

# Ticket Sales/Will Call Attendants

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## Location

Front Hallway - Julian Middle School

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## Objective

To sell tickets to customers.

1. Create three ticket lines: 2 for Ticket Sales (cash, check, or credit card), 1 for Will Call (seat assignment look-up). Each line will have access to both Ticket Sales & Will Call functions, but will specialize in one or the other in order to speed up the process.
2. Ask customers how many tickets and of which type they would like, and how they would like to pay.
3. See Ticket Sales Instructions page for specific online sales directions.
4. Give customer written seat assignments (row and seat number) on provided cards and say "enjoy the show" with a smile.
5. Customer email and first/last name should be entered correctly during the process. Receipts will be emailed automatically.
6. Safely handle transition of cash bag to next volunteer shift or Lobby/Volunteer Manager at end of night.

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## Materials

- table cloth (supplied)
- table signs & clear display stand (supplied)
- cash box/bag & change (supplied)
- receipt book (supplied)
- extra pens
- cards to write seat row and number on (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

## Ticket Sales Instructions

- **Web Address:** <http://transcendancestudios.ticketleap.com/admin/onsite-sales/>
- **Ticketleap Login:** transcendancestudios@gmail.com  
**Ticketleap Password:** ticketsales
- **Three Ticket Lines:**
  - #1 Pay by Cash, Check, or Credit Card (with USB credit card swiper)
  - #2 Pay by Cash, Check, or Credit Card (with USB credit card swiper)
  - #3 Will Call (seat assignment lookup)

### Sell Tickets

Log in → "Box Office" → "Ticket Sales"

#### **Sell Tickets by Cash or Check**

1. Select the correct show on the left
2. "Find by price" is the quickest method and defaults to the closest seats (not necessarily the most centered)
3. Leave the "Preferred Section" drop down menu on the default "Any Section"
4. Ask which ticket type they would like:
  - Premier \$20.00 + fees (\$2.00)
  - Balcony \$15.00 + fees (\$2.00)
5. Select the number of tickets from the appropriate drop down menu and hit the "Add To Cart" button
6. The green sign saying "Your tickets were added to your cart" pops up and then select the red "Checkout" button above on the right side.
7. Select "Other Payments" button at the top
8. Enter buyer email address, first and last name and select the appropriate payment type.
  - CASH**
    - Enter the amount paid and the appropriate change to return is displayed
    - Select the pink "Checkout" button on the right
  - CHECK**
    - Enter check # (right hand corner of check) and amount in the "details" field
    - Select the pink "Checkout" button on the right

Give customer written seat assignments (row and seat number) and say "enjoy the show" with a smile. : )

#### **Sell Tickets by Credit Card**

<http://transcendancestudios.ticketleap.com/admin/onsite-sales/>

1. Select the red "get tickets" button under the correct show on the left hand side
2. Use the "Find Best Available" button (we do not offer Pick Your Own Seats if they are buying on location)
3. Leave drop down menu on the default option "Any Section"
4. Ask which ticket type they would like:
  - Premier \$20.00 + fees (\$2.00)
  - Balcony \$15.00 + fees (\$2.00)
5. Select Quantity
6. Select red "Add to Cart" button
7. Select red "Checkout" button
8. Enter buyer email address, first and last name
9. Confirm total with customer
10. Select red "Swipe" button (swipe card)
11. Select red "Checkout" button to complete checkout process

Give customer written seat assignments (row and seat number) and say "enjoy the show" with a smile. : )

### Will Call (To Look Up Seat Assignments and Purchases Already Made):

Log in → "Box Office" → "Check-in Attendees"

1. Confirm the correct event is selected from the grey drop-down menu labeled "All Events" (read carefully)
2. Search for attendees by name, email, or confirmation code
3. Check the boxes to the left of each ticket to redeem tickets and confirm no one else claims them
4. Give customer written seat assignments (row and seat number) and say "enjoy the show" with a smile. : )

# DVD Table Attendant / Flower Sales Relief

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## Location

Front Hallway - Julian Middle School

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## Objective

To accept DVD orders, and be able to answer any associated questions. Also, to provide assistance to the Flower Sales Table during times of high volume.

