

**IBT NUTCRACKER 2019**  
**VOLUNTEER INFORMATION SHEET – FRONT OF HOUSE**  
**BOX OFFICE, WILL CALL, USHERS AND IBT REPRESENTATIVES**

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**Box Office Staff: Brown Paper Tickets**

**Front of House Managers**

**Nataliya Pinkina +1 512.560.6117**

**Kaisa Mackie +1 651 202 1250**

**Sections included in this Document**

- **Box Office (Brown Paper Tickets only. No IBT volunteers)**
- **Will Call**
- **Boutique Table**
- **Ushers for Performances for School Show (Wed, Dec 18, 2019)**
- **Ushers for Regular Shows including Flower Presentation to cast: Dec 13 (Fri) 7:00PM, Dec 14 (Sat) 7:00PM, Dec 23 (Sun) shows.**

Thank you for signing up to help with Front of House! The dancers and production team work hard to put together the show. But, before the show begins, we provide the first impression. Let's give them a good one.

The Front of House Team includes Box Office, Will Call, IBT Representatives and Ushers. If we are short volunteers in any area, you may be asked to help out with another role. Familiarity with all the roles of the team will help us support each other and serve our patrons better. Please be sure to read the **entire document**.

**If you cannot keep your commitment, please change it on SignupGenius ASAP and notify House Manager.** Everything is subject to change. Thank you for being flexible!

**Will Call**

- Dress nicely. Absolutely no jeans!
- Please arrive 60 min before the performance starts. Expect to stay about 10 min after the performance starts, more for near-sold-out performances.
- You will be helping to organize will call tickets and then staff the table for patrons to pick up tickets. Tickets are usually organized alphabetically by last name. Often the tickets will be split up into 2 groups by last name. Each Will Call volunteer will staff one group to help move the line more quickly.
- If there are issues with tickets, refer patrons to the Box Office.
- Know how to direct people to the IBT Table or the bathroom. Theatre doors (for seating in theatre) usually open 15-20 minutes before show time.
- You may volunteer for will call as well as some backstage roles for the same performance. Please send an email via Signup Genius to confirm roles are compatible.

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**IBT Representatives / Boutique**

- Dress nicely. Absolutely no jeans! Dresses and dress shoes are preferred for the ladies although dress pants are acceptable. Shirts and ties for gents, please.
- Please arrive 90 minutes before show time to be trained. You will attend the IBT Table before the show, during intermission and after the show. This is a 4-hour commitment position.
- Set up the IBT Table in the outer lobby if it has been moved to the inner lobby. Also set up the dancer display boards. Count money in cash box with House Manager.
- Sell Nutcracker t-shirts, autographed posters, and single roses. Cash or Check only. Checks should be made out to International Ballet Theatre. Bank of America ATM is west of the theatre on 6<sup>th</sup> Street (to the right when leaving the theatre exit to the street). Credit card processing may be available in 2018. Check when you arrive to volunteer.
- Answer questions about IBA and IBT including upcoming shows, tickets, show run time, intermission, dance instruction, summer camps, summer intensives, signing up for classes, auditioning, etc. And be able to direct people to the bathrooms.
- Close the IBT Table a few minutes before the beginning of the show and the end of intermission by giving the cash box to the House Manager. Get the cash box back from the House Manager at intermission and after the show.
- After the show, when the crowd has thinned out, count money in cash box with House Manager.
- After the last show of each day, move the IBT Table back into the inner lobby or cover with cloth. House Manager will check with Meydenbauer to see if it is necessary for all shows.
- IBT Representatives / Boutique who sign up for the last show on Dec 23 should expect to stay for 1 hour after the show to help pack up. There will be no sales after that show. Most likely, the IBT Representatives will already have been trained. So, they can arrive 60 minutes before show.

