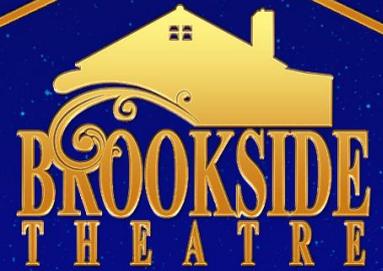


VOLUNTEER INFORMATION



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VOLUNTEER INFORMATION



INTRODUCTION

Thank you for joining our Volunteer Team at the Brookside Theatre.

In this pack you will find essential information regarding the theatre and the duties and responsibilities that Volunteers undertake and what is expected of you.

ABOUT US

The Brookside Theatre is a 140-seat theatre situated in the centre of Romford.

The theatre is located within the Romford War Memorial Social Club on Eastern Road, Romford.

The Romford War Memorial Social Club (*formally the 'Romford War Memorial Old Folks Club'*) first opened its doors to the public on 11th October 1953 in a ceremony presided over by the Lord Lieutenant of Essex, Lt.-Col Sir Francis Whitmore. Originally funded by public subscription, these historic buildings were erected to commemorate the service personnel and civilians from the borough who tragically lost their lives during the Second World War.

Over time, this once popular community hall and War Memorial fell into severe neglect, with the front building boarded up for well over 20 years. It is this building that houses the commemorative oak panels engraved with the names of the fallen - a donation from the USAF in recognition of the hospitality they received whilst stationed in the area during the war. Following the construction of the ring road around this historic market town in the early 1970's, large office blocks were erected, engulfing the memorial which was quickly and sadly forgotten.

In 2011, a few local Volunteers, headed by Romford-born playwright, Jai Sepple, took on the massive renovation project to fully restore and reopen the buildings in the hope that they would once again become the lasting memorial to the fallen that they were originally intended to be.

Shortly after the restoration of the main hall in 2012, it was decided that the main building would be converted into Romford's first and only theatre and community arts venue and, in May of that year, the theatre staged its first performance, *Shout! The 60's Musical*. Subsequent success followed and, in a brief period of time, the Brookside Theatre would play host to a wide variety of events all staged to raise money for the continued renovation and subsequent upkeep of the War Memorial.

VOLUNTEER INFORMATION



cont...

The popularity of the Brookside Theatre continues to grow and the project has certainly captured the hearts and support of the local community with the venue regularly playing host to full-scale plays and musicals, live music and comedy and celebrity guest appearances. In Oct 2015, the theatre became the proud recipient of the coveted UK's Most Welcoming Theatre Award 2015 for the East region.

The Brookside Theatre has become a place where the local community can socialise and have a great evening out whilst, at the same time, helping raise money to keep this historic building alive and restore it back to its former glory.

This is a completely self-funded project that relies on the generosity and kindness of local companies and organisations and the support of the local community as well as the dedication of its Volunteers.

Any person over the age of 18 is welcome to join the Volunteers working at the theatre and any assistance is always welcome.

EXPECTATIONS

The next section covers what to expect as a Volunteer as well as the theatre's expectations of you.

What sort of commitment is involved?

We expect all Volunteers to commit to a minimum of one shift per month, which for 'front of house' work is likely to be either a Friday or a Saturday evening. However we would, of course, encourage all Volunteers to sign up to more shifts where possible. We do ask that once you have assigned yourself to a specific shift on the Volunteer Calendar (*see below*) that this is treated as a firm commitment. We understand that, at times, circumstances change and this may prevent you from undertaking your shift but keep us informed as and when this happens.

We also expect that all of our Volunteers help with the ongoing marketing of the events at the theatre through any channel available to them including social media (*Facebook, Twitter, Instagram, StreetLife etc.*), assisting with the distribution of Season Brochures and leaflets, attending local events to help build awareness of the theatre and just through general word of mouth with family, friends, work colleagues etc.

VOLUNTEER INFORMATION



cont...

Although not essential any help outside of the regular diary of events is greatly appreciated and there is always work to be done e.g. cleaning, gardening, marketing etc.

Volunteer Calendar

All shifts and events are posted on the Volunteer Area of the Brookside Theatre website. The web address is www.brooksidetheatre.com/volunteering.htm

You will need to register to gain access to the Calendar with a username and password.

Once you have access, you will be able to add yourself to any and all events.

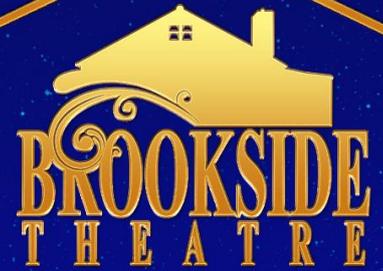
Do not remove yourself from the Volunteer Calendar – if you are unable to do a shift, inform one of the Volunteer Coordinators or Theatre Management

If, for any reason, you are unable to add your name to the Calendar please contact Theatre Management or one of the Volunteer Co-ordinators. Under no circumstances should anyone, other than Theatre Management or the Volunteers Co-ordinators, add anybody else to the Calendar.

Summary of Front of House Main Duties and Responsibilities

- Event briefing and job allocation at start of shift by Lead Volunteer / Duty Manager
- Setting up and keeping the Kiosk clean and tidy before, during and after the event.
- Setting up and keeping the Foyer clean and tidy before, during and after the event.
- Ensuring that the Toilets are clean and tidy before, during and after the event.
- Ensuring that the Auditorium is clean and tidy before, during and after the event.
- Setting up and restocking the Refreshment Trolley before and during the event.
- Meeting and Greeting Patrons and assisting with queries.
- Dealing with Box Office sales and / or scanning of tickets.
- Assisting with seating before and during the event including assisting Patrons with accessibilities needs.
- Selling Refreshments from the Kiosk and /or Trolley before and during the event.
- Cash handling.
- Restocking all fridges and freezers during and after the event.
- Selling theatre programmes / merchandise before and during the event (if applicable).
- Distributing and collecting Audience Questionnaires.
- Ensuring that Patrons do not block aisles / doorways etc during the event.