1. Safeguard cash and check payments in cash box/bag. Do not leave cash box/bag unattended or visible on top of table. Notify Lobby/Volunteer Manager if you are running low on bills for change.
2. Maintain accurate payment and order records. Ensure all orders are accompanied by payment and appropriate notation is made on order forms. "Cash" should be circled on forms for cash payments. Check number should be written in the blank for check payments. Don't forget to initial form so we know who accepted the order.
3. Supply a receipt for all cash payments. Be sure to include date, customer name, amount paid, what payment was for (DVD), and sign your name at bottom so we know who accepted the order. Leave one copy in the receipt book and give other copy to customer.
4. If you must leave your post, ask a nearby table attendant to watch your table, so that it is never left unattended.
5. Keep table presentable with supplied table cloth and standing DVD Orders sign.
6. Safely handle transition of cash bag to next volunteer shift or Lobby/Volunteer Manager at end of night.

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## Materials

- table cloth (supplied)
- table sign & clear display stand (supplied)
- cash box/bag & change (supplied)
- receipt book (supplied)
- extra pens and scratch paper for notes
- extra DVD Order Forms

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Flower Sales Table Attendant

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## Location

Front Hallway - Julian Middle School

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## Objective

To sell flowers before show (30 min), during intermission, and after show (20 min).

1. At beginning of shift, pre-wrap flowers in bouquets of 3 (\$5, \$1.67 per rose), 6 (\$10, \$1.67 per rose), and 12 (\$18, \$1.50 per rose).
2. Safeguard cash payments in cash box/bag. Do not leave cash box/bag unattended or visible on top of table. Notify Lobby/Volunteer Manager if you are running low on bills for change.
3. The Flower Sales Table accepts cash only. Receipts for cash payments do not need to be written unless specially requested by customer.
4. Keep accurate records of how many flowers we started with, and how many of each size bouquet were sold so that we can optimize next year's sale.
5. If you must leave your post, ask a nearby table attendant to watch your table, so that it is never left unattended.
6. Keep table presentable with supplied table cloth and standing Flowers sign & price list.
7. Safely handle transition of cash bag to next volunteer shift or Lobby/Volunteer Manager at end of night.

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## Materials

- table cloth (supplied)
- table sign & price list & 2 clear display stands (supplied)
- cash box/bag & change (supplied)
- receipt book (supplied)
- flowers
- ribbon
- tissue paper
- extra pens and scratch paper for notes

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Concession Table Attendant

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## Location

Front Hallway - Julian Middle School

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## Objective

To sell healthy snacks to our dancers and parents.

1. Please donate 2 bags of ice for our supplied drink cooler during your shift. Thank you!
2. Safeguard cash payments in cash box/bag. Do not leave cash box/bag unattended or visible on top of table.
3. Maintain accurate inventory records. Keep a list of how many and which items sold so that we can plan for future days.
4. Be aware of possible food allergies with specific items (e.g. nut allergies for granola bars)
5. If you must leave your post, ask a nearby table attendant to watch your table, so that it is never left unattended.
6. Make sure table is set up with supplied table cloth, standing table-top concession sign, and price list. Keep items on table presentable.
7. Safely handle transition of cash bag to next volunteer shift or Lobby/Volunteer Manager at end of night.

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## Materials

- 2 bags of ice (from home)
- table cloth (supplied)
- table sign & price list (supplied)
- cash box/bag & change (supplied)
- extra pens and scratch paper for notes

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Merch./Raffle Table Attendant

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## Location

Front Hallway - Julian Middle School

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## Objective

To sell raffle tickets and merchandise, and supervise raffle and merchandise items.

