



WEBB CENTER

DEL E. WEBB CENTER
FOR THE PERFORMING ARTS

F I N D Y O U R C E N T E R

DEL E. WEBB CENTER FOR THE PERFORMING ARTS VOLUNTEER HANDBOOK

Revised 08/2025

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Welcome to the Webb Center!



Mission -To present culturally diverse, live performing arts and educational experiences that inspire audiences and artistically transform our community.

Vision-To make Wickenburg a destination where artists perform, live and create new work in a community that fosters a lifelong relationship with the arts.

Established in 2001, the Webb Center presents professional music, dance and theatre performances to educate and enrich the lives of its patrons.

The Webb Center offers **professional performances** including a variety of performing arts genres that are selected to engage diverse segments of the community, offer adult education opportunities and provide meaningful arts experiences. All ages and socio-economic levels are welcome to participate with affordable adult and \$5 student tickets.

The Webb Center provides free, interactive "**Arts for Kids**" programs to the 3,100 kindergarten through twelfth grade students in this rural area with special performances and in-classroom residency activities. The programs are curriculum-based and coordinated with administrators and teachers to foster impactful arts experiences. The Webb Center also produces its annual summer arts camp, "**Camp Imagination,**" for first through twelfth grade students to provide students with an intensive hands-on performing, technical and visual arts learning experience.

Launched in 2009, the Webb Center's nationally recognized "**Made in Wickenburg**" artist residency program invites an artistic company to live at a guest ranch in Wickenburg while developing a new piece of work. The participants offer free, open rehearsals to educate the general public on their art form and creative process. In culmination, many companies world-premiere their new piece on the Webb Center's stage and then continue to tour it on a national and international level. The main goal of the residency program is to foster a creative, collaborative environment and provide artistic companies with the resources to create new pieces of work that meet the highest standards of excellence; adding to their repertoires and the collective portfolio of American art. The project also makes the arts more accessible by engaging diverse audience members in free open rehearsals and free public performances.



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DEL E. WEBB CENTER FOR THE PERFORMING ARTS
1090 South Vulture Mine Road
Wickenburg, Arizona 85390
928-684-6684

VOLUNTEER POLICIES

Before, during and after performances the most visible reflection of the spirit of patron service at the Del E. Webb Center for the Performing Arts is the Front of House Volunteer Staff. **It is from you that the first impression of the Webb Center is received.** Our patron's welfare, comfort, safety and enjoyment of the theatre are your primary concerns. Volunteers of the Webb Center need to be welcoming, courteous and respectful acting in a helpful manner. Volunteers are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred to as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that you, our staff, and our patrons have the best possible experience at the Webb Center.

Physical Requirements:

Volunteers have responsibilities in dealing with the public that we believe can best be handled by adults or very mature teenagers that are high school-aged or older. In addition to providing for the safety and comfort of the audience, they are required and must be physically able to climb stairs, stand for long periods of time, open heavy doors, etc.

Dress:

Volunteers represent the Webb Center to the public, and should be *dressed in a professional manner* that would reflect positively upon the Center and the event. Please insure that attire is freshly pressed. Vests will be provided to all ushers for easier visibility. Volunteers who arrive in attire that is inappropriate will not be permitted to assist.

Ladies:

- White blouse (no sleeveless or tank tops) Please tuck in blouse if it is longer than the vest.
- Black slacks or knee length (or longer) skirts
- Black closed-toe shoes (must have a back or strap around the heel)

Men:

- White collared shirt (can be short or long sleeve) Please tuck in shirt if longer than the vest.
- Black slacks
- Black closed-toe shoes

All:

- Nametags, small flashlight, reading glasses if needed.
- Jackets or sweaters may be worn by ushers, during the performance. Not while at your volunteer station.



Arrival Time:

All volunteers must report to the House Manager – **1 hour 15 minutes before the event start time.** At this time you will receive training and instructions as well as position assignments.