VOLUNTEER INFORMATION



cont...

- Distributing leaflets at the end of the event.
- Breaking down the Kiosk and Foyer at the end of the event (if applicable).
- Ensuring that the Kiosk is clean and the floor mopped at the end of the event.
- Providing excellent customer service at all times to Patrons, Artistes and fellow Volunteers.
- Ensuring the safety of Patrons, Artistes and fellow Volunteers at all times.
- Being an Ambassador of the theatre at all times.
- Show Report completed by Lead Volunteer at the end of each performance / event.

Lead Volunteers and their Responsibilities

Based on several aspects, predominantly length of service, Volunteers are given the option to be become Lead Volunteers.

Lead Volunteers are responsible for the following:

- Appointing jobs and Volunteer seating allocations.
- Event information briefing with Duty / Theatre Manager: running time, interval information, wheelchairs etc.
- Event briefing to Volunteers.
- Appointing Volunteer Job Allocations and ensuring all duties / tasks are undertaken properly.
- Supporting other Volunteers re. training / queries.
- Responsible for opening theatre 1 hour before performance time.
- Overseeing Start of Show Clearance.
- Overseeing Interval Re-Commencement Clearance.
- Completing Show Report at the end of every performance.
- Ensuring all Volunteer duties / tasks have been undertaken at the end of shift before allowing Volunteers to leave

These responsibilities are in addition to those highlighted on the Volunteer Check List below.

Volunteer Check List

Volunteers are expected to have read and understand the Volunteer Check List (*below*) and must ensure that all tasks and duties are completed on each shift.

VOLUNTEER INFORMATION



cont...

The Volunteer Check List clearly breaks down duties to be undertaken before, during and after each shift but is not exhaustive and Volunteers may be expected to undertake additional instructions from Theatre Management and / or Lead Volunteers.

A copy of the Volunteer Check List is also displayed on the wall in the Kiosk.

Volunteer Check List: Start of Shift

Kiosk

- Set up cups and tea / coffee station
- Fill and switch on urn
- Check Slush machine is on and running properly
- Set up hanging sweet bags (*No more than 3 bags on any hook*)
- Set up Refreshment Trolley (*On busier shows, consult Lead Volunteer*)
- Check for sufficient milk and purchase if necessary
- Power up Kiosk tablet and launch and login to software

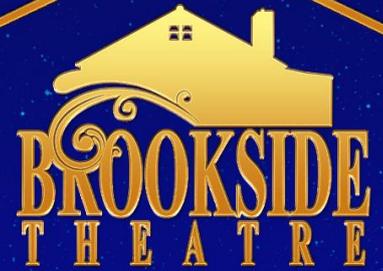
Foyer / Auditorium

- Place condiment holders / candles / displays on foyer tables
- Wipe down tables if necessary
- Get scanner and punch / stamp from Box Office
- Ensure foyer is clean and tidy, straighten chairs
- Ensure toilets are clean and tidy, switch on toilet lights (*if necessary*)
- Check / tidy auditorium prior to opening the Theatre

Other

- Ensure back gate is unlocked
- Put cones across driveway
- Power up Box Office computer and launch and login to Box Office software
- Switch on side path light, front light, neon and external speaker

VOLUNTEER INFORMATION



Lead Volunteer

- Find out about running time, interval and wheelchair allocations
- Assign responsibilities / Volunteer seating allocations

Volunteer Check List: During Shift

Kiosk

- Serve refreshments.
- Restock Kiosk / Refreshment Trolley as appropriate
- Sell programmes / merchandise (*If applicable*)

Foyer / Auditorium

- Scan tickets, Meet and Greet Patrons on arrival.
- Ensure foyer / auditorium / toilets are tidy at all times.
- Assist with seating before and during the show including latecomers.
- Check that aisles in auditorium are clear prior to and during the event.
- Assist with re-admission.

Other

- Cover Box Office duties including ticket sales, printing and collection.
- Show calls to acts / artistes via tannoy.

Volunteer Check List: End Of Shift

Kiosk

- Ensure cups / cutlery are washed and dried
- Switch off urn / Slush machine
- ** Strike tea / coffee station, put cups away
- ** Strike hanging sweets and re-box neatly
- Restock fridges (*as detailed in Volunteer Pack*) / smaller ice-cream freezer
- Properly clean all kitchen surfaces inc. sinks, floor
- Lock all cupboards, not serving hatch

VOLUNTEER INFORMATION



Foyer

- Say goodbye / leaflet distribution (*consult Lead Volunteer on duty*)
- Wipe down foyer tables, straighten chairs and fill and put away condiment holders, candles and leaflet displays
- Put scanner on charge in Box Office and return punch / stamp
- Tidy auditorium. Remove all rubbish, cups and clean any spillages

Other

- Ensure back gate is locked
- Ensure toilets are tidy. Empty bins. Restock toilet rolls. Ensure taps are not dripping.
- Ensure all rubbish bags are disposed of in the blue bin behind the front building. If the bin is full, bags should be left neatly beside it.

Lead Volunteer

- Complete and sign Show Report.

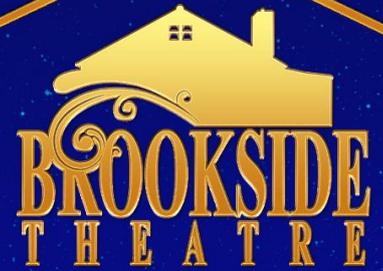
*Items marked ‘***’ are not necessary if there is another performance that day or the following day. If unsure, check with Lead Volunteer on duty or Theatre Management.*

Job Allocations

At the start of each shift, the Lead Volunteer or Duty Manager will allocate each Volunteer on shift their duties for the evening as detailed below. These allocations are based on the number of Volunteers on duty.

