



BREC

Volunteering

Training Manual 2021



Welcome to the BREC Volunteer Team!

The purpose of this document is to present you with the basic foundations required to carry out the role of a BREC Volunteer. It is divided into short, easy to read objectives that will help you during your training period.

Once you have completed your Induction & Evacuation seminar you will be paired up with a current volunteer during your training period otherwise known as the ‘Buddy System’.



We believe that this helps the new volunteers assimilate into the team and be supported whilst learning a new role.

All of these documents are used to support you in your journey as a volunteer within our team. Our volunteers play a vital role and we aim to provide you with all the training and support you will need to succeed.



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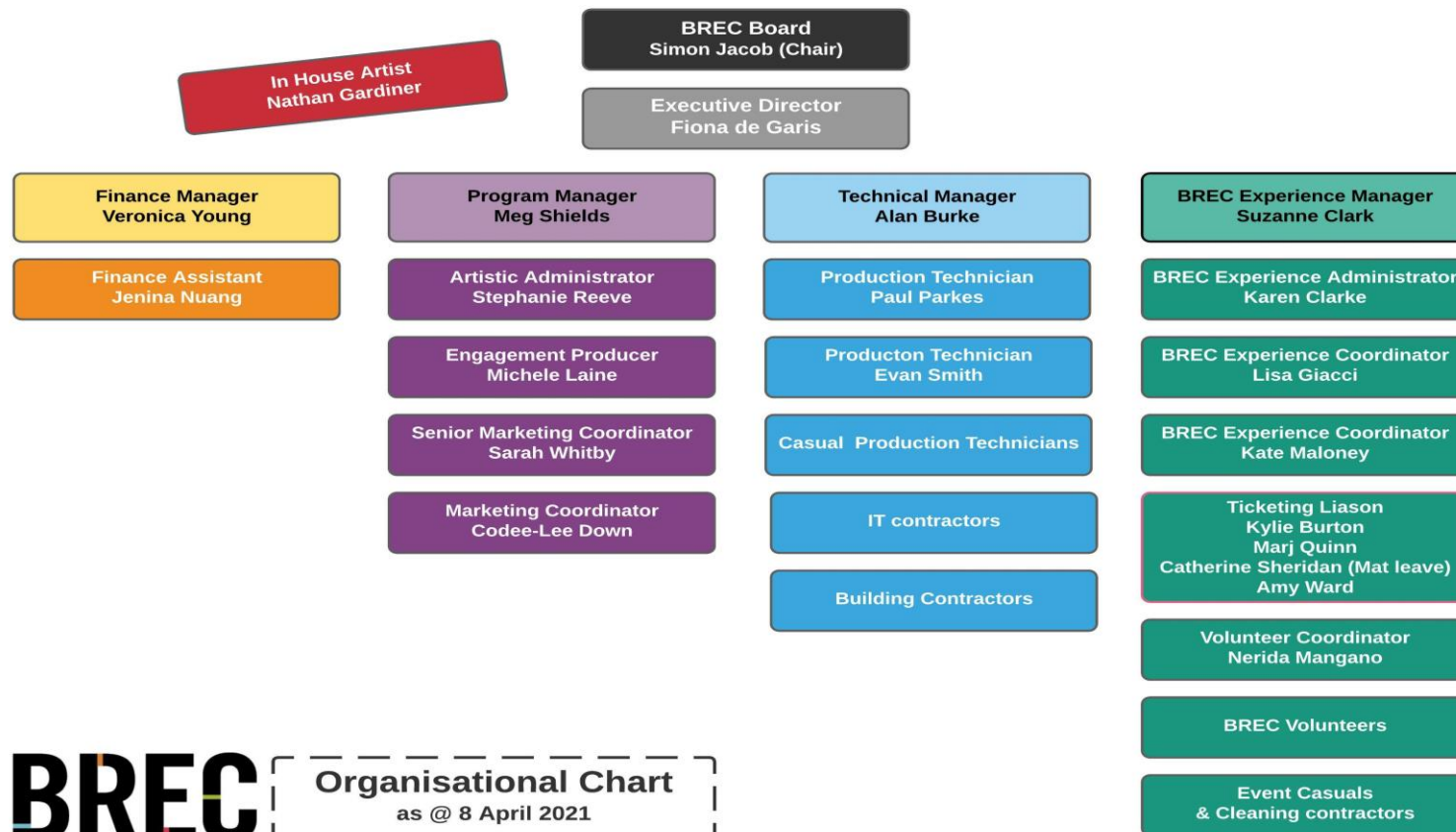
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MANAGEMENT

BREC is a not-for-profit organisation that represents and champions the arts and culture community in the South West.

