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Welcome!

The Carolina Theatre proudly presents a wide variety of quality programs; vibrant and thought-provoking and incredibly diverse and we need volunteers whose interests are as diverse as our programming! Can you get behind the idea of supporting the Carolina Theatre and ALL that we do and not limit it to just the few shows that you personally have an interest in? I hope so because everything we present is of importance to someone in our community (even if it's not your cup of tea) and therefore the same staffing, dedication and support is required of us. So, I will ask each and every one of you to dig just a little deeper within yourselves to find that support we so desperately need.

In becoming a Carolina Theatre volunteer, you are joining quite an illustrious team with a long history of involvement with the theater; a group that stepped in and helped to ensure the very survival of the Carolina Theatre and to this day acts as our "ambassadors" to the community we serve.

Volunteer Perks

We will be adopting a "tiered" volunteer program much like the DPAC currently uses. Each of you will be able to earn your way into the "GOLD" team (or whatever we decide to call it) which basically means – once you attain "gold" status – you will get first crack at signing up for shows. Once our gold team has had a chance to sign up we will then open it up to everyone else. Obviously, if it's a popular show, there may not be many openings once the gold team has done their sign up. So, it's in everyone's best interest to go for the gold!

We will also be implementing a rewards program in which volunteers can earn free tickets to a show of their choice (or perhaps movie tickets if people prefer) based on the number of hours volunteered. As soon as we get all the details worked out and get the Wayfinders site set up to handle this, we will let you all know.

We hold "volunteer appreciation" events during the year such as a holiday party (December/January) based on availability between shows etc., an ice cream social, and a day at the Durham Bulls Ballpark, and anything else we might think of that would be fun!

Contact

The Carolina Theatre is located in historic Downtown Durham at: 309 West Morgan Street
Durham, NC 27701

The Fletcher Hall Box Office (the main box office with windows facing the plaza) is open 11am - 6pm Monday through Friday and one hour before live performances, through intermission (if there is one.)

Box office: 919-560-3030

Administrative offices: 919-560-3040

Fax: 919-560-3065

Director of Audience Services

Michelle Irvine

Direct Office: 919-226-8876

Cell Phone: 919-744-4259

Mission

Our mission is to serve greater Durham and the Triangle region with vibrant, thought-provoking programs of the performing and cinematic arts in our historic treasure, The Carolina Theatre. We strive to contribute to the cultural and economic vitality of downtown Durham and to delight and educate our children and future leaders.

About The Carolina Theatre of Durham, Inc.

The Carolina Theatre of Durham, Inc. is a private, non-profit 501(c)(3) organization hired by the City of Durham to operate the Carolina Theatre. The professional staff, along with more than 300 volunteers, executes a comprehensive performing arts program including live performances in music, dance, theater, and educational programming, as well as a nationally-respected film program that includes the county's only first-run independent cinema, which operates 364 days a year, as well as four dynamic festivals – the North Carolina Gay & Lesbian Film Festival, the Retrofantasma and Retrofantasma Classics horror series, the Nevermore Film Festival and the Escapism Film Festival.

Venue Descriptions

Fletcher Hall, an auditorium with 1,016 seats hosting a diverse lineup of live events and film. Fletcher Hall has been restored to its 1926 décor, and is the only downtown building designed in the Beaux Arts style. Fletcher Hall reopened following renovations in February 1994. The stage house is 30 feet by 64 feet, with a proscenium opening of 31 feet, 8 inches. Its modern stage-level dressing rooms can host up to 54 performers. The backstage walls have been autographed by visiting artists including Alison Krauss, Herbie Hancock, Tony Randall, Tim McGraw and Faith Hill, David Byrne, and John Legend.

Cinema One (276 seats) and **Cinema Two** (76 seats), operate year-round, 364 days per year. The cinemas were created during construction of the adjacent Durham Convention Center, and opened on December 31, 1993.

The Connie Moses Ballroom, an ornate space for 128 featuring tall windows and grand chandeliers. The Ballroom is used for meetings and receptions throughout the year.

The Upper Balcony Lobby/ Donor Lounge, is our uppermost ballroom. The stylish and cozy upper ballroom with its subdued lighting and comfortable furnishings is a peaceful place where the tranquil atmosphere adds a quiet grace to special events and affords our Donors a place to relax and enjoy complimentary refreshments during all our “live” Carolina Theatre Presents performances.

Kirby Lobby, the main entrance to the theater outside Fletcher Hall. The lobby can be used for meetings or receptions.