Under no circumstances should Volunteers leave their post during a shift without having obtained cover from another Volunteer nor should they leave the theatre during a shift for any period of time unless in an emergency. In this instance, Volunteers should bring this to the attention of the Lead Volunteer so that his / her absence can be noted in the event of an emergency.

VOLUNTEER INFORMATION



5-Volunteer Structure

	1	2	3	4	5
PRESHOW	Set Up Foyer Check Toilets	Set Up Foyer Check Auditorium	Set Up Kiosk	Set Up Kiosk / Trolley	Box Office
OPENING	Scan Tickets	Assist Seating / Re-Admission	Kiosk	Trolley	Box Office / Show Calls
SET ONE	Foyer	Auditorium	Auditorium	Foyer / Trolley	Floater
INTERVAL	Kiosk	Re-Admission	Kiosk	Trolley	Box Office / Show Calls
SET TWO	Auditorium	Restock / Clear / Clean Kiosk Clear / Clean Foyer	Restock / Clear / Clean Kiosk Clear / Clean Trolley	Auditorium	Floater
ENDING	Leaflet / Good Night Empty Bins	Leaflet / Good Night Mop Kitchen Floor	Clear Auditorium Check Toilets	Clear Auditorium Check Lights off	Floater

4-Volunteer Structure

	1	2	3	4
PRESHOW	Set Up Foyer Check Toilets	Set Up Foyer Check Auditorium	Set Up Kiosk / Trolley	Box Office
OPENING	Scan Tickets	Kiosk	Trolley	Box Office / Show Calls
SET ONE	Foyer	Auditorium	Foyer / Trolley	Auditorium
INTERVAL	Re-Admission	Kiosk	Trolley	Kiosk / Box Office / Show Calls
SET TWO	Auditorium	Restock / Clear / Clean Kiosk Clear / Clean Foyer	Auditorium	Restock / Clear / Clean Kiosk Clear / Clean Trolley
ENDING	Leaflet / Good Night Empty Bins	Leaflet / Good Night Mop Kitchen Floor	Clear Auditorium Check Toilets	Clear Auditorium Check Lights off

VOLUNTEER INFORMATION



3-Volunteer Structure

	1	2	3
PRESHOW	Set Up Foyer Check Toilets Check Auditorium	Set Up Kiosk	Box Office
OPENING	Scan Tickets	Kiosk	Box Office / Show Calls
SET ONE	Foyer	Auditorium	Auditorium
INTERVAL	Re-Admission	Kiosk	Kiosk / Box Office / Show Calls
SET TWO	Auditorium	Restock / Clear / Clean Kiosk Clear / Clean Foyer	Restock / Clear / Clean Kiosk Clear / Clean Foyer
ENDING	Leaflet / Good Night Empty Bins	Clear Auditorium Mop Kitchen Floor	Clear Auditorium Check Toilets / Lights

Refreshment Trolley

The Refreshment Trolley must be adequately stocked before it goes into the auditorium as it cannot be restocked whilst in use. If any items run out then Patrons must be asked to go the Kiosk to buy their items.

The Refreshment Trolley must be positioned in front of the stage prior to a performance and at the rear of the auditorium during the interval. If the area in front of the stage is in use by the act then the trolley must be positioned at the rear of the auditorium, prior to the a performance.

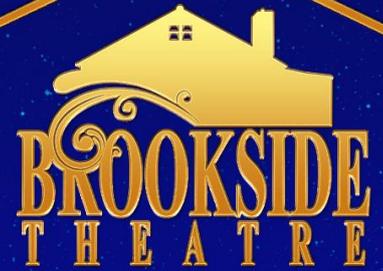
The trolley must not block the aisle(s) at any time and refreshments must not be sold from the aisle(s).

At no time can the trolley be left unattended in public areas whilst Patrons are in the building, even to restock.

The money belt must be worn and used by the Volunteer responsible for the Refreshment Trolley.

The trolley must be ready in the Foyer before the end of Act One so that it can be in place at the back of the auditorium as soon as the interval starts.

VOLUNTEER INFORMATION



Marketing / Leaflets / Brochures

Bi-annually the theatre produces a Season Brochure detailing all the events in our forthcoming season. This is usually published around the end of April (*for the period of June to December*) and the end of October (*for the period January to June*).

In addition, most shows that come to the theatre produce and supply us with their own flyers and posters specific to their event.

We ask that all Volunteers assist with the distribution of this material. Users of social media outlets such as Facebook, Twitter etc. are encouraged to 'like', 'follow' and 'share' posts.

Dress Code

Volunteers are expected to be smartly dressed in plain black clothing. No sportswear or logos are permitted. Front of House Volunteers will be issued with and expected to wear a Brookside Theatre waistcoat. These waistcoats must not be taken off site without the permission of Theatre Management.

Identification lanyards and / or badges will be provided and must be worn at all times whilst representing the theatre.

Personalised Lanyards with Volunteers' names will be provided after a proven commitment by the Volunteer – if you do not have a lanyard with your name on it, email the Theatre Manager at info@brooksidetheatre.com.

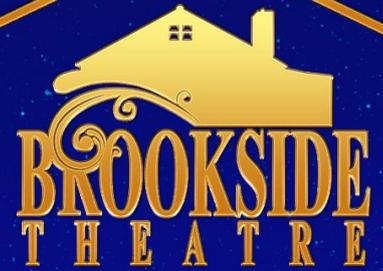
Training

All Volunteers will be trained on how to use the Admission Scanning and Kiosk Software and where possible, the Box Office System. Such training will be offered outside of events.

From time to time, experienced Volunteers may be asked to assist in the Induction of New Volunteers.