The Bunbury Regional Entertainment Centre is owned by the City of Bunbury. It is administered on behalf of the Council by the non-for-profit organisation Bunbury Regional Theatre Inc.

The Board of Management is voluntary and made up of nine community members and a Councillor from the City of Bunbury. Nominations are called in April each year for positions on the board. Terms are 2 years. The Board operates with a number of sub-committees including the Executive Committee, Sponsorship, Youth & Community Development and Building & Development. BRECs Management team is overseen by the Executive Director:



BREC Organisational Chart
as @ 8 April 2021

ROLE OF THE FRONT OF HOUSE MANAGER

The Front of House & Volunteer Manager is your main point of contact during your volunteering journey. They ensure that all BREC Volunteers are familiar with the requirements of the performance and that each team member has the necessary information to provide efficient and effective service for our patrons.

This role includes recruitment, training, and rostering for the volunteer base as well as being a management representative on the BREC Volunteer Think Tank.

BREC VOLUNTEER THINK TANK

The BREC Volunteers Think Tank is made up of 2 members from the BREC Management Body and between 6 to 8 representatives (self or peer-nominated) from the current volunteer team.

The role of the BVTT is:

- To act as liaison between Management and the volunteer base
- Cultivate ideas for the benefit of performance and service
- Advise on the development of training and operation procedures
- Assist with strategies to grow the volunteer base
- Help with planning social events for volunteers

If you are interested in learning more about the BREC Volunteer Think Tank please contact the FOH & Volunteer Manager.



VOLUNTEER PROGRAM

Volunteers have been an integral part of BREC from the beginning. The range of roles and responsibilities shared throughout the program is diverse and reflects the importance of volunteers and community participation.

Our mission is to grow and foster a vibrant and engaged volunteer group who become part of the BREC family. Run by the Front of House & Volunteer Manager, the volunteer team are inducted by the following process:

1. Volunteer Enquiry
2. Interview Process
3. Evacuation & Induction Training
4. “Buddy System” On-the-Job Training
5. Fully Trained Volunteer

Through this step by step process our recruits will become capable and confident in their roles as well as meet and work with their fellow team members.

BREC will also provide ongoing training for the volunteer body each year. With refresher courses in the Evacuation Plan as well additional development session to up-skill in specific areas. i.e. customer service, till training, RSA Courses
(A responsible service of alcohol certificate is required by law to work and serve behind a bar)



YOUR RIGHTS

Every BREC Team member has the right to be treated equally

- Be recognised for your contribution
- Work in a safe environment
- Choice in regards to the activities that you participate in – to be able to say “NO” if there is something you may feel uncomfortable in doing when the task is assigned
- Receive the appropriate training, support and supervision to enable you to do the job effectively and safely
- Be treated with respect as part of the BREC Community
- Be protected by the required insurances
- Have a voice! BREC Volunteer Think Tank is designed to be a bridge between BREC Management and the volunteers. The Think Tank members are representatives from the volunteer body – they will be introduced to you at each shift you work or at social events and are made available to you as additional contact point for new and current volunteers

UNIFORMS

BREC Volunteers are provided with an embroidered shirt and a name badge. Each volunteer is required to wear black pants, closed in black shoes and their BREC Volunteer Shirt.

BREC orders a bulk supply of shirts twice a year. Pending on the time a new volunteer joins, you may be provided with a stock shirt, or you will be asked to wear a plain black shirt for their first few shifts until a BREC shirt can be provided.

If a BREC Volunteer wishes to discontinue or retire they will be required to return the shirt to the Front of House & Volunteer Manager.

Please note: no leggings, jeans or sneakers.