Please be on time! Before we can open the house for the audience, all volunteers are required to be in place– **your promptness is important.** We are counting on all confirmed volunteers for an event to be there. If there is an emergency situation that forces a volunteer to cancel at the last moment, she/he shall notify the House Manager or Volunteer Coordinator **at least three hours before** curtain time.

House Managers : Linda Brockwell (401) 258-9712, Lynda Proehl (989) 254-0441

Volunteer Coordinator: Cheryl Lampron @ (603) 340-4470 clampron@dewpac.org.

Where to Report:

House Manager and ALL volunteers *must park in the WHS general parking area* (in front of the gymnasium) and report to the Volunteer Room. We prefer that you not take the parking spaces closest to the Center as those should be reserved for our patrons. The Volunteer Room will be secure and you may leave your purses, coats, sweaters, and other items in the lockers. Please sign in, locate your nametag, sign in and be ready for your pre-show briefing in the atrium. It is important to have all volunteers briefed and in their assigned spots one hour before the event.

Please bring your own refillable water bottle as there are water bottle fill stations next to each restroom.

Pre-Show Briefing:

The House Manager will inform volunteers of their event assignments, give show information such as, approximate length of show, intermission, merchandise, Meet/Greets or receptions following the program, and any other important information pertaining to the show. **The importance of volunteer briefings cannot be overstated.** All volunteers, even if experienced, are expected to attend the full briefing. Be prepared to go directly to your assigned post immediately following the briefing. Always familiarize yourself with the seating chart and emergency exits closest to you and review the emergency exit plan for your area.

VOLUNTEER RESPONSIBILITIES

The House Manager will assign volunteer responsibilities prior to the event. Assignments can be found posted on the assignment sheet inside the Volunteer Room. Responsibilities include greeting, scanning tickets, handing out programs, helping patrons to their seats, spotting empty

seats, monitoring outside entrances, opening and closing the entrance doors, selling artist merchandise, assisting bartenders, answering questions, giving directions, leading in emergency evacuations, recognizing and assisting with medical emergencies and clearing debris from the theatre after the event. It is important that all volunteers know the details of their assigned posts and follow the instructions of assigned team leaders. You are important in the Emergency Evacuation procedure and it's important that you be able to fulfill your responsibilities. **The expectation is for each volunteer to work the entire show and clean up. Please do not leave without signing out with the House Manager.**

Watching the Event:

Volunteers *have an important job to do*, and their primary purpose for being at the event is to perform these duties, not to be a member of the audience. **Volunteers will be working during the entire event, not just for the first few minutes.** They are welcome to watch the event from their positions as long as this does not interfere with their responsibilities. We provide chairs for volunteers that are to be used during performance. Volunteers do not sit in theater seats at the back of the audience.

Intermission:

All volunteers must return to their posts to monitor hallways, doors, answer questions, etc. Please remove your jackets or sweaters before returning to your posts.

After the Event:

All volunteers will return to their posts and assist patrons with doors and exiting the theatre.

All volunteers will check the theatre and lobby after the event to pick up programs, lost items, ticket stubs, etc. Lost items may be brought to the Box Office in the lobby. **Please note the location or seat number of found items on the provided tag so we can contact the patron if necessary.** When the audience has left and the theatre has been adequately cleared of debris, please check with the House Manager to sign out before being released for the evening. The House Manager is responsible for knowing who has left the building.

House Rules:

Volunteers must be familiar with the Center's "Theatre Etiquette for our Audiences," and should insure that patrons are following them. These rules are intended to enhance the experience of all patrons, to insure the safety of patrons and performers, and to protect our theatre from damage.

Emergency Procedures:

If an emergency situation is spotted, the volunteer has two responsibilities: (1) approach the immediate emergency her/himself as the situation dictates, and (2) inform the House Manager and ask for assistance if needed. Please refer to the Emergency Action Plan for additional information and procedures.

THEATRE ETIQUETTE FOR OUR AUDIENCES



The Webb Center asks the cooperation of our patrons in observing the following “House Rules” which are intended to enhance the experience of all patrons.