INFORMATION & REQUIREMENTS FOR VOLUNTEER USHER STAFF

- **PHYSICAL ABILITY:** All volunteers who usher **MUST** be ambulatory without any assistance and must be able to climb stairs and stand for extended periods of time including ushers scanning tickets. (If there is some question as to your ability to meet this requirement, please contact Michelle directly to discuss possible options.)
- **DRUGS AND/OR ALCOHOL:** The Carolina Theatre has a zero tolerance policy – ANYONE exhibiting signs of or even suspected of being “under the influence” will be sent home immediately; their Wayfinders account will be placed on “administrative hold” and they will be permanently blocked from all future volunteer opportunities with the Carolina Theatre.
- **BEHAVIOR:** All volunteers are expected to treat their fellow volunteers, Carolina Theatre staff and patrons with courtesy and respect. Anyone who is discourteous or disrespectful in any way to anyone will be dealt with in the same manner as described above in the alcohol & drug policy.
- **ORIENTATION & EMERGENCY PROCEDURES:** Going forward, all volunteers who usher will be required to attend an annual Orientation which will include Emergency Evacuation Training. A variety of dates & times will be available to give ample opportunity for all to attend.
- **COMMITMENT & RELIABILITY:** We need to be able to rely on you. If you’ve been confirmed to work a performance then we are counting on you to show up. Any volunteer who is a “no show” for more than 2 performances during the season without calling or emailing to cancel will be put into “administrative hold” status on Wayfinders and will be blocked from future sign-ups for the rest of the season. Mandatory attendance at the next season’s orientation will be required and at that time their status will be reviewed for possible re-instatement.
- **SHOW ASSIGNMENTS:** As long as you are a Wayfinders member in good standing you will be able to sign up for any shows on our calendar (with the understanding that going forward, “gold” members get first crack at signing up.) Broadcast reminders will be sent out on Wayfinders prior to each show.
- **PARKING:** Parking on the street around the theatre is free and the 2 hour parking is not enforced after 6pm or on Sundays. Or, if you choose, event parking is available in the garage across the street for \$2.00.
- **STAFF & VOLUNTEER ENTRANCE:** The last set of lobby doors farthest away from the Box Office & closest to the volunteer area has been designated as the “staff” entrance. All staff and volunteers will use this entrance beginning 2 hours prior to any performance.
- **VOLUNTEER & HOUSE MANAGER AREA:** Located inside the History Exhibit area. Sign in sheets, a lockable cabinet for your valuables, a coat rack and complimentary popcorn and soda are all available here. NOTE: Refreshments are to remain inside the volunteer/house manager area – Volunteers should not be “snacking” while they are at their post and on duty.

- **ARRIVAL TIME:** All volunteer ushers need to be at the theatre no later than 1 hour and 30 minutes prior to show time (i.e. 6:30pm for 8:00pm show).
- **USHER MEETING:** Meeting will take place 20 minutes prior to lobby opening (i.e. 6:40pm for doors at 7:00pm for 8:00pm show). **ALL USHERS MUST BE PRESENT FOR THE MEETING!**

Critical information and special instructions pertaining to the show is explained during the meeting. If you miss the meeting, you miss this information. Ushers who arrive late and have missed the meeting will be sent home.

We begin scanning tickets at the lobby doors and have patrons on-site beginning 1 hour prior to show time and therefore need our full complement of ushers here, properly briefed and ready to assist patrons at that time.

- **LENGTH OF TIME REQUIRED PER PERFORMANCE:** All volunteer ushers should plan on staying for the entire length of the performance. Some ushers may be released early (at the discretion of Audience Services Management). The times posted on Wayfinders are estimates only – Obviously we do know the start time of the show but we often do not know the actual running time, or if it even has an intermission, until just a few days prior to the show. And, unfortunately, sometimes we find out as late as the day of the show.

We are responsible for the safety of our patrons while in our building and we must have a sufficient amount of ushers to assist patrons in an emergency; especially if evacuation of the building is necessary.

- **DRESS CODE:** Solid WHITE top with solid BLACK bottoms (NO PATTERNS PLEASE!) and BLACK shoes. We need a “uniform” look so you are easily identified as an Usher.) Women may wear pants or skirts, shoes should have a low or “modest” heel height; black or white sweaters or blazers may be worn over white shirts if desired and men may wear ties if they choose.

Please limit the amount of jewelry and other “adornments” to your outfit. We appreciate that you all have your own personal style but again, we need a uniform look.

Do not carry purses or other personal items (including food and drink) around with you while on duty. Personal items should be locked in the cabinet in the volunteer area. Breaks will be given so that you may get refreshments. (Complimentary soda & popcorn are provided in volunteer area.)