1. Safeguard cash and check payments in cash box/bag. Do not leave cash box/bag unattended or visible on top of table. Notify Lobby/Volunteer Manager if you are running low on bills for change.
2. The Merchandise & Raffle Table only accepts cash payment - no checks.
3. Ensure raffle ticket purchasers correctly fill out their tickets with name and phone number, and place the correct ticket in the raffle boxes (the one with their contact info). **Customers should keep paired ticket for confirmation if they are announced as a winner.**
4. Supply a receipt for all cash payments. Be sure to include date, customer name, amount paid, what payment was for (merchandise or raffle), and sign your name at bottom so we know who accepted the order. Leave one copy in the receipt book and give other copy to customer.
5. Bring labeled raffle canisters backstage at the end of intermission of the show in which winners will be drawn. Write down winners of each item.
6. If you must leave your post, ask a nearby table attendant to watch your table, so that it is never left unattended.
7. Keep table presentable with supplied table cloth and standing Raffle signs.
8. Safely handle transition of cash bag to next volunteer shift or Lobby/Volunteer Manager at end of night.

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## Materials

- raffle tickets & jars for ticket deposit (supplied)
- table cloth (supplied)
- table sign (supplied)
- cash box/bag & change (supplied)
- receipt book (supplied)
- extra pens and scratch paper for notes

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
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# Front Usher

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## Location

In front hallway at theatre doors - Julian Middle School

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## Objective

To welcome audience members, handout show programs, and direct people to House Ushers if they need assistance finding their seats.

1. Stay posted at the doors to the theatre house in the front hallway.
2. Be welcoming to audience members and supply them with show programs. Every child does not need to receive a program if they do not seem engaged - it's okay to share.
3. At the end of intermission or at the start of the show if there is no intermission, place the program box with the Recycle sign on it outside of the theatre doors for audience members to drop unwanted programs into as they leave.
4. Help with clean-up of lobby and dressing rooms at end of show.

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## Materials

- show programs (supplied)
- Recycle sign and program box (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# House Usher

## Location

Inside theatre house near theatre doors - Julian Middle School

## Objective

To assist audience members with finding their seats, enforce the no photo/video rule, and assist in cleaning up the theatre house after the show.

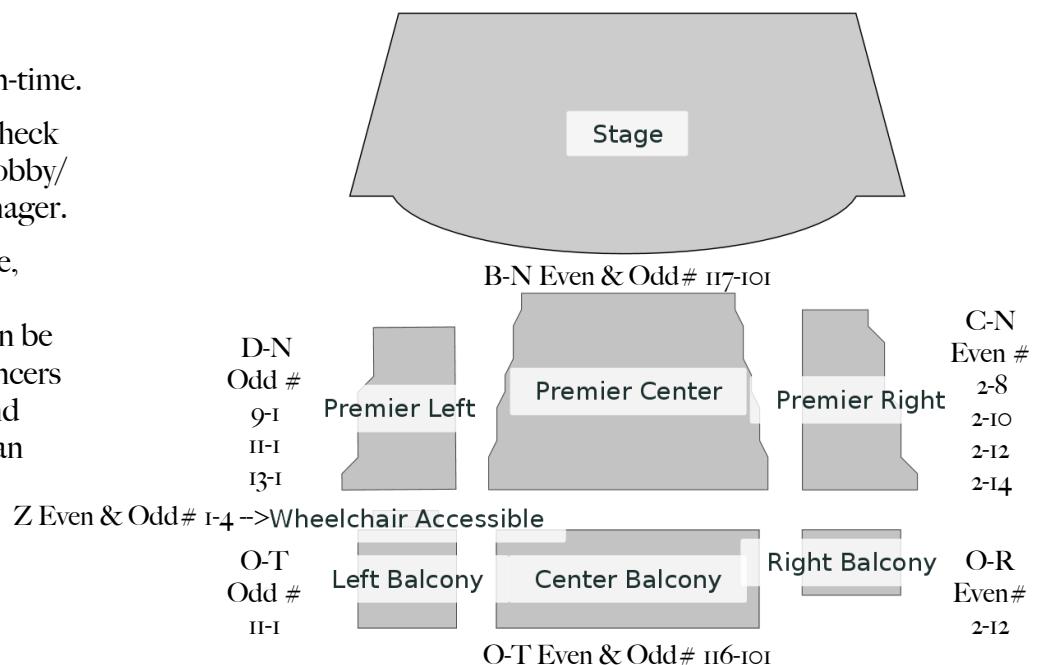
1. Be familiar with the theatre seating diagram below.
2. Photography and video is not allowed for the safety of our dancers and comfort of our audience. Nobody wants to watch their dancer around an ipad being held up by the person in front of them taking a video. Please help us enforce this rule nicely but firmly. Direct the Theatre Operations Manager to anyone who is noncompliant.
3. Help with cleaning up the theatre house after the show. Food and beverage are not allowed in the theatre, but there will undoubtedly be wrappers and water bottles to clean up. We deeply appreciate you help with this.

