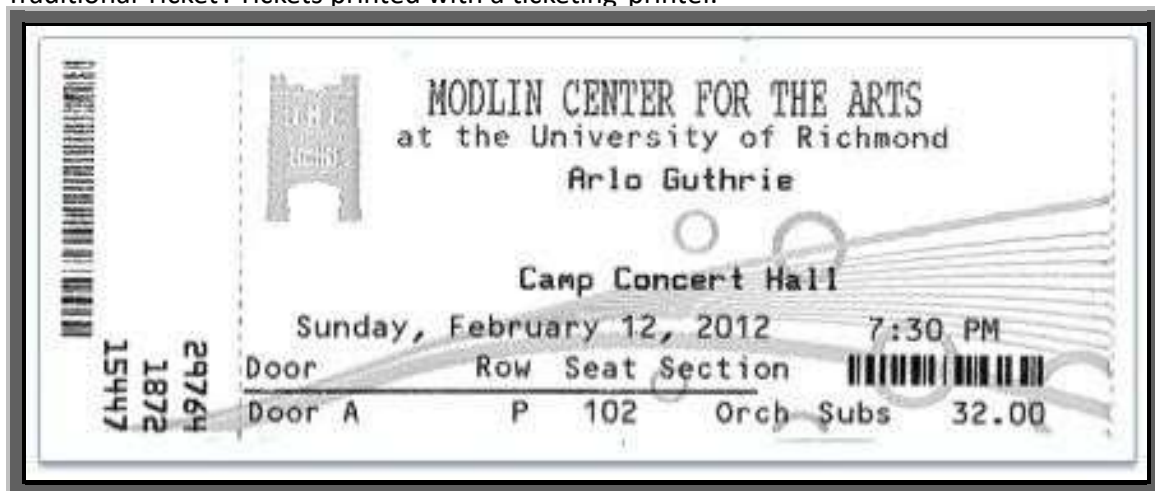
Once the Theatre is ready, the Stage Manager/Production manager will inform the House Manager that the Hall is ready to open. The House Manager will inform the house staff that “house is open.” This is your cue that the patrons will begin to enter the house and that the show will begin soon. While we 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:



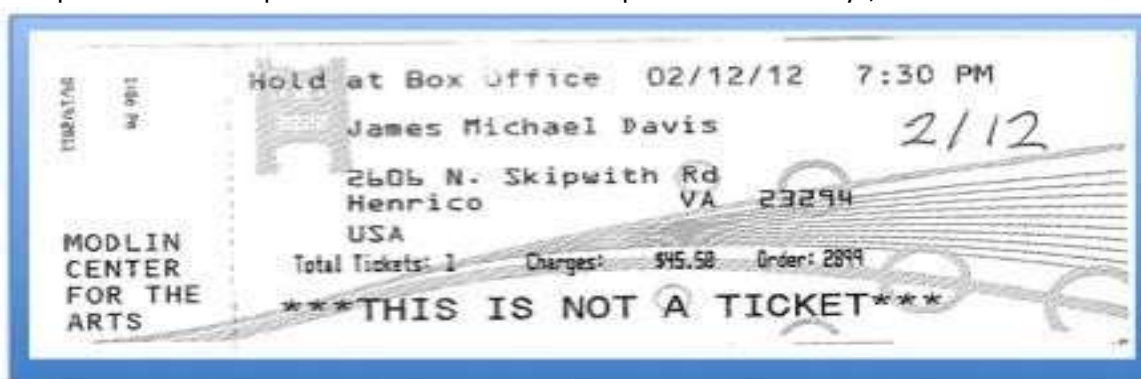
Traditional Ticket: Tickets printed with a ticketing printer.



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.”



- 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 ask to keep their tickets (printed QR codes) 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) and backpacks. *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.

NOTE: 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. The production staff controls the monitors.

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, 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 or production staff will give specific instructions.

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 event's late seating policy is. It will often be different from event to event. 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. For some 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 the house closes. Should patrons arrive late, for a sold-out event, we may ask that volunteers give up their seats. 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. House Managers will be routinely roaming the theatre on the lookout for any suspicious activity, so if you see something, please say something.