Volunteers are responsible to ensure that they are proficient in all relevant systems, software and procedures. Any additional training requirements and / or questions should be addressed with the Theatre Management. To arrange training or ask specific questions regarding systems at the theatre, email harri@brooksidetheatre.com.

VOLUNTEER INFORMATION



Shift Times and Timekeeping

Volunteers are expected to work a minimum of one shift per month which is likely to be a Friday or Saturday evening.

The theatre opens one hour prior to the event start time and Volunteers are expected to arrive no later than 30 minutes prior to this time for a briefing, job allocation and to set-up.

Evening shifts start at 6.30pm and matinee shifts start at 12.30pm with the average shift length being 4 to 4 1/2 hours. Note that these timings may change as per the event schedule and Volunteers are strongly advised to check this before any event.

Volunteers are expected to stay until the end of the shift and ensure that all duties on the Volunteer Check List are completed.

Volunteers should only leave once they have consent from the Lead Volunteer or Duty Manager.

If a Volunteer needs to leave early, this should be discussed with the Lead Volunteer or Duty Manager.

Volunteers will not be expected to be at the theatre later than 11.00pm except under exceptional circumstances.

A minimum of one Volunteer must remain at the theatre until all Patrons have vacated the premises.

Volunteers are expected to telephone the theatre if running late for their shift. Text messages, emails, Facebook messages or contact through another Volunteer are not acceptable. The telephone number of the theatre is 01708 755775.

Opening the theatre to Patrons

The theatre must be ready to open 1 hour before the stated performance time.

Patrons are not permitted inside the theatre before this time and it is the responsibility of the Volunteers to prevent Patrons entering. If a Patron requests to use the toilet before the theatre has officially opened then a Volunteer must ensure that the patron leaves the theatre immediately afterwards.

The Lead Volunteer is responsible for opening the theatre to patrons.

VOLUNTEER INFORMATION



cont...

Before opening, the Lead Volunteer is responsible for ensuring that the foyer and Kiosk are ready and Volunteers are positioned at their appropriate posts. The Lead Volunteer must then check with the Theatre Manager and / or technicians that the auditorium is ready to open to Patrons. In the event that the auditorium is not ready, Patrons may only be admitted into the foyer until such time as the auditorium is ready.

Starting the Show / Recommencement after Interval

The Lead Volunteer / Duty Manager must give clearance to the Technical Desk and Box Office 5 minutes prior to the start of a performance to ensure the show will start on time. This involves checking the remaining numbers of Patrons to be scanned and checking that there is not a queue at the Box Office.

Once clearance is given and the Artistes / Performers are in the Foyer, clearance must be given the Technical Desk to commence the show by the Lead Volunteer / Duty Manager.

The theatre strives to start all shows on time except in exceptional circumstances.

The standard Interval length is 20 minutes.

Volunteers must assist in getting Patrons re-seated / clearing the foyer with enough time for the show to restart on time. Once the foyer is clear, the Lead Volunteer / Duty Manager will give clearance for the Interval Call to the Artistes / Performers.

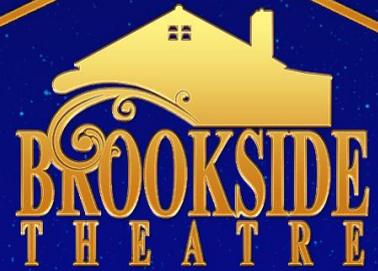
Once the Artistes / Performers are in the foyer, the Lead Volunteer / Duty Manager must give clearance to the Technical Desk to recommence the show.

Show Calls

The Volunteer covering the Box Office is responsible for using the tannoy system in the Box Office to announce Show Calls to the Artistes / Performers in the dressing room.

Call times and Show Calls are as follows:

VOLUNTEER INFORMATION



cont...

8pm Performance

7.40pm *This is your 15 minute call, your 15 minute call. Thank you.*

7.50pm *This is your 5 minute call, your 5 minute call. We will call you again when we have clearance. Thank you.*

7.55pm** *This is your act one beginners call. Could all act one beginners please come to the foyer immediately. Thank you.*

2pm Performance

1.40pm *This is your 15 minute call, your 15 minute call. Thank you.*

1.50pm *This is your 5 minute call, your 5 minute call. We will call you again when we have clearance. Thank you.*

1.55pm** *This is your act one beginners call. Could all act one beginners please come to the foyer immediately. Thank you.*

*** Call to be given only once clearance has been received from the Lead Volunteer / Duty Manager*

Interval Call

Once the foyer is clear at the end of the Interval a further call to the Artistes / Performers must be made to restart the show:

15 mins after start of interval**

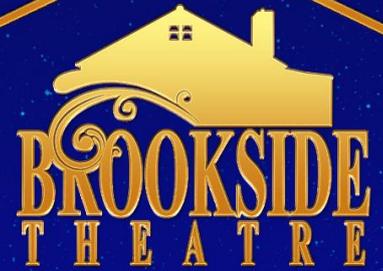
This is your act two beginners call. Could all act two beginners please come to the foyer immediately. Thank you.

*** Call to be given only once clearance is received from Lead Volunteer / Duty Manager*

Reporting Sickness / Absence

If you are unable to attend a shift through sickness or for any other reason, prior to the day of an event, you should contact a Volunteer Coordinator or Theatre Manager either through email, Facebook or telephone giving as much notice as possible in the hope that a replacement can be found. Under no circumstances should Volunteers remove themselves from the Volunteer Calendar.

VOLUNTEER INFORMATION



cont...

If a Volunteer needs to report sickness or their absence on the day of a particular event, they are required to do so only via telephone to the theatre on 01708 755775. Text messages, emails, Facebook messages or contact through another Volunteer are not acceptable.

Reporting Damage / Breakages

All damage and/or breakages should be reported to the Lead Volunteer so that this information can be relayed to Theatre Management via the Show Report.