Cardigans or jackets need to be approved by the FOH Manager to wear on shift. The cardigan or jacket must not cover the BREC Volunteer embroidery or name badge



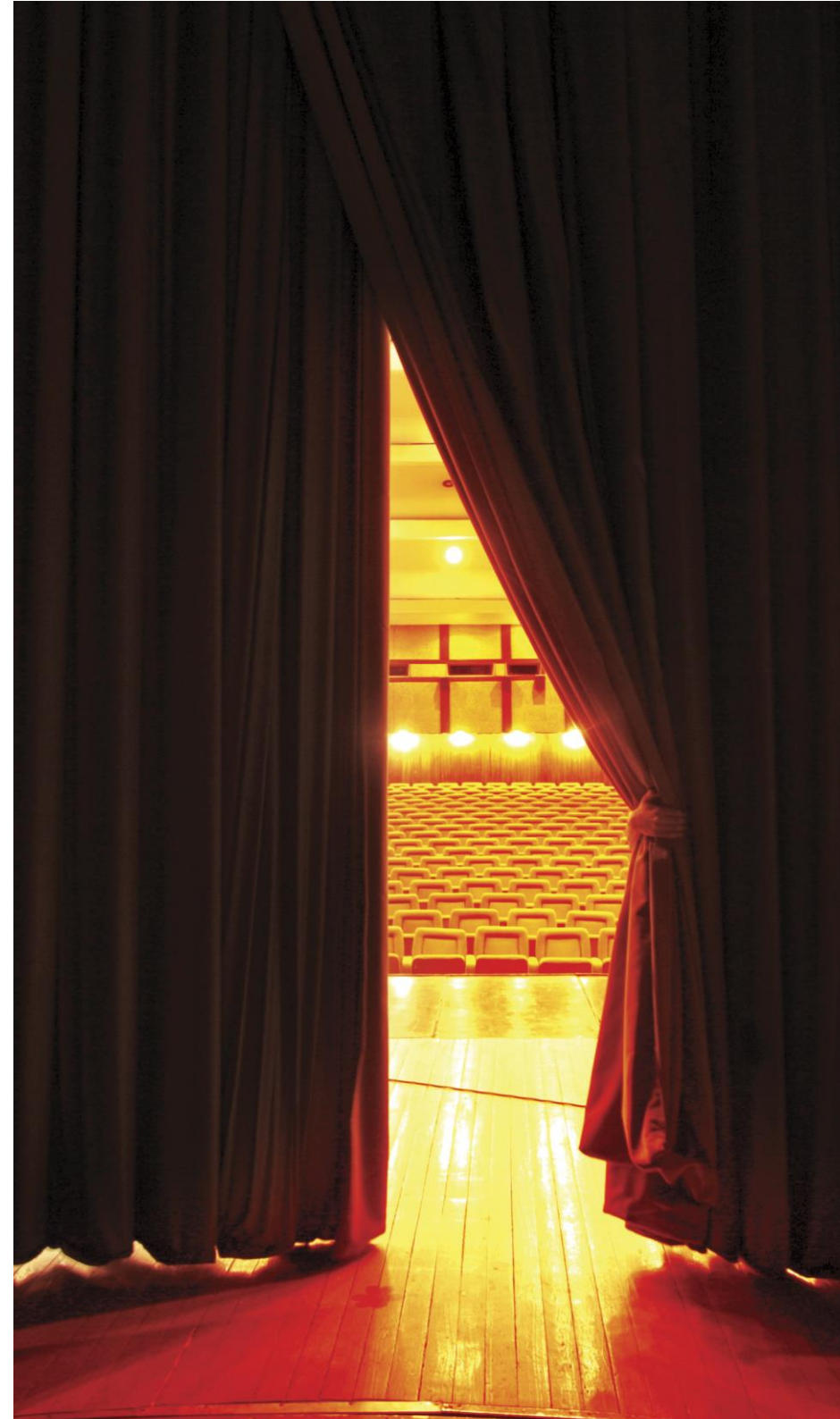
ROLE DESCRIPTIONS

At the heart of all volunteer positions it is the desire to promote BREC by providing efficient, friendly and professional service.