## Materials

- theatre seating chart
- flashlight (from home)

## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!





# Class Line-up Receptionist

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## Location

In back hallway at stage right doors - Julian Middle School

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## Objective

To take attendance for each class as they line up in the hallway to go onstage in order to check for dancers still changing. Direct runners and communicate any issues to Stage Manager (Cait).

1. Be aware of quick-dancers who stay at quick-change station stage R/L.
2. There are three dressing rooms - Girls, Boys, and Company Dancers.
3. Mark each dancer as present on the attendance list and be available to inform runners, teachers, and ultimately Stage Manager if a dancer is missing
4. Serve as stage “gate-keeper.” We want to keep backstage clear of dancers who are not performing. Your post at the stage doors will serve to keep dancers from congregating in the wings.
5. Take one last look at dancer’s costumes. Are hair accessories pinned, bows on correct side, shoes tied?

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## Materials

- Detailed Recital Performers Report (show order and dancers in each routine) (supplied)
- Quick-change List of Dancers (for each show) (supplied)
- clip board & pen (supplied)
- walkie-talkie (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Costco Concession Shopper

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## Location

Costco & Concession Table in front hallway at Julian Middle School.

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## Objective

To purchase items on the pre-arranged shopping list in the quantities requested for our Concession Table.

1. Cash and the list of needed items can be obtained from the Lobby/Volunteer Manager prior to the day items will be needed at the theatre.
2. Please give all receipts and change to the Lobby/Volunteer Manager.
3. Items should be delivered to the Concession Table at 12:45.

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## Materials

- shopping list (supplied)
- cash (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Backstage Moms

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## Location

Dressing rooms

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## Objective

To supervise and assist dancers with changing needs in the dressing room.

1. Runners will escort classes to line up in the back hallway and return dancers to dressing rooms.
2. Do not let dancers do anything in their costume that could ruin it (drink grape juice, color with markers, drag their friends along the ground, etc).
3. If there is a dancer that needs their parent immediately (inconsolable, injury, etc), alert a runner who will alert Cait backstage and we can page their parent out of the audience to the dressing room. This should happen in only severe situations.
4. Use your mom instincts. Some dancers need help tying their shoes, some need a hug.
5. ENSURING YOU GET TO SEE YOUR CHILD PERFORM - Once your dancer leaves to line up, make your way to the theatre entrance and quietly grab a seat by the door (do not walk in front of audience members until a break between routines). If you have dancers in your assigned group that are not performing with your child, please alert another backstage mom to supervise your group while you are gone. Please keep a close eye on where we are in the show order, I don't want anyone to miss their child's performance. You should have 1-2 routines (2-4 minutes) to find your place in the audience while your child is lined up.
6. Dancers will go on stage all together at the end of the show for finale. They should stay in costume with hair and makeup done. Once the Runners have lined up your dancers, go to stage left to collect your class after their bow (they enter stage right and exit stage left) and escort your class back to their dressing rooms. Dancers will be continuously feeding off stage, so we want to make sure they begin moving back to the dressing rooms as soon as they come off stage so as not to crowd the area or get lost with another group.
7. Make sure dancers sign out at the trophy table after the show.
8. Remind dancers to pick up after themselves. Please help clean up any remaining garbage or lost and found left in the dressing rooms after the show. It's a lot quicker with many hands than just one person.