Cleaning

At the end of each shift Volunteers should ensure that all kitchen sides are wiped down properly and that the floor in the Kiosk is mopped and clear of marks and spillages.

Please ensure that all taps including in the toilets are switched off and not dripping.

Please ensure that all foyer tables are wiped down

Please ensure that all spillages in the auditorium are wiped up – please DO NOT use any products on the wooden floor as this can cause damage to the polish. For major spillages, inform the Duty Manager who will advise the best course of action.

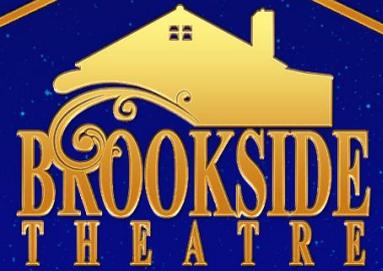
Lost Property

Lost property found by or handed to a Volunteer should be given to the Duty Manager.

Volunteer Eating and Drinking

Volunteers are welcome to free bottles of water (*still or sparkling*) and hot drinks, whilst on duty. All other refreshments must be paid for and the theatre are not able to offer Volunteer discounts. Details of any and all drinks consumed by Volunteers must be noted on a piece of paper and left in the cash box on every occasion.

VOLUNTEER INFORMATION



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Eating or drinking in view of Patrons is not permitted under any circumstances, this does not exclude the consumption of confectionery and / or savoury snacks.

Under no circumstances is eating permitted whilst the theatre is open to Patrons. If you must eat then you must do so before the theatre opens to the public and only then in the kitchen area behind the Kiosk. Hot and / or odorous food may not be consumed in the theatre any less than one hour prior to theatre opening to the public.

Volunteers must not take drinks into the auditorium at any time and chewing gum on the premises is not permitted.

Smoking

Smoking is prohibited in all areas of the theatre and only permitted in the designated smoking areas.

Volunteers are only permitted to smoke once a performance has started and only then if there are a sufficient number of Volunteers on duty to ensure that the auditorium and foyer are covered. Under no circumstances should Volunteers smoke wearing the Brookside Theatre waistcoats and after smoking, volunteers must wash their hands. Volunteers should never smoke in view of Patrons.

Re-Stocking / Stock Matters

The fridges must be re-stocked as per the illustration in the appendix and not over-stocked as this can cause spillages, damage and stock control issues. **SEE APPENDIX FOR IMAGES**

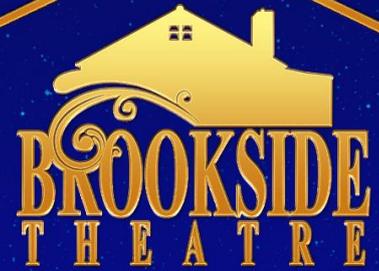
Stock rotation should go from the cupboard to the tall fridge to the under counter drinks fridge.

Ice-cream should be moved from the tall freezer in the kitchen area to the under-counter freezer.

Volunteers should regularly check 'sell by' dates and inform the Lead Volunteer should they discover any out-of-date stock. Out-of-date stock should not be put away but left on top of the counter for disposal and the Lead Volunteer should make note of this on the Show Report.

Under no circumstances should any box or package of confectionery be opened until the previous box has been finished. Once a box / package is finished only then should it be disposed of and a new box/package open.

VOLUNTEER INFORMATION



Health and Safety Policy / Fire Evacuation Procedure

It is the responsibility of every Volunteer to read and understand the Theatre's Health and Safety Policy (and any future revisions and / or amendments when notified by Theatre Management) and shall abide by the Policy at all times.

The Health and Safety Policy includes Fire Evacuation Procedures, Safe Systems of Work, Structures, First Aid and Accident Procedures and other relevant practices.

The Health and Safety Policy can be downloaded from the Volunteers Area of the website and a copy can be found in the Health and Safety folder located in the Box Office.

Patron Behaviour

If at any point during a performance, you find a Patron's behaviour inappropriate then the Lead Volunteer should be consulted as to the appropriate action to take and the issue dealt with accordingly. In the event that the Theatre Manager is required to deal with the issue, unless in an emergency, this should be raised with the Manager either at the beginning or end of the performance or during the interval.

Alcohol is not permitted on the premises so if you believe that someone may be drinking on the premises and feel confident to deal with it then do so. If not, ask the Theatre Manager, Duty Manager or Lead Volunteer.

No food or drink purchased outside of the venue is allowed to be consumed on the premises. Any patron bringing food or drink onto the premises must be asked to consume it outside the theatre building or dispose of it appropriately.

During musicals and plays, the use of recording equipment is not permitted under copyright law and can prove annoying to fellow Patrons. If a Patron is seen taking photographs or recording any part of a performance, they should be confronted and asked to stop immediately. With live bands, the taking of photographs may be permitted. If unsure Volunteers should consult Theatre Management.

At least one Volunteer must be seated at the back of the auditorium at all times during a performance to ensure that the aisles remain clear and that the Technical Staff and Patrons are not disturbed or endangered in any way.

Other examples of inappropriate Patron behaviour, that require action, are as follows:

VOLUNTEER INFORMATION



cont...

- Standing on chairs
- Use of mobile telephones during a performance
- Blocking aisles with personal property or theatre chairs
- Knowingly obstructing fellow Patrons view
- Unnecessary noise / talking during events
- Lack of respect for performers, fellow patrons and / or Volunteers
- Lack of respect for the theatre and property
- Being drunk and disorderly

A key part of the Volunteer role is to ensure the comfort, enjoyment and safety of the Patrons at all times.

Complaint Handling / Procedure

If a Patron wishes to make a formal complaint ask them to contact the Theatre Manager and provide them with contact details. Alternatively, take the Patron's name, contact details and a brief description of the nature of the complaint, explaining that the Theatre Manager will contact them as soon as possible. Details of any complaints should be made on the Show Report.