DOORKEEPER

WELCOMING AND ASSISTING PATRONS INTO THE AUDITORIUM. CHECKING THAT THE CORRECT INFORMATION IS PRESENTED FOR THE PERFORMANCE, BASED ON THE PRE-BRIEF.

- Attend the pre-brief at the designated time and make sure you understand the specific instructions related to that show
- Auditorium doors are to open once clearance (approval) has been given from the Front of House Manager (An announcement is made over the loud speaker - always wait until the announcement has been completed before opening the doors)
- Stage One Auditorium doors are always opened “with the flow of traffic”. Except in the case of an emergency evacuation (refer to your evacuation card for further details)
- Cube Theatre doors only open one way and are magnetically attached to the wall. A button needs to be pressed to release the doors to close.
- Check tickets provided by patrons - confirming the ticket has the correct show/date/time/stage location
- Ticket styles may vary. Standard ticket: tear the ticket stub off (the larger portion is returned to the patron). Print@Home Ticket: tear the top of the sheet. Ticket on mobile device: check it is an actual ticket not just a confirmation email.
- TV Screen next to door 1 and 2 can be turned on once doors are open
- Assist with the implementation of show policies outlined in the pre-brief; No Photos/videos, No Hot Food, whether latecomers are permitted (if there is a lock-out) and any other information passed on during the pre-brief
- During the performance: open left hand door when assisting a patron to leave the auditorium and then wait outside the door for their return. Then open the left hand door to re-enter the auditorium again with the patron
- Halfway through the interval, reverse the direction of the swing doors (stage one only)
- Waiting for the house lights to be turned up and opening the doors for patrons to exit at interval and at the end of the show
- Once all the patrons have exited the auditorium, close the doors and wait outside them until the FOH Manager or Assistant Manager locks the door.
- If there is a TV screen next to your door please switch off once the show is finished
- If a patron has left anything behind and wants to re-enter the auditorium, please ask them to wait and get the FOH Manager or Assistant Manager who will then take care of the patrons needs. Under NO circumstances is a patron allowed to re-enter the theatre once the doors have been closed after a performance



USHER

TAKING CARE OF THE PATRONS SEATING REQUIREMENTS, APPROACHING EACH PATRON WITH AN OPEN AND WILLING MANNER. BEING ABLE TO WORK UNDER PRESSURE IN A FAST PACED SEATING ENVIRONMENT.

- Attend the pre-brief prior and make sure you understand the specific instructions related to that show
- Once doors are open to the public, manage a steady flow of patrons into the correct seating areas – work with your team
- Assisting patrons with finding their correct seating allocations. Watch out for prohibited items that may be missed by the doorkeeper (as per your pre-brief)
- Any seating issues are to be directed to the FOH Manager or Assistant Manager immediately. Simply ask the patron to wait to one side for a moment until management can assist further – this allows you to continue to seat other patrons in the meantime. Be polite and patient with them
- Seat any latecomers to the rear of the theatre (if available) until a suitable break in the performance. Each show will be different – always check the pre-brief information if you are unsure
- Ushers to sit on side seats – not on patron allocated seating
- Ensure that the red curtain is closed during the performance (stage one only)
- Usher A is to stand at the red curtain in Stage one during the interval and at the end of the performance
- Both ushers are required to walk up and down the stairs to maintain a view of patrons; checking for people taking photos/videos/unruly behaviour. Report to FOH Manager or Assistant Manager immediately if there are any issues.
- Advise the FOH Manager if the temperature is uncomfortable (or if any patrons have complained about the temp)
- Once patrons have exited the auditorium and the doors are closed, the ushers are required to ‘sweep’ each row. Checking for lost property as well as removing any glassware (wine glasses/bottles) if a glass friendly performance.
- Any items left behind are to be handed into the FOH Manager or Assistant Manager. Note the seat or row number where item was found



BAR ATTENDANT

WORKING BEHIND THE BAR WITH A FOCUS TO ENSURE A PRODUCTIVE AND SAFE ENVIRONMENT. SERVING DRINKS AND SNACKS WHILE WORKING WITH THE BAR TEAM, MAKING SURE STOCK LEVELS ARE CHECKED AND KEEP THE BAR CLEAN AND TIDY