1. FLASH PHOTOGRAPHY IS NOT PERMITTED IN THE THEATRE: Flashes are distracting to performers on stage, and also create a safety hazard by causing temporary blindness.
2. SOUND RECORDINGS ARE NOT PERMITTED IN THE THEATRE: Due to copyright laws, patrons may not record a performance without express written permission of the performers and prior arrangements with the Webb Center staff.
3. SMOKING IS NOT PERMITTED INSIDE OR OUTSIDE OF THE WEBB CENTER: Arizona state law prohibits smoking on school property.
4. CELL PHONES, VIDEO RECORDING AND TEXTING ARE NOT PERMITTED DURING A PERFORMANCE (unless expressly permitted by the artist).
5. GENERAL AUDIENCE DECORUM: A performing arts theatre is a different venue from a school gym, arena or movie theatre and has a different purpose. Audience members are considerate and respectful of each other and show their approval and appreciation of the performance at appropriate times through applause and positive verbal response. **Hats are removed during performances**; seats are not to be crawled over nor are feet placed on top of seat backs.
6. YOUNG CHILDREN SHOULD BE WITH AN ADULT. If necessary, ushers may inform a parent or guardian in a kindly manor that the lobby is available for their child and that the show is being broadcast on the video wall for their viewing.
7. LOST AND FOUND: All found objects will be kept in the Webb Center’s Box Office.

SERVICE ANIMALS: The Webb Center welcomes Service Animals trained to provide specific work or tasks for the legally disabled as protected by the ADA. Any other animals that provide comfort or emotional support for their owners are not permitted, including, but not limited to, companion animals, emotional support animals, and therapy dogs. Per Arizona law, it is illegal to misrepresent a pet as a service animal and violators face fines up to \$250. Please see a house manager if there is a question.

FOOD & BEVERAGE POLICY: Patrons may enjoy any food purchased at the concession stand in the theater or lobby area. Outside Food should not be brought into the building. Only personal water bottles are allowed and can be filled at the fountains by each bathroom. If you suspect there may be something other than water in the bottle please bring this to the attention of the House Manager or Front of House Manager.

AMBASSADOR POST DESCRIPTIONS

HOUSE MANAGER: The House Manager is in charge of volunteer briefings prior to the event, assigning positions, assisting patrons in wheelchairs, answering questions, solving problems, and generally assisting wherever needed. The House Manager is also responsible for remaining in the lobby 30 minutes after the show has started to seat latecomers, as well as monitoring the lights in the hallways and lobby. At their discretion, they may ask another volunteer to assist. If a volunteer needs assistance, seek the House Manager first. If they are unavailable, seek out Cheryl Lampron, Volunteer Coordinator; Stephanie Fornoff, Box Office Manager; or Andy Halseth, Executive Director.

GREETERS: Greeters (depending on availability) will be positioned outside the main lobby entrances. The greeters are the first ambassadors that the patrons meet. Please greet them with a smile and a “Welcome to the theatre” type of comment. Their duties are to greet the patrons, direct those patrons who already have tickets to the ticket taker stations near the center of the lobby. For those patrons who need to purchase tickets or pick them up, please direct them to Will-Call or the Box Office. Greeters will also inform House Manager or Box Office Manager of any latecomers coming across the parking area. After the show begins, the greeters may sit in a gray cushioned seat located at the top of the stairs along the back walls.

TICKET TAKERS: Ticket takers are positioned at main lobby doors and the stanchions inside the lobby area. They are often the first or second ambassadors of the theatre. Please greet them with a smile, and “welcome to the theatre” or “Can I help you” type comment. Their duties include verifying that the tickets are for that day’s event, using scanners to scan patron’s tickets, directing patrons to the portal that is most convenient for their seat assignment. After the show begins, the ticket takers may sit in a gray cushioned seat located at the top of the stairs along the back walls. Your responsibility is to assist patrons up/down those side stairs and along the back of the theatre during the performance.