- **GREETING PATRONS & KNOWING THE BUILDING:** Patrons should be greeted with a smile and a “*Good evening/afternoon. Welcome to the Carolina Theatre*”. All volunteers who usher must become familiar with the layout of the building as well as the seating layout of Fletcher Hall. You will be asked a lot of questions – Where is the box office? Where are the restrooms? How do we get to the balcony? Where is the Connie Moses Ballroom? If I have seats 1 & 3 does that mean we aren’t seated together? If you don’t know the answer then please find someone who does. We should never ignore a patrons request for assistance.
- **SMOKING:** Smoking is NOT permitted while on duty nor is it permitted in front of the theatre. Beginning 2 hours prior to any performance, staff & volunteers must go out back, outside the house right stairwell to smoke.

- **AUDIENCE AMENITIES:**

- Concessions are available at all performances with very few exceptions. A wide selection of items is available – soft drinks, candy, popcorn as well as beer and wine. We feature Pepsi products and Boylan natural sodas in bottles. We also have a great selection of popular beers & wines including a variety of locally brewed “craft” beers. Our popcorn is “all natural” with no artificial flavorings or color – It’s simply popcorn, canola oil and sea salt. Our butter topping is real clarified butter. We have one large concession stand in the main lobby for Fletcher Hall and two smaller stands on the 2nd floor – one in the Connie Moses Ballroom and one in the Cinema wing. Something new this year – we have a private Donor Lounge on the 2nd Balcony. Limited concessions are available there. All stands accept credit cards.
- ATM: We do not currently have an ATM in the building. The nearest one is in the Marriott Hotel next door.
- Assistive Listening Devices: We have assistive listening devices available for the hearing impaired. They are free of charge and can be picked up at the box office. A driver’s license or ID card is required as a deposit.
- Elevators: We have two elevators – one at each end of the building. The one nearest the Cinema wing (accessible through the History Exhibit area) can be used by patrons attending movies or wishing to get to the first balcony of Fletcher Hall and/or the Connie Moses Ballroom. NOTE: This elevator does not provide access to the 2nd balcony/Donor Lounge. The elevator at the opposite end of the building (nearest the main box office) is the only elevator that can be used to access the 2nd balcony and Donor Lounge.
- Stairways: We have two main stairways – one at each end of the building and the same is true of them as is of the elevators. The stairway located near the History Exhibit can be used for movie patrons and access to the 1st balcony of Fletcher Hall. The stairway on the opposite end of the building, to the left of the elevator, is the only stairway that will access the 2nd balcony and Donor Lounge. NOTE: We do have an additional stairway located in the interior of the building used primarily for emergency evacuation and general exiting of the building.
- Mobility Impaired Access: Fletcher Hall (as well as both of our Cinemas) has ample mobility impaired seating available. There is a ramp located to the left of the elevator nearest the main box office which allows easy access for patrons using walkers, canes, wheelchairs etc. Most patrons requiring mobility impaired seats request them in advance. However, if they did not, please find a House Manager to assist you with re-locating them to an appropriate location.
- Restrooms: Located on every floor. All are mobility impaired accessible. Orchestra level (Kirby Lobby) restrooms located between Kirby Lobby and the History Exhibit. 1st Balcony restrooms located outside the Connie Moses Ballroom – near stairway that comes up from History Exhibit area. 2nd Balcony restrooms are split – Men’s restroom is located near the elevator, just outside the Donor Lounge and Women’s restroom is on the opposite side of the Donor Lounge. (Note: Access for 2nd balcony restrooms is through the seating area and not through the Donor Lounge.) Additional restrooms are also available in the Cinema Lobby.

- Drinking Fountains: Located on the Orchestra level between the men's and women's restrooms, and next to the restrooms on the 1st Balcony, just outside the Connie Moses Ballroom. Additional drinking fountains are located near the restrooms in the Cinema lobby.
- Programs: SHOWtime Magazine is the Carolina Theatre's official "program" and is distributed at all performances. Rental clients and other users of the building may also provide their own programs and we will distribute them as required.
- Coat Check: We do not currently provide coat check.
- History Exhibit: Located at the Cinema end of the main lobby. This is part of a three year project. This section is phase 1 – This phase highlights the history of the building itself. Phase 2, scheduled for completion in 2012, will be located on the 1st Balcony and will highlight the history of the volunteers and their involvement with the Carolina Theatre through the years. Phase 3, scheduled for completion in 2013, will be located on the 2nd Balcony and will highlight the buildings involvement and the part it played in the Civil Rights movement.