**Ushers For Performances for School Show (Wed, Dec 18 , 2019)**

- Dress nicely, no jeans. Ushers for School Shows should be adults
- Arrive 1 hour before show time to be trained. Performance is Monday, Dec 17 10:30 am – 12pm.
- School shows are not ticketed. Public schools and some private schools will arrive in buses by the glass doors on 6<sup>th</sup> streets. Some private schools and all home school co-ops will arrive in private vehicles and will come through the elevator.

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- House manager will show you where each group will sit. Names of schools will be posted on the inner lobby doors. As people arrive, ask them to line up by the door assigned to each school.
- Direct people to the bathrooms.
- By 10 a.m. the outer lobby should be full. Each usher will take school group through one inner lobby door and one theatre door. Lead them to the front of their seats and show the teacher the last row of their seats.
- During shows, ushers will set up IBT Table and inner lobby if they are not done already.
- After each show, if public school buses have returned, dismiss the public schools first. If not, dismiss the home school co-ops first.

**Ushers for Public Shows:**

- Dress nicely. Absolutely no jeans! Dresses and heels are preferred for the ladies; suits, ties and dress shoes for gents. See **Special Instructions For Flower Presentation** below.
- Arrive 45-60 min before the show to be trained by House Manager. Doors are usually opened for the audience 15 min before the show. Expect to stay for 15 minutes after the show, longer if the show is near sold out.
- As Ushers, your primary job is to give people programs and smiles, and direct them to their seats if necessary. You do so before the show until late comers are seated, during intermission until late comers are seated and after the show. If you purchased tickets to watch the show, know that you will miss the beginning of the first and second act.
- Be able to direct people to restrooms. Disabled bathroom is located next to the ticket booth on the inner lobby side. Allow elderly, people with very young children to that one when it is not busy. Men's room and Ladies' room are upstairs, once they are in the inner lobby.
- At intermission, direct people to the IBT Table.
- After the last show of each day, move the poster boards into the inner lobby. House Manager will check with Meydenbauer to see if it is necessary for all shows.
- Ushers present flowers to dancers on stage at the end of each Clara's first show. They are opening night Dec 13 (Fri) 7:00PM, Dec 14(Sat) 7:00PM and Dec 23 (2:00pm) shows. See **Special Instructions For Flower Presentation** below.

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- Ushers who sign up to help with the last show on Dec 23 should expect to stay for 1 hour after the show to help pack up. Most likely the ushers will have been trained already. So, they may arrive 30 minutes before that show.

**Special Instructions for Flower Presentation**

- Ushers present flowers to dancers on stage at the end of each Clara's first show. They are opening night Dec 13 (Fri) 7:00PM, Dec 14 (Sat) 7:00PM and Dec 23 (2:00pm) shows. These instructions are in addition to your usher job descriptions above.
- Dress code is strictly enforced on shows with flower presentation. Ladies' dresses must be longer than knee length. Absolutely no pants, short skirts with or without tights. This is for your safety. You will bend over slightly and the audience is looking up at you. Feel free to match Ms. Vera's full length gowns. Gentlemen, please wear suits and ties, dress pants and dress shoes. 3-piece suit and bow ties are welcome.
- When you arrive 1 hour before the show, the House Manager will show you the path to take to the stage, and where the flowers will be and where to wait by the side of stage. At the end of the show and the curtains falls for the first time, run to pick up 2 bundles of flowers per usher and wait by the side of stage. When Anatoli or Ms. Vera gives you the signal, the lead usher should walk to the furthest two recipients and present the flowers to them. The next usher follows and presents to the middle two recipients and the last usher presents to the nearest two recipients.
- **For Dec 13 and 14** The six (6) recipients for each show are Young Clara, Drosselmeyer, Big Clara (Ana Sophia on Dec 13; Katya on Dec 14 and 23 ), Prince (Sasha), Ms. Vera and Mr. Francois. They may stand in different order. Mr. Francois may not show up. If he is absent, the last usher just walks off stage with the extra bundle of flowers.
- **For Dec 23**, flowers for Big Clara (Katya) and Prince (Sasha) only
  - Then, keep walking straight across the stage to exit. Come to the lobby to finish ushering.

***Finally, thank you!***