Patrons with Disabilities / Accessibility Needs

The theatre has a maximum of 2 wheelchair spaces per performance.

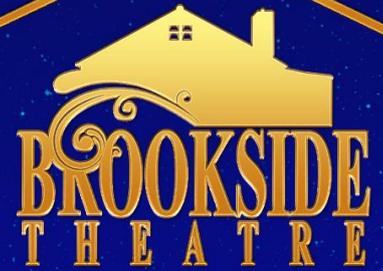
At the start of the shift the Duty Manager will advise of any wheelchair Patrons or Patrons with accessibility needs and their seating arrangements.

Wheelchair Patrons are advised to arrive at the theatre no later than 30 minutes prior to the start of the performance.

There are currently no disabled toilet facilities at the theatre.

On occasion, to assist certain Patrons, a Volunteer may be allocated to help with getting refreshments, etc. for Patrons with accessibility needs.

VOLUNTEER INFORMATION



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Patrons using walking aids including rollators, shopping trolleys, zimmer frames etc. will have to be seated in the back row if they wish to sit on their walking aid and a chair removed or be seated on a normal seat and the walking aid left in the Foyer or at the back of the Auditorium if there is room (Volunteer discretion advised). It may be necessary for the Volunteers to assist with removing and/or returning the walking aid to the Patron(s).

Latecomers

To keep disturbance to other Patrons to a minimum, latecomers must only be admitted into the auditorium at a suitable point in the performance which, for plays and musicals, would usually be at the end of a scene or musical number.

Latecomers are not permitted to stand at the back of the auditorium and must wait in the Foyer until a suitable point in the performance to be admitted and seated.

Latecomers should be seated at the back of the auditorium and assisted to their chair(s) by a Volunteer.

Latecomers who do not have a ticket are not allowed into the auditorium without first purchasing a ticket.

Acts / Bands – Drinks and Refreshments

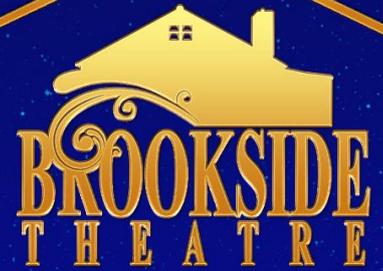
Free bottles of water (*still or sparkling*) should be made available to all members of the act / band. All other refreshments must be paid for unless otherwise advised by Theatre Management. Visiting acts / bands have tea and coffee making facilities in their dressing rooms. Details of any complimentary drinks and refreshments given must be noted on a piece of paper and left in the cash box on every occasion.

For in-house productions, performers and / or crew must pay for any refreshments including bottles of water unless otherwise advised by Theatre Management.

Volunteer Parking

There are usually a minimum of 2 parking spaces available in front of the front building on Eastern Road for Volunteers to park but these spaces cannot be guaranteed and are available on a first-come,

VOLUNTEER INFORMATION



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first-served basis. Volunteers should not attempt to park between the two buildings unless prior permission has been obtained from Theatre Management. There is also single yellow parking on Eastern Road which you can park on after 6.30pm and Slaney Road car park is next to the back gate of the theatre which is a play and display car park chargeable until 8.00pm Monday to Saturday.

Facebook Volunteers Group

For news, updates, socials and complimentary ticket we also recommend that all volunteers join our Facebook group, <https://www.facebook.com/groups/1476311859316151/>

Meetings / Socials

Quarterly Volunteer Meetings are held at the theatre to discuss upcoming events and related matters. Although these meetings are not compulsory, Volunteers are asked to make every effort to attend where possible as all suggestions, comments and ideas are appreciated and Volunteers are actively encouraged to get involved in all aspects of theatre business.

Social events are also organised throughout the year to encourage Volunteers to get to know each other in a social environment.

Details of these events and meetings are posted on the Facebook group.

Volunteer Performance / Behaviour

This is a voluntary post and no expenses are paid. No member of the Brookside Theatre team, including the management thereof, are paid for their involvement.

Whilst on shift, Volunteers are expected to conduct themselves in a professional manner. As much as the Theatre Management want the Volunteers to enjoy the performance, dancing and other such activities whilst on shift are not appropriate and can detract from the attention needed to undertake the duties required. The theatre Patrons' behaviour is paramount in the safety of all concerned. Volunteers must remain positive, friendly and approachable at all times whilst on duty.

Volunteers should sit on the allocated seats provided. Sitting amongst the audience is not permitted.

VOLUNTEER INFORMATION



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Be aware that noise and talking from the Kiosk and the foyer can be heard in the auditorium and therefore must be kept to a minimum during a performance.

Do not disturb Jai or any member of the technical staff during a performance during a performance other than in the event of an emergency as they are required to concentrate on a performance.

Whilst the theatre is open to the public, the Kiosk is out of bounds unless the Volunteer is allocated to work there during his / her shift.

Volunteers are not permitted to sell 'complimentary' tickets offered by Theatre Management nor are they permitted to sell tickets obtained through any official audience members club, the Audience Club, The Theatre Club, My Box Office (MBO) etc. Aside from this being in violation of Theatre rules it also contravenes the rules of the audience clubs themselves.

Mobile phones must be switched off at all times whilst the theatre is open to members of the public. Even mobile phones on silent or in 'flight mode' can interfere with theatre equipment.

No monies can be refunded or discounts offered without the consent of the Theatre Manager – this includes refreshments, tickets etc. and under no circumstances are Volunteers to take money from the cash tins to purchase diminished stock with prior consent from the Theatre Management.

On occasion, Volunteers may be asked to assist with other duties not specified as required.