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 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 enter 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 event ends, the House Staff is responsible for making sure that the patrons safely exit the theatre and the lobby. There may be post-event activities (receptions, meet-and-greets with the performers, talk backs, 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 printed programs should be returned to the House Manager 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. The sign-up link for an event will be open 90 days prior to the event. Any the 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 via 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 Volunteer Coordinator via email or the Patron Services Manager via phone call 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 Volunteer Coordinator or Patron Services Coordinator 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 training will be held a few times a year. If you are unable to make it to formal training, you have the opportunity to contact the Volunteer Coordinator to schedule a separate date for orientation.

Venue Information and Parking

The Modlin Center for the Arts manages a four-performance venue complex including Alice Jepson Theatre, Camp Concert Hall, Cousins Studio Theatre and Perkinson Recital Hall, and presents a series of over 20 professional performing arts events of national and international touring artists in theater, dance, and music events. We encourage volunteers to park in lot W85 (Jepson) to allow patrons access to the Modlin Center lot W87. Please visit <https://maps.richmond.edu> 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 accommodation that they may use. These accommodations include: elevators, assistive listening devices, accessible seating and accessible 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 have a 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 glow sticks. 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 Emergencies (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 delay the response time.

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 assist. 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!

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 event 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.

NOTE: See Appendix for *Map of Emergency Routes*

Appendix:

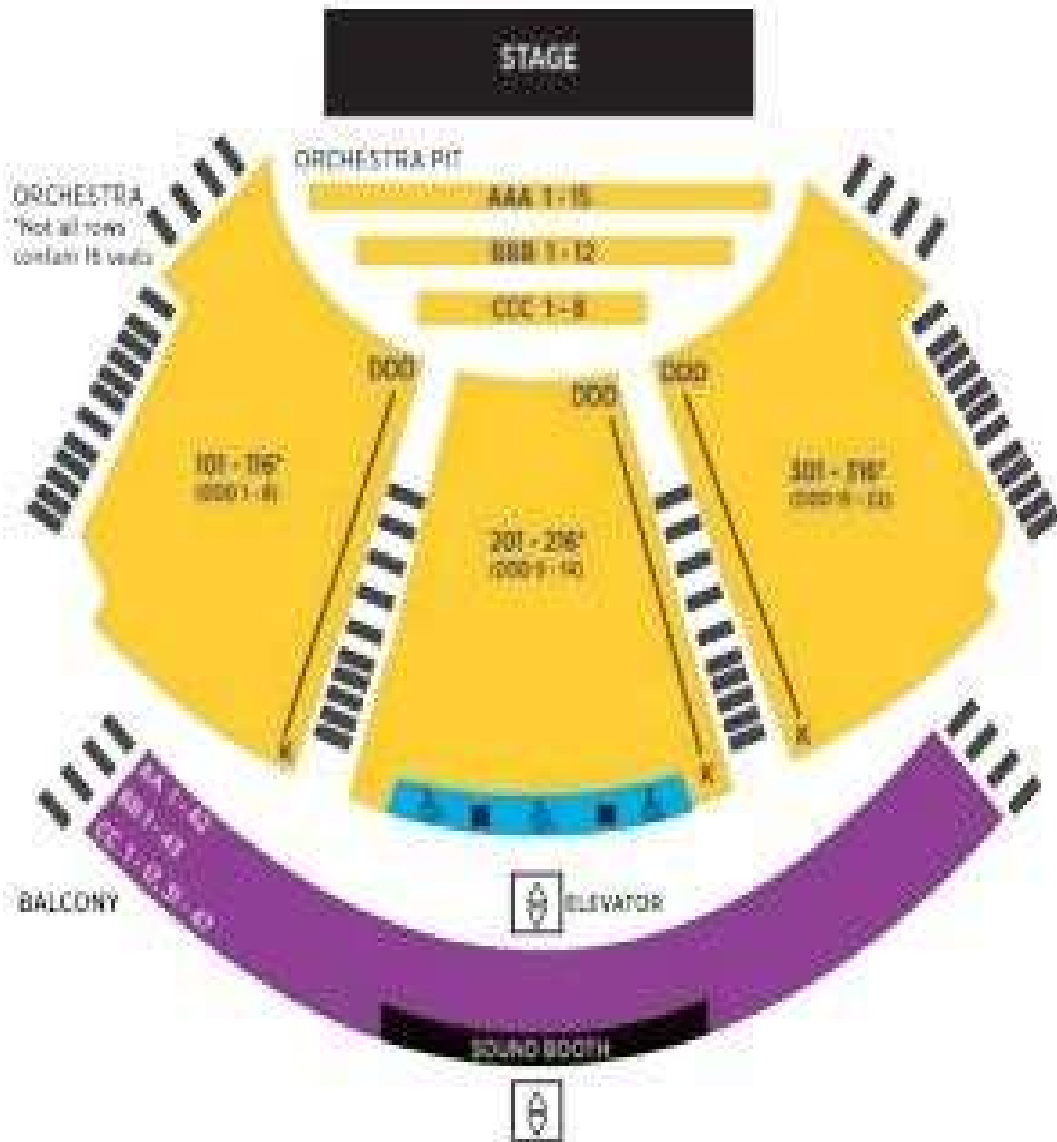
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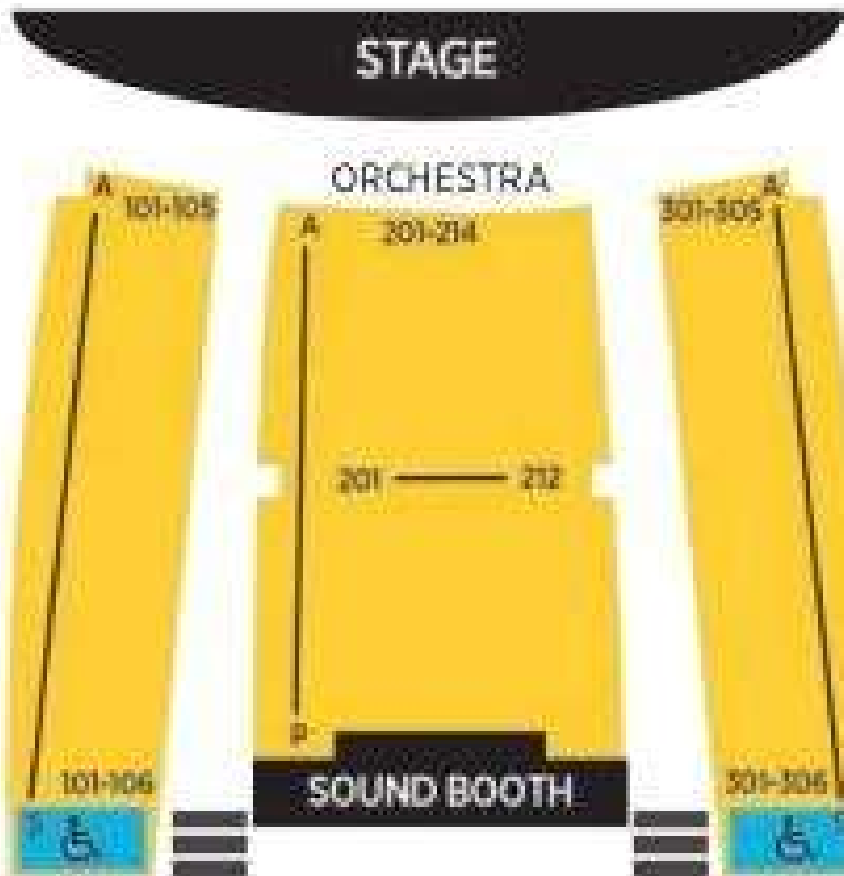
107	Admission and Financial Aid -- Undergraduate	101	Physical Plant
261	Bowling Memorial Library	321	PBI Field
456	Booker Hall	490	Police/Public Safety
1	Bohwick One	155	Print Shop
2	Bohwick Two	388	Quail Athletics Center
3	Bohwick Three	342	Quail Center
442	Bottanelli House	100	Quail Hall
455	Camp-Concert Hall	206	The Selectory
154	Cannon Memorial Chapel	262	Residence Hall No. 1
370	Career Services	252	Residence Hall No. 2
340	Career Services -- Employer Dev.	268	Residence Hall No. 3
278	Carole Weinstein International Center	266	Richmond College Dean's Office
445	Cresshaw Field and Fieldhouse	164	Richmond Hall
244	Dennis Hall	444-448	River Road Fields
490	Dining Hall	385	Robins Center
171	Eco-Corridor	280	Robins Hall
188	Fountain Hall	100	Robins School of Business
13-157	Gateway Village	171	Robins Stadium
360	Geology	261	School of Arts and Sciences
158	Goldstein Center for the Sciences	305	School of Law
496	Gray Court	490	School of Professional and Continuing Studies
455	Hennett Museum of Art and Hennett Print Study Center	155	Service Building
490	Heiman Center	421	South Court
231	Human Resources	270	SpiderShop
106	Humanities Building	490	Special Programs
169	Intramural Fields and O'Leary Course	102	Steam Plant
472	Jenkins Creek Theatre	438	Student Activities Complex
442	Japan Alumni Center	406	Thalhimer Guest Cottage
278	Japan Hall	270	Tyler Haynes Commons
278	Japan School of Leadership Studies	160-472	
451	Keller Hall	161-165	University Forest Apartments
256	Lakeview Hall	470-486	
405	Lora Robins Court	261	Virginia Capital Historical Society
361	Lora Robins Gallery of Design from Nature	451	Visual Arts
258	Marsh Hall	383	Westside Center for Recreation
110	Maryland Hall	221	Westside Hall
367	Milner Gymnasium	383	West-Side Center
455	Molten Center for the Arts	406	Westhampton Center
250	Moore Hall	406	Westhampton College Dean's Office
330-336	New Fraternity Row	406	Westhampton College Tennis Courts
471	North Court	435	Westhampton Hall
340-354	Old Fraternity Row	266	Whitehall
		106	Wilson Center
		254	Wood Hall