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## Materials

- a game, coloring books and crayons, or non-messy activity to keep dancers calm and occupied
- attendance list of dancers to whom you are assigned and responsible for (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Quick-change Attendant

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## Location

At quick change tents located in lineup hallway on stage right just past the stage doors

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## Objective

To assist quick-change dancers with costumes and hair.

1. Make sure one garment rack is placed near the tent/screen.
2. Post the Quick-change List on the wall near the quick-change area.
3. Dancers with quick-changes should pre-set their costumes on the garment rack with clearly visible labels (it may be dark and there may be a lot of costumes). Confirm with dancers if they have a hair change and make sure their supplies are set.
4. Quick-changes are three or less routines for a dancer to change. Dancers with more than three routines to change should go back to dressing room so as not to crowd the quick-change rack/area.
5. Please help clean up any remaining costumes or accessories left in the quick-change area after the show.

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## Materials

- Quick-change List for each show (supplied)
- tape (supplied)
- notepad & show program

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# “To” Runner

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## Location

Dressing rooms & back hallway

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## Objective

To escort classes from dressing rooms to the back hallway to line up to go on stage.

1. Post the show order poster (supplied) inside dressing room near the doors and in the back hallway near stage doors.
2. Before dancers begin arriving, unpack and set out trophies on table near the entrance inside Girls Dressing Room. Cover with a sheet or tablecloth. Supply Boys Dressing Room with the appropriate number of trophies. All dancers receive trophy after the bow.
3. Coordinate with the Class Line-up Receptionist and other Runners, making sure all dancers are present and dressed correctly.
4. Unless choreographed otherwise, dancers will enter from stage right and exit stage right.
5. There should be three routines lined up in the hallway at all times. Many dancers have quick changes, so we should not push for more than three routines to be lined up at one time.
6. Assist Backstage Moms in escorting all Pre Level (ages 3-4), Beginning Level (ages 5-10), and guest School Program dancers back to their dressing rooms after their bow on stage. Dancers will be continuously feeding off stage, so we want to make sure they begin moving back to the dressing rooms as soon as they come off stage so as not to crowd the area or get lost with another group.

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## Materials

- copy of show order (to stay with you) (supplied)
- show order posters (2) (supplied)
- clip board (supplied)
- walkie talkie (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# “From” Runner

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## Location

Dressing rooms & back hallway

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## Objective

To escort classes from the stage and back to their correct dressing rooms.

1. Be available near the front of the school as dancers arrive to great them with a happy attitude and direct them to appropriate dressing room.
2. Unless choreographed otherwise, dancers will enter from stage right and exit stage right.
3. Dancers will be excited. Try to keep them quiet until they leave the stage area.
4. Be a cheerleader. Tell them how great they were!
5. Uncover trophy table after groups have lined up in the hallway for Finale. Congratulate and remind dancers to pickup a trophy on their way out of the dressing room after the show.
6. Assist Backstage Moms in escorting all Pre Level (ages 3-4), Beginning Level (ages 5-10), and guest School Program dancers back to their dressing rooms after their bow on stage. Dancers will be continuously feeding off stage, so we want to make sure they begin moving back to the dressing rooms as soon as they come off stage so as not to crowd the area or get lost with another group.

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## Materials

- copy of show order (to stay with you) (supplied)
- clip board (supplied)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and parents, and your attitude can make all the difference.
4. Have fun!

# Dressing Room Door Security

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## Location

The Commons (lunch room) - Julian Middle School

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## Objective

To keep the dressing room secure while dancers are changing, direct dancers to the Dancer Receptionist, and answer any questions parents may have regarding dressing room and pick up procedure.