Volunteers are not considered to be 'employees', however they may be perceived as such by anyone they meet while on Brookside Theatre business. Therefore Volunteers should conduct themselves appropriately at all times and in accordance with the theatre's policies including the use of bad language and inappropriate behaviour towards Patrons, Artistes or fellow Volunteers.

The Brookside Theatre's insurance does not cover any personal property when on the premises or working off site on theatre related business. Volunteers are responsible for the safekeeping of all personal possessions at all times as the theatre can accept no responsibility for any loss or damage.

In the event of poor performance the Theatre Management will inform the Volunteer of its concerns verbally and / or in writing and request improvement within a reasonable timeframe. If no improvement is made or if the problem continues the Theatre Management may terminate service without further notice. Non attendance at two performance shifts without adequate notice or reason will result in termination of service.

VOLUNTEER INFORMATION



Gross Misconduct

Where an Volunteer is found guilty of gross misconduct, they will normally be subject to immediate dismissal. Where there is an allegation of gross misconduct, the Theatre Management will carry out an immediate investigation. The Volunteer will have an opportunity to participate in that investigation, put forward their case and answer any allegation. While any misconduct is investigated, the Volunteer may be suspended. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after an investigation and a disciplinary hearing.

If, after investigation and disciplinary hearing, it is deemed that the Volunteer has committed an offence of gross misconduct, the normal consequence will be immediate dismissal. The Volunteer will be notified of the dismissal as soon as possible.

The following list is a non exhaustive list that indicates the type of actions that may constitute gross misconduct:

- Theft, fraud, deliberate falsification of company documents
- Violent behaviour, fighting, assault on another person
- Deliberate damage to company property
- Harassment
- Being unfit for work through alcohol or illegal drugs
- Gross negligence
- Gross insubordination.

Equal Opportunities Policy

The Brookside Theatre has adopted the following policy to ensure that equal opportunities are implemented throughout the work of the company. This policy shall inform the Brookside Theatre's actions and attitudes towards Volunteers and all members of companies working at the Brookside Theatre.

The Brookside Theatre recognises that individuals and groups have been and are oppressed on many grounds including gender, race, nationality, colour, ethnic origin, geographical location, sexuality, class, disability, HIV status, domestic status and responsibilities, religion, politics, age and appearance. No individual or group should receive less favourable treatment on the above grounds.

VOLUNTEER INFORMATION



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The Theatre aim to combat prejudice or discrimination in all forms. We recognise statistical evidence that suggests that women and those from ethnic communities are not, as yet, in a position of equality within the performing arts industries and we seek to address this in our work and our strategies.

The Theatre Manager, Management and Volunteers are responsible for ensuring that this policy is implemented. The Committee will review the policy on an annual basis.

PATRON FAQs

The following is a list of useful information regarding questions frequently asked by our Patrons.

What time does the show finish?

On average the evening shows finish between 10.15pm and 10.30pm and matinees between 4.15pm and 4.30pm. With all shows, we can only give an approximate running time.

Is there parking at the theatre?

The nearest car park is in Slaney Road which is situated at the rear of the theatre, directly next to the back gate. The car park is pay and display until 8.00pm, Monday – Saturday and after that time and all day Sunday, parking is free. The car park does not currently close.

There is also single yellow parking available in Eastern Road after 6.30pm and for Blue Badge holders.

Can I drop people off at the theatre?

The driveway to the theatre is for access by foot only so Patrons can be dropped either at the front on Eastern Road or at the back on Slaney Road. The best entrance for wheelchair Patrons or Patrons with mobility issues is Eastern Road.

Can I take my drink into the auditorium?

Patrons are permitted to take drinks into the auditorium. However glasses and glass bottles are not permitted and nor are drinks purchased outside of the theatre.

VOLUNTEER INFORMATION



Can I have a glass for my can of drink?

We do not currently provide glasses (plastic or otherwise) or cups with soft drinks – we are able to provide straws. This is in order to avoid spillages where possible.

Why don't you have a bar?

When the land was donated for the construction of the War Memorial in 1952, the donor and original trustees stated in the Trust Deed and on the Land Covenant that alcohol was not to be sold on the premises. This Land Covenant still exists to this day.

Can I bring my own alcohol into the theatre?

Patrons are welcome to drink outside but under no circumstances should alcohol be brought into the theatre.

Can I bring my own food / drink into the theatre?

Patrons are welcome to eat / drink outside but under no circumstances should food or drink purchased outside theatre be consumed in the premises.

Where is the War Memorial and I can I see it?

There are 3 registered war memorials at the theatre – the main building itself, the oak panels engraved with the names of the service personnel and civilians who lost their lives during WWII which are located in the entrance of the front building together with the painting of 'The Light Of The World'. Should any Patron wish to see the panels or painting they will need to make an appointment by contacting the theatre.

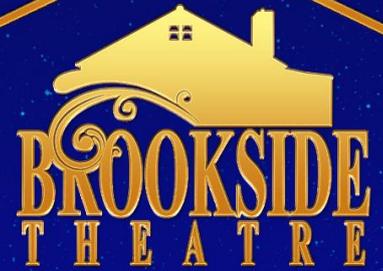
I am interested in becoming a Volunteer. What do I need to do?

Should any Patron express an interest in Volunteering at the theatre, their details including full name, telephone number and email address should be taken and left with the Show Report. Explain to anyone interested that someone will contact them to discuss available opportunities as soon as possible.

Does the theatre recycle its waste?

Unfortunately, at the present time, Havering Council do not offer recycling options to commercial premises.

VOLUNTEER INFORMATION



Does the theatre have cushions?

There are cushions located in the room behind the Box Office but these are for young children only to assist with sight lines.

Does the theatre reserve seats?

At the moment, the theatre is unable to reserve seats due to the fact that it is impossible for us to number seats and aisles. Patrons are advised that should they wish to be seated nearer the front or on an aisle, to arrive earlier rather than later to avoid disappointment.