- Attend the pre-brief prior to foyer doors opening to the public, and making sure you understand the specific instructions related to that show
- A team leader (if required) for the performance will be nominated by the FOH Manager
- Set up for bar service – following the open/close procedure working with your bar team
- Ice to only be placed into buckets for use during service (not in the small bar wells)
- Water jugs and cups are to be available for patrons at all times throughout the show. To be set up on the bar tops on trays provided
- Work in a team environment and support new trainee bar staff
- Manage and work the bar till (training given to all bar and café staff)
- Carry out bar service requirements for each performance, ensuring efficient service to patrons at high volume times i.e. intermission
- Depending on the show, if popcorn is for sale then an area on the bar top will need to be set up and at times popcorn collected from the café for stock-up
- Till errors (unders and overs) or waste items are to be highlighted immediately (written down or a receipt printed out with a notation on the transaction. Make the team leader or FOH Manager aware BEFORE closing down tills
- Tills should not be closed down until the FOH Manager has authorised it (this can also be done via the Assistant Manager or the Team leader)
- Make sure glasses are rinsed out prior to placing them into the cleaning racks for the glass washer
- Unless otherwise specified the bars close down during the performance. After the start of the show or the end of intermission the lights are to be turned off and bar menus pulled behind the counter
- All glassware is to be cleaned and returned to its correct place at the end of each shift
- At least one bar person is required to stay until the end of the show. Awaiting collected glassware from the auditorium, to close down the bar and as part of the evacuation plan be able to assist in that role in case of an emergency
- Lock all fridges and display cabinets and take stock of any waste items to report to the team leader or FOH Manager
- At the end of shift cash and eftpos to be balanced. (Cheat Sheet on till closure supplied behind the bar)
- Empty and turn off the glass washer machine at the end of every shift



CAFÉ ATTENDANT

WORKING IN THE CAFÉ AREA WHICH CAN AT TIMES BE A FAST PACED ENVIRONMENT. SERVING HOT AND COLD DRINKS AS WELL AS SNACKS (INCLUDING MAKING AND SERVING POPCORN) WORKING WITH THE CAFÉ TEAM, CHECKING STOCK LEVELS AND KEEPING THE AREA CLEAN AND TIDY

- Attend the pre-brief prior to foyer doors opening to the public, and making sure you understand the specific instructions related to that show
- Café staff to prep service table prior to opening – make sure fresh milk and topped sugar containers are on the tray with a bin located underneath
- Unlock drinks fridge and check stock
- Check coffee machine “prepped” and ready for service with enough containers and lids
- Work in a team environment and support new trainee café staff
- Carry out café service requirements for each performance, ensuring efficient service to patrons at high volume times i.e. intermission
- Prepare and make popcorn when required for specific shows – one person will be dedicated to this job and keeping stock levels up and maintained until advised by FOH Manager or Assistant Manager that it is no longer required. Training will be given to all new café staff on how to prepare and levels required for certain shows
- Manage and work the café till
- Serve hot and cold drinks and snacks to patrons
- Coffee orders may be required to be taken at peak times (café dockets are provided at every shift)
- Till errors (unders and overs) or waste items are to be highlighted immediately (written down or a receipt printed with a notation of the transaction) Make the FOH Manager aware BEFORE closing down the tills
- The café closes down during most performances (check the information at the pre-brief) and the roller door for the café in Stage One is pulled down and secured during this time
- Clean out the coffee machine trays and restock machine when required
- If glass washer has been used during shift please make sure it is emptied and turned off before leaving
- Clean down all surfaces, any remaining dishes and lock fridges upon completion of each shift
- Make sure that the door is locked at the end of shift and hand over the café keys to the FOH Manager or Assistant Manager before signing off



ASSISTANT MANAGER

THIS ROLE IS VITAL IN SUPPORTING THE FRONT OF HOUSE MANAGER. THIS IS A SMALL TEAM THAT ARE ALSO ABLE TO ROTATE INTO OTHER VOLUNTEER ROLES.