1. Make sure "Girls Changing Room" & "Boys Changing Room" signs (supplied) are clearly posted on all doors.
2. Ensure that the Commons doors have been pipped & draped by school staff and external windows have had the shades drawn to provide privacy for changing dancers. See Cait with any issues.
3. Cover small windows to staging hallway with wrapping paper to provide privacy for changing dancers. (needed from home, approximately 3 rolls - thank you!) These windows might remain covered from our dress rehearsal at the school, but come prepared just in case.
4. Confirm that all external building doors leading into changing rooms are locked from the outside (can still open from inside in case of emergency). Keep emergency exits for dressing rooms clear.
5. Garment racks (supplied) should be assembled and arranged in dressing rooms.
6. Supervise parent drop-off and pick-up of dancers in dressing room. Only moms will be allowed in the girls' dressing area. Moms or dads will be allowed to assist their male dancers in the boys' dressing area.
7. Stay posted at the Commons door to provide security for changing dancers. Remind dancers to clean up after themselves once the show has finished and help clean up any remaining garbage left in the dressing areas.

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## Materials

- "Girls Changing Room" & "Boys Changing Room signs (supplied)
- Garment Racks
- Approx. 3 rolls of wrapping paper (needed from home)
- Scotch Tape or Painters Tape (safe for painted surfaces) for hanging wrapping paper (from home)

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## Procedures

1. Please arrive on-time.
2. Check in and check out with the Lobby/Volunteer Manager.
3. Bring a positive, happy attitude. Recital time can be stressful for dancers and your attitude can make all the difference.
4. Have fun!

# Lobby/Volunteer Manager

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## Location

Lobby & Dressing Rooms - Julian Middle School

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## Objective

Firstly, to act as TDS-Volunteer liaison, and ensure the lobby is arranged and volunteers are provided with needed materials on schedule. Secondly, to act as TDS-Parent liaison handling questions and defusing any matters of crisis. Thirdly, to act as TDS-Julian Janitorial Staff liaison to coordinate facility needs, and to act as a roaming supervisor ensuring operational procedures are being followed.

1. Confirm any changes to Volunteer Descriptions or planned operations for the day upon arrival, and communicate any changes to the appropriate volunteer staff.
  2. Coordinate with Julian Janitorial Staff to ensure lobby and dressing room tables/chairs have been placed, and to solve other facility needs.
  3. LOBBY ITEMS- Ensure lobby tables are provided and arranged with table clothes, table signs & clear sign display stands, cash boxes/bags, change, and volunteers.
  4. VOLUNTEERS ITEMS- Distribute supplied items to non-lobby volunteers: dressing room signs (Dressing Room Door Security), walkie-talkies (Runners), etc.
  5. Check in and check out all volunteers positions to confirm hours.
  6. Periodically roam lobby, dressing rooms, and theatre house, to ensure that appropriate operational procedures are being followed. Provide any needed direction or support to the volunteer staff.
  7. Handle TDS-Parent relations for the event, take the liberty to solve problems, and communicate only urgent matters to Cait while on location.
  8. Provide information to parents and staff regarding the following subjects in the Recital Packet: General Information (tickets, pictures, dvds, t-shirts, flowers, dancewear), TDS Show Rules, and Recital Drop-off & Pick-up Procedures.
  9. Keep records with "Follow-up / Communicate with Cait / Suggestions for Future" forms.
  10. Meet with Cait at the end of the day to discuss any immediate needs or changes for the following day.
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## Materials

- List of volunteers and positions and check in/out times (supplied)
  - Map of Lobby Arrangement (supplied)
  - Printed copy of Recital Packet for reference (supplied)
  - Follow-up / Communicate with Cait / Suggestions for Future forms (supplied)
  - Lobby Materials & Printed Materials List
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## Procedures

1. Please arrive on-time.
2. Bring a positive, happy attitude. Recital time can be stressful for dancers and your attitude can make all the difference.
3. Have fun!