

### UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



#### An Evening with Fran Lebowitz

Connor Palace Theatre || TBD 180 min

- [MO 4/11 6:00 pm](#)



#### Keith Sweat

KeyBank State Theatre || 150 minutes

- [SA 4/16 6:30 pm](#)



#### David Sedaris

KeyBank State Theatre || TBD (2 hours)

- [MO 4/18 6:00 pm](#)



#### The Lightning Thief

Helen Lab – **ADDED PERFORMANCE**

- [SA 4/23 9:30 am](#)



### THEATER PROTOCOLS

It is never a pleasant task to have to talk about procedures, protocols, and rules.

**BUT**, it has come to the attention of the Volunteer Department that certain standards have fallen away.

So, here are a few gentle reminders about what is expected:

1. **Food and drink are not permitted in the theater.** Please consume your snacks and drinks in the Usher Room *before* entering the theater lobby or theater.
2. **Voices carry.** Please be courteous to everyone in the theater and hold your conversations until after the performance.
3. **No-Shows.** We are still experiencing an incredibly high rate of no-shows. Please call to cancel when you are unable to attend.
4. **Signing In and Signing Out.** Each RedCoat must sign in and out themselves in order to get their assignment and be sure their hours are recorded. As tempting as it may be, do not sign-in / out for your spouse, relatives, friends, carpool buddies....
5. **ALL** procedures, protocols, and rules apply to everyone – ushers and head ushers alike.
6. **Feedback.** If you want to give us feedback on any alleged procedural violation, please be sure to include the name of the individual. Name tags are issued for a reason. We have no way to identify the lady with white hair and pink nail polish on Aisle 2.

### SEATS FOR VOLUNTEERS – REMINDER

Having seats for volunteers at a performance is never guaranteed.

In the last month, we have had several complaints that RedCoats have told guests they would have to move because the seats were “reserved” for the ushers.

RedCoats should **NEVER** tell a guest that they cannot sit in their paid-for seats.

The House Managers do their best to arrange seating for ushers. This is a privilege and that may not always be possible.