- Assistant Managers are required to arrive at least 15 minutes earlier than the pre-brief. This allows the FOH Manager and the AM to discuss the show and prepare for the brief together
- Check seating arrangements for any Access Requirement patrons – check front of house notes for confirmation of seating arrangements and whether this has been organised prior to doors open
- Greet all volunteers upon arrival – letting them into the building when locked
- Mentor new volunteers and assist them and their team when required throughout the show
- Liaise with Merchandise and Program Sellers – to check their brief (sometimes brief them individually) and support them when required
- It is the AM's role to greet any Access Requirement patrons. Check their tickets and assist them (when required) to their correct entry point in the theatre
- Monitor all positions – making sure roles are being performed correctly
- Once doors are open to the auditorium assist doorkeepers at high volume intake times
- Liaise with the FOH Manager about any issues; i.e. patron seating, staffing related issues or intoxicated persons
- If there is a performer meet and greet after the show – the AM is required to stand next to the M&G area and monitor the line and crowd
- The AM should be available in the foyer at all times – making the rounds in and out of the auditorium when suitable, to make sure all volunteers are supported or to cover their position if they require a break
- If items are required for re-stocking in the bar or café the AM may be asked to retrieve and assist in re-stocking
- Any items that arise during the show to be reported to the FOH Manager to import into the Front of House Show Report
- This role is robust and requires dynamic, bold and positive thinking!
- Working in a team and being supportive to the volunteers is vital!



PROGRAM /MERCHANDISE SELLER

THERE ARE SOME SHOWS THAT REQUIRE BREC TO PROVIDE A PERSON TO ASSIST IN SELLING PROGRAMS OR THEIR MERCHANDISE. IN THIS CASE, WE MAY REQUEST A VOLUNTEER 'SELLER' TO ARRIVE EARLIER IN ORDER TO BE BRIEFED AND ASSIST WITH STOCK SET-UP

- Check your individual pre-brief time – if not indicated on the roster
- Arrive at BREC for a specific pre-brief about the merchandise items
- Assist with set up as required – this will include the setting up of merchandise products and displays
- Be able to handle cash and eftpos sales
- Count opening and closing stock
- Be confident with patron enquiries – assist with sales questions where required
- If selling programs – use a loud confident voice and walk around the foyer with program in hand – the 'seller' is also welcome to walk into the auditorium as patrons are being seated, offering the program for sale
- Assist with final stock count and cash at the end of the shift
- BREC Merchandise form to be completed and reviewed with the FOH Manager
- Hand over all information and cash to the FOH Manager



REQUIREMENTS

Volunteering is a fun and dynamic role!

BREC Volunteers will be provided with the support and training required to fulfil each role. By completing the requisite training you will be aware of the rules and safety requirements needed to care for the patrons and work with your fellow team mates.

Please make sure you review the following notes. If you have any queries please do not hesitate to contact the Front of House & Volunteer Manager.

- Work at least 6 shows per calendar year – this MUST include 1 x Eisteddfod Shift and 1 x Dance Show
- Complete the Evacuation & Induction training
- Attend training workshops and refresher courses when required
- Be between the ages of 18 and 75 years of age (inclusive)
- You are required to keep in contact with the Front of House & Volunteers Manager as to your volunteering availability at BREC.
- Majority of communication is via email, therefore working computer knowledge is required.
- General physical fitness; move freely up and down stairs, stand freely for period of time, be able to lift 10kgs
- Any pre-existing medical conditions/issues to be disclosed prior to starting
- Be a team member who is polite and courteous to other volunteers, staff and patrons
- Be neat and tidy in your appearance
- Wear the required uniform whilst on shift at BREC
- To be punctual and respectful of others
- Please be mindful that although it is our wish that all volunteers see the performance, it may not always be possible
- When there is a full house, seats will not be available for staff other than ushers and doorkeepers (who are required to stay inside the theatre)
- All duties must be completed once the performance has commenced and after interval before entering the auditorium
- It is not permissible to stand in the auditorium during a performance (if it is not your role to do so) as this contradicts our evacuation and safety policy
- The care and service of patrons must be given the highest priority



HOUSE POLICIES

There are some vital components that need to be understood before becoming a volunteer at BREC. Please make sure that you have read and understood the points below:

- While it is our wish that all volunteers have a chance to see the performance, this will not always be possible
- All duties must be completed once the performance has commenced and after interval before entering the auditorium. This will be advised at the briefing
- When there is a full house, seats will not be available for staff other than ushers and door keepers who are required to be inside the auditorium for evacuation purposes
- It is not permissible to stand in the theatre during a performance. Nor to sit in the walkways or fire exits
- If you are rostered on in a 'circle' position and the show does not sell upstairs (where the circle is located) your position will be cancelled and you will be placed on a back-up list for the show
- There is strictly no backstage access for any volunteers. BREC is obligated to protect the artists' privacy. If a volunteer is found to have accessed backstage without permission from the FOH Manager they may be dismissed immediately
- The care and service of our patrons must be given the highest priority
- Please make sure that you ask a patrons for permission if they require physical assistance. If a child needs physical assistance please seek permission from their parent/guardian first

CODE OF CONDUCT

- All volunteers and staff are required to behave in a professional and inoffensive manner. Be aware that your innocent/friendly gestures are not always perceived as such by your peers or by the patrons
- Be careful not to intrude on a patrons personal space
- Please remember not to run and shout. In an emergency remain calm and allow your training to take over. Your team will be there to support you!
- Maintain a neat appearance at all times whilst representing BREC
- **No drugs or alcohol.** At no time shall the use of drugs or consumption of alcohol be permitted within the grounds of BREC whilst you are on shift and wearing the BREC Uniform.
- **No Smoking.** There is strictly no smoking in the building. If you are a smoker and feel you need one whilst on shift please see the FOH Manager. This is a strictly no smoking allowed at the front of the building whilst in uniform – a designated area will be shown to you.
- Roster: it is your responsibility to check the weekly email which contains the roster. ***It is your responsibility to know when you are working.***
- Personal items brought onsite are your responsibility. Lockers are provided however BREC will not take responsibility for lost or stolen items
- Volunteers working in the auditorium are not permitted to keep their mobile phones on their person during a shift. If you have an impending important/emergency call and would like to keep your phone on you, please discuss with the FOH Manager prior to your shift starting. Your phone should be off or on silent. DO NOT answer or use your phone in front of a patron.
- **Eating & Drinking;** Volunteers welcome to enjoy the tea and coffee facilities at an appropriate time during the show. The consumption of food and drink is not permitted in front of patrons at any time. If you wish to purchase any food or drinks from the bar or café please do so with a BREC Volunteer designated to that area and keep a receipt.
- **Restricted areas;** certain areas within the building are restricted to volunteers. Those areas are: Administration, behind the box office counter or back stage. Unless this access has been authorised (shift to shift basis) by the Front of House Manager



GRIEVANCE POLICY

If issues arise with a fellow volunteer, members of the public, BREC staff or even with your role and responsibility then please review the notes below for assistance:

- Where possible please notify the Front of House & Volunteer Manager immediately. Their role is to support the volunteers, and part of that process is to consult with you about any issues you feel is affecting your experience at BREC.
- If the issue involves the Front of House & Volunteer Manager, please feel free to contact the Events Operations Manager or the Executive Director of BREC
- If you are unable to approach the BREC Management team for any reason or are unsure how to proceed, please also know that the BREC Volunteer Think Tank members are also there to support the volunteer team. You may approach them in a confidential manner to report back to the management body for assistance. Think Tank members are usually introduced at each pre-brief.
- Any disciplinary actions will take place between the volunteer, FOH Manager and BREC Management. Do not confront or take action with another volunteer or staff member individually. All problems or concerns should be directed to the FOH Manager where practical.

INSURANCE

- BREC has Public Liability Insurance.
- Please note that items of a personal nature are not covered by insurance. Lockers are provided for volunteers during each shift.

ACCIDENTS & INCIDENTS

- An 'incident' could include a complaint from a patron, volunteer or staff member.
 - An 'accident' whereby someone is injured whether major or minor or something out of the ordinary.
 - Any such issues are to be reported to the FOH Manager immediately.
 - Prior to each show volunteers are required to attend a pre-brief, which will indicate not only the information about the show but who the Emergency Response Team (ERT) is for the day: i.e. Chief Warden and First Aid Responder.
 - An Incident Report Form will be completed by the FOH Manager if an incident/accident occurs.
- 