Can I bring my dog / pet in to the theatre?

No animals are permitted in the theatre at any time except for registered Assistance / Guide Dogs.

Patrons wishing to bring an assistance / guide dog to a performance must book by phone with the theatre and make proper arrangements for seating and required assistance.

OUR THANK YOU TO YOU:

In return for your time and commitment, we offer rewards including:

- The opportunity to see shows and performances at the theatre free of charge.
- Invitations to social events and exclusive theatre activities.
- Complimentary tickets for many productions and events at the theatre for your friends and family to enjoy.
- The opportunity to be involved in a true and worthwhile community project.

VOLUNTEER INFORMATION



CONTACT INFORMATION

Theatre Manager

Jai Sepple
info@brooksidetheatre.com
01708 755775 / 0779 1159669

Deputy Manager / Training Coordinator

Harri Sepple
harri@brooksidetheatre.com
01708 755775

Volunteer Coordinator

Chrissie Rawlings
chrissie@brooksidetheatre.com
07807 245063

New Volunteer Liaison Officer

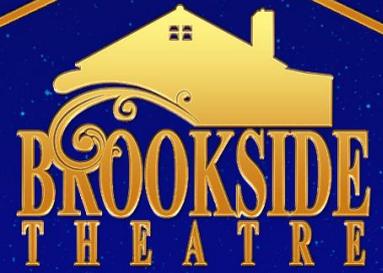
David Watts
dave@brooksidetheatre.com
07940 590423

General Volunteer Enquiries or New Volunteers

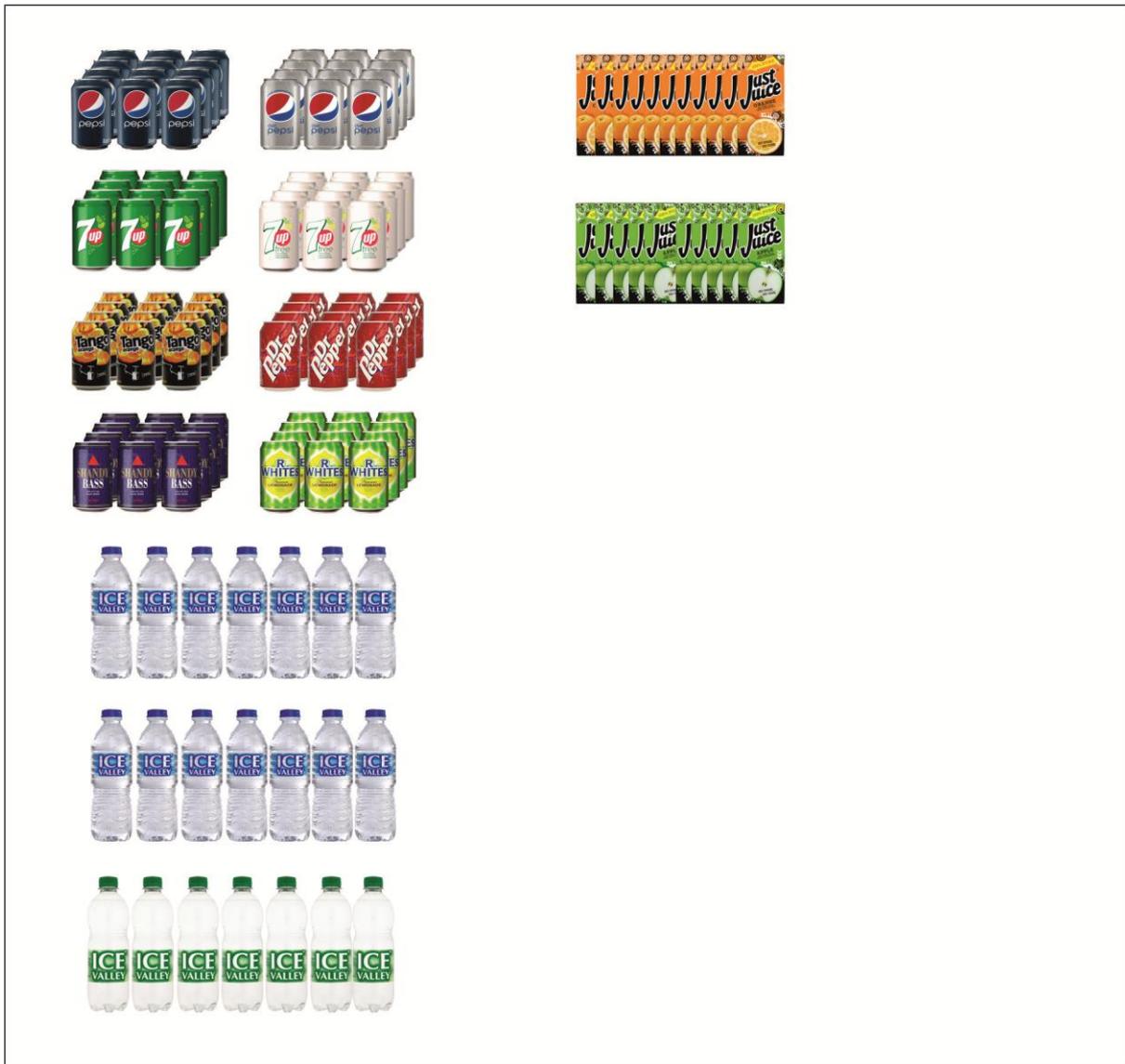
volunteers@brooksidetheatre.com

Please note that this Volunteer Pack is subject to change. If you have any comments, omissions, suggestions or improvements please email them to info@brooksidetheatre.com.

VOLUNTEER INFORMATION



APPENDIX 1 – TALL DRINKS FRIDGE



VOLUNTEER INFORMATION



APPENDIX 2 - UNDER COUNER DRINKS FRIDGE