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ALICE JEPSON THEATRE



CAMP CONCERT HALL, BOOKER HALL OF MUSIC



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 may need to purchase a ticket for the correct show. The House Manager will make this determination.**

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.

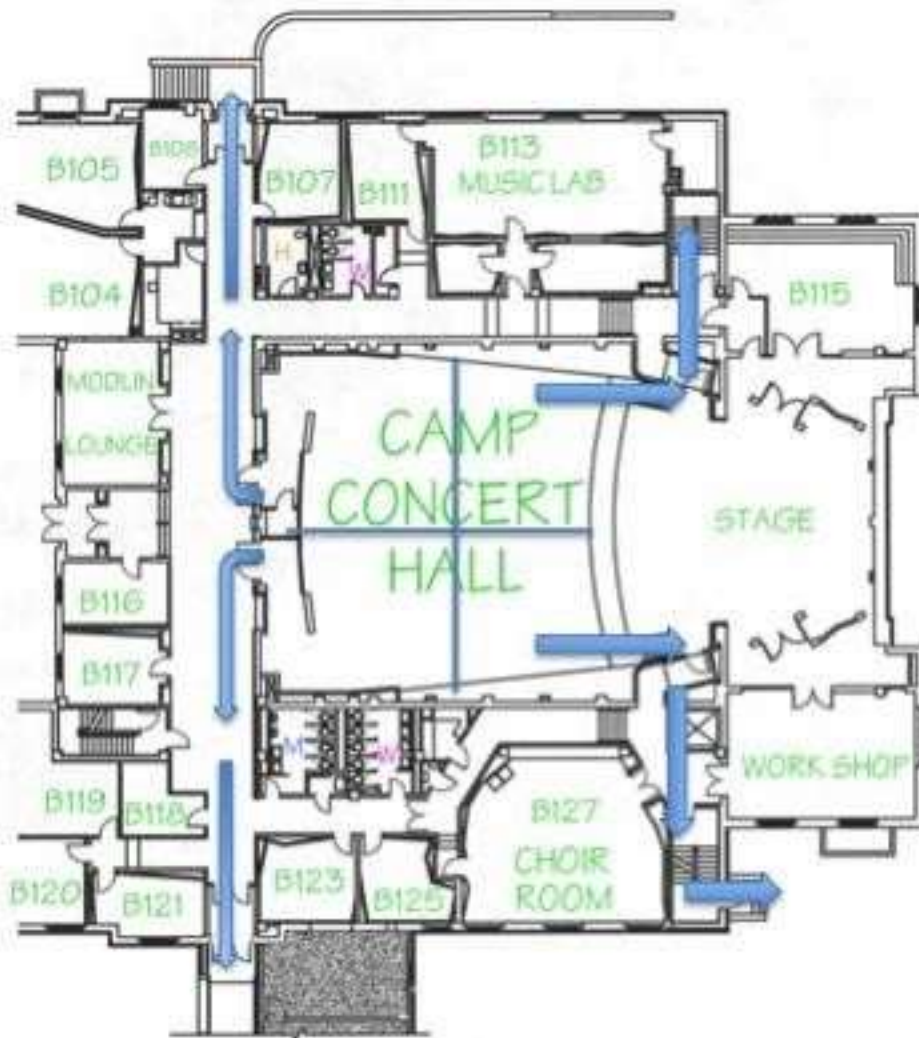
When a ticket is reprinted the ticket number or N-Scan number for the old ticket is invalidated, leading to this error message, and a new ticket number or N-Scan number is generated for the new, valid ticket. **Often this message is received when constituents request a reprint but then later find and 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 Orchestra:

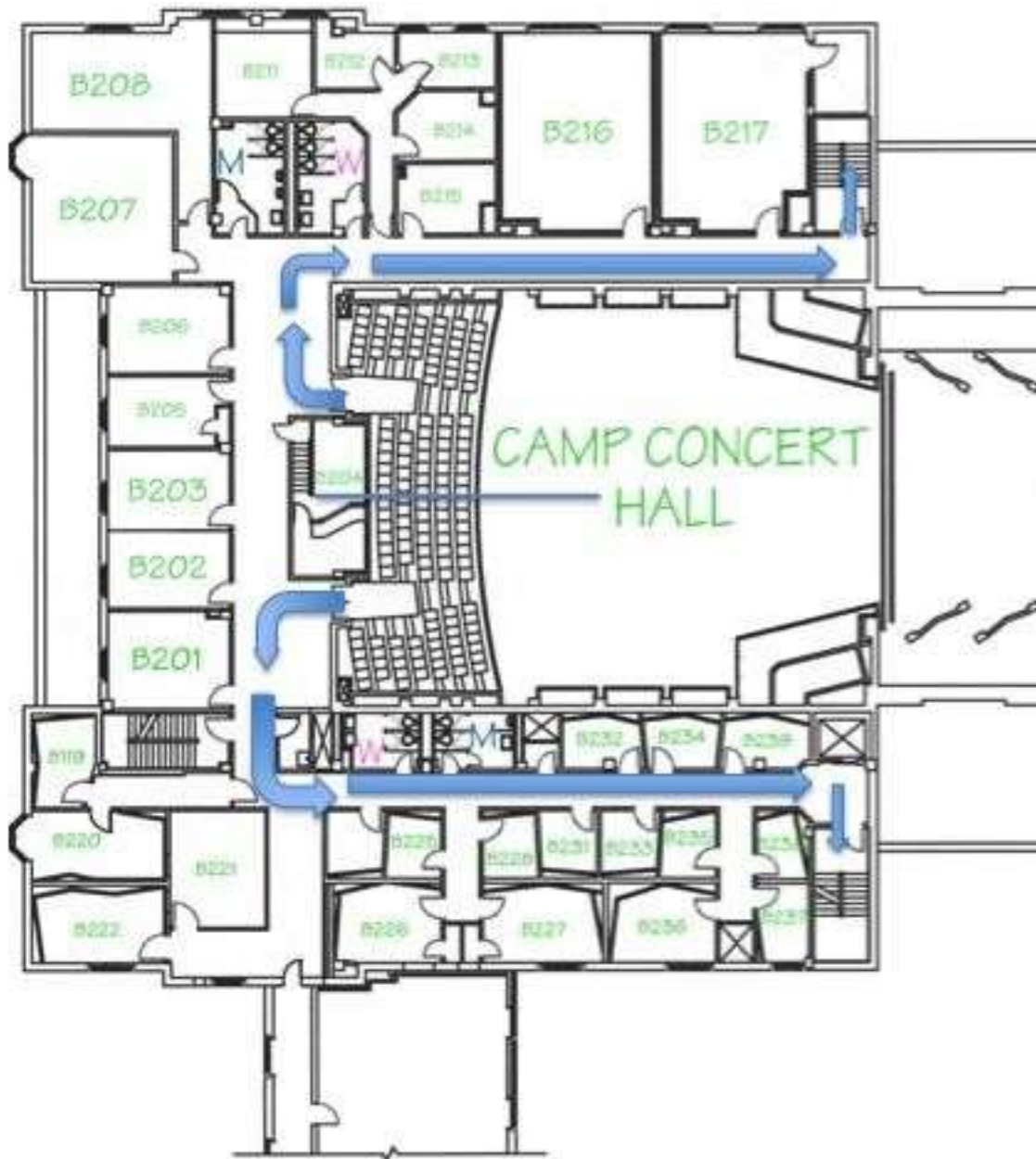


BOOKER HALL

MAIN LEVEL PLAN

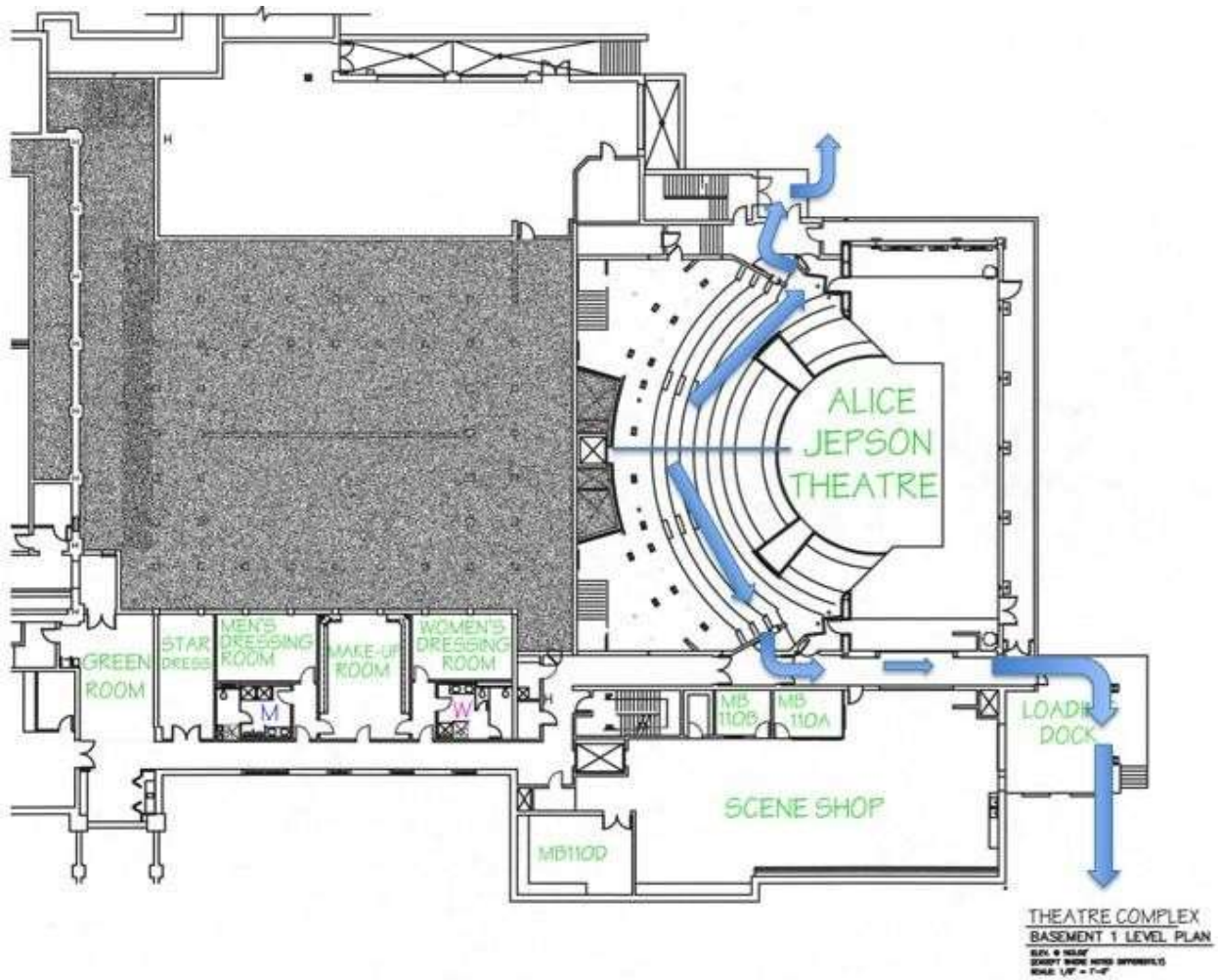
6. - 8.000
COURT YARD AND OFFICE
SCALE 1/8" = 1'-0"

Camp Concert Hall Balcony:

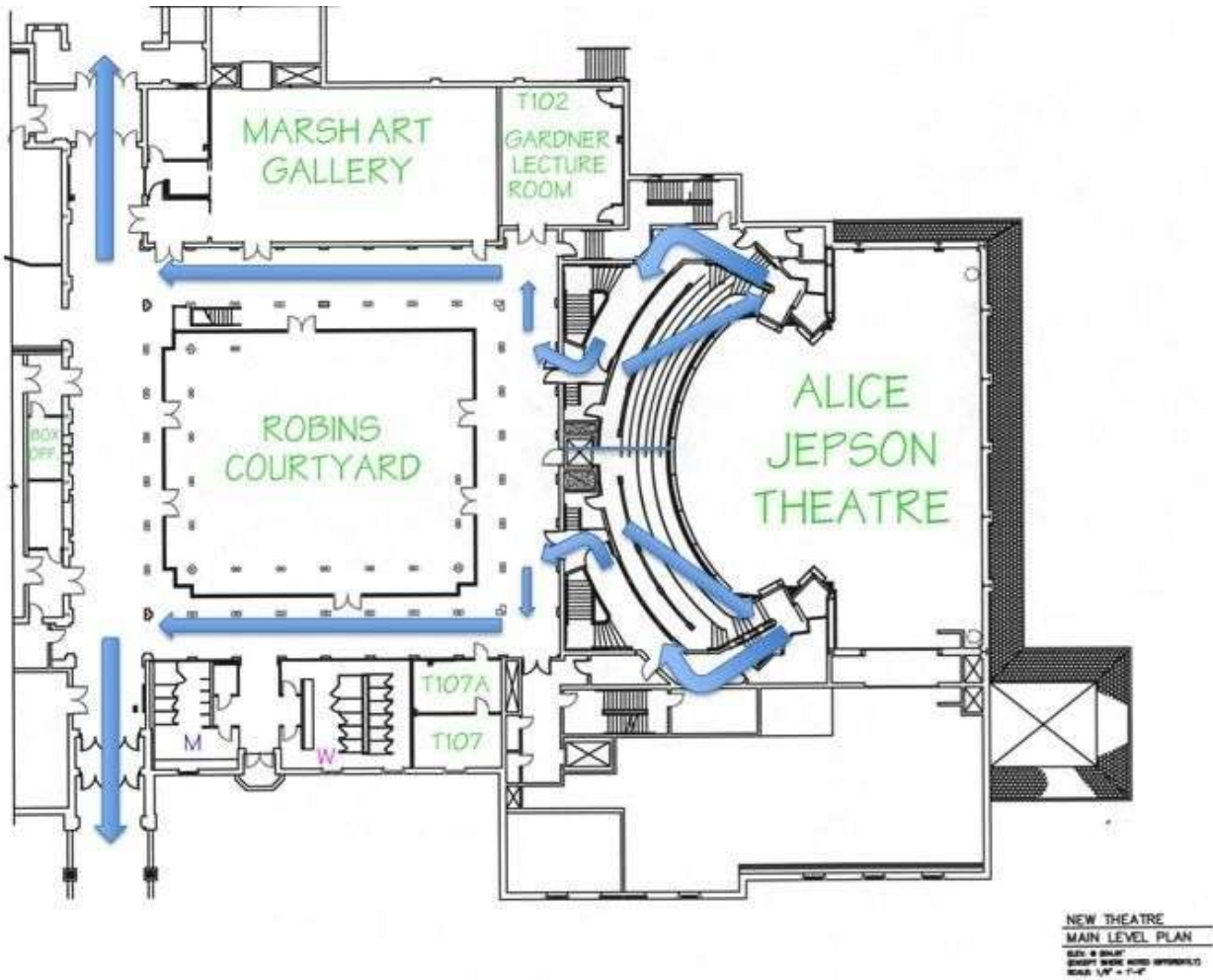


BOOKER HALL
SECOND LEVEL PLAN
ALL IN DASH
 (EXCEPT WHERE NOTED OTHERWISE)
 SCALE: 1/8" = 1'-0"

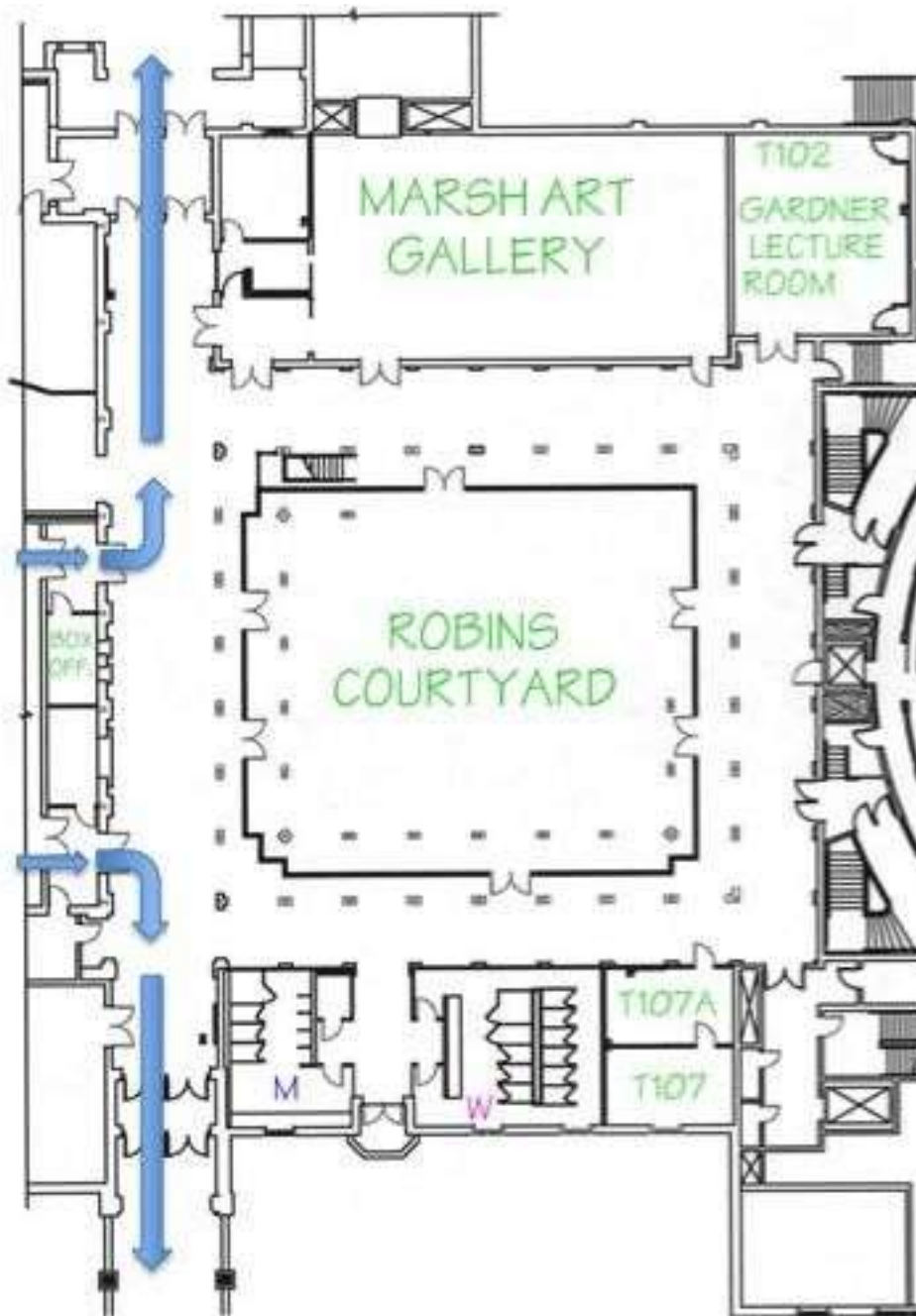
Jepson Theatre Orchestra:



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.

Production Manager/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 event 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 production staff before the show, at intermission and after the event.

Aisle Lights

The lights located in the floor to light the aisles of the theater.

Show Mode (*lights*)

A dimmed setting used during the event.

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. This is also a safety procedure.

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

Patron Services Manager: Cal Meadows

804-287-6023

cal.salant@richmond.edu

Front of House Coordinator: Shawanna Hall

shall4@richmond.edu

Volunteer Coordinator: Kim Chiarchiaro

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

Director - Shannon Hooker

Artist Services Manager – Joanna (Jo) Bachman

Marketing Director – Annaka Meadows

Patron Services Manager – Cal Meadows

Front of House Coordinator – Shawanna Hall

Lead House Manager and Volunteer Coordinator – Kim Chiarchiaro

House Managers - Agyeiwaa Asante, Sharon Chandler, Joey Luck

Operations Manager – Chris O’Neil

Production Manager – Sean Farrell

Assistant Production Managers– Bri Conley & Kevin Willoughby

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.