INFORMATION/PROGRAM and HALLWAY ATTENDANTS: One program attendant will be stationed at each hallway entrance door. First ask if they are entering the correct portal door, then hand out a playbill and performance program to each patron and direct them to an usher for seating questions. Again, please greet patrons with a smile, a “welcome to the theatre” or an “enjoy the show” type comment. Once the lights go down to prompt the beginning of the show, the program ushers should remain in the lobby until all patrons are seated, then may sit in a gray cushioned seat located at the top of the stairs along the back walls, on their respective side. Hallway attendants (in the elbow) will direct patrons around the corner down to the mid-house ushers for seating. They also monitor the door in the elbow of the hallway to be sure no alcohol leaves the premises. After the show begins, the hallway attendants may sit in a gray cushioned seat located at the top of the stairs along the back walls on their respective side.

HOUSE USHERS: WE SEAT PEOPLE! Three/four ushers will be stationed by the upper house doors on each side of the theatre. They should work in a rotating team fashion. If one is accompanying a patron to their seat, the others should be at the top of the stairs to assist the next patron. After seating patron, usher will return to the entry point to alleviate congestion at the top of the stairway. Two additional ushers will be stationed on each side of the orchestra section (mid-house) to assist patrons with these seats. Ushers should help direct patrons to their appropriate seats; assist people up/down the stairs and direct people to the side ramps for easier entering/exiting. Once a show begins ushers should be seated near the doors with a flashlight to escort latecomers to available seats, to catch the door from closing noisily, and to keep an eye on the patrons in their section in case of an emergency. The assigned usher/team leader on each side of the upper sections should sit in the gray cushioned chairs closest to the door along the back walls and two orchestra ushers should sit in J24 or J23 and L26 or L25 if available, while the other orchestra ushers will sit in the gray cushioned chair closest to the corner on respective sides.

Please be aware that no one is allowed to sit on the stairs.

Again, please greet patrons with a smile, a “welcome to the theatre” or an “enjoy the show” type comment. Many of our patrons are members and buy the same seats for many shows, keep this in mind as you assist them. They may refuse your help as they are very familiar with our “their” theater. Please escort patrons who need your assistance to their seat rather than pointing to the location.

***REMINDER: Front of House Volunteers **have a job to do**, and their primary purpose for being at the event is to perform these duties, **not to be a member of the audience**. Volunteers will be working during the entire event, not just for the first few minutes. They are welcome to watch the event from their positions as long as this does not interfere with their responsibilities.*

MEETINGS, SCHEDULES, COMMUNICATION

Orientation/Welcome Back: (Annually)

Volunteer Orientation will be held in the fall prior to Webb Center season starting, or by date deemed appropriate by staff. **All volunteers must attend orientation before volunteering.** Volunteers will be brought up to date on any changes at the Webb Center, introduced to staff and other volunteers, and recognized for volunteer efforts. New volunteers starting after this time will be required to attend a “New Volunteer Tour” with the Volunteer Manager.

Appreciation Breakfast: Held in April at the Webb Center to appreciate our volunteers at the end of the season. Staff members cook and serve for our wonderful volunteers.

Individual Online Portals: Volunteers can check their schedules, receive automatic reminders and sign up for shows when more help is needed with their individual online VicNet account. FYI emails from the Volunteer Manager will be sent periodically.

Emergency Action Plan/Training: (Annually)

The Webb Center has implemented an Emergency Action Plan (EAP), which all staff and volunteers must complete. This plan is for the protection, safety, and wellbeing of the staff, volunteers, and patrons of the Webb Center. It identifies necessary staff and volunteer actions during fire and other emergencies. Education/Training must be provided so that all staff/volunteers know and understand the EAP. A copy of this plan will be made available to all staff and volunteers. A copy will also be maintained at the Box Office as well as the Theatre. Annually a mock emergency will be staged to train staff/volunteers. This training will be in association with the Wickenburg Police Department and the Wickenburg Fire Department. Volunteers will be encouraged to complete CPR and AED training at a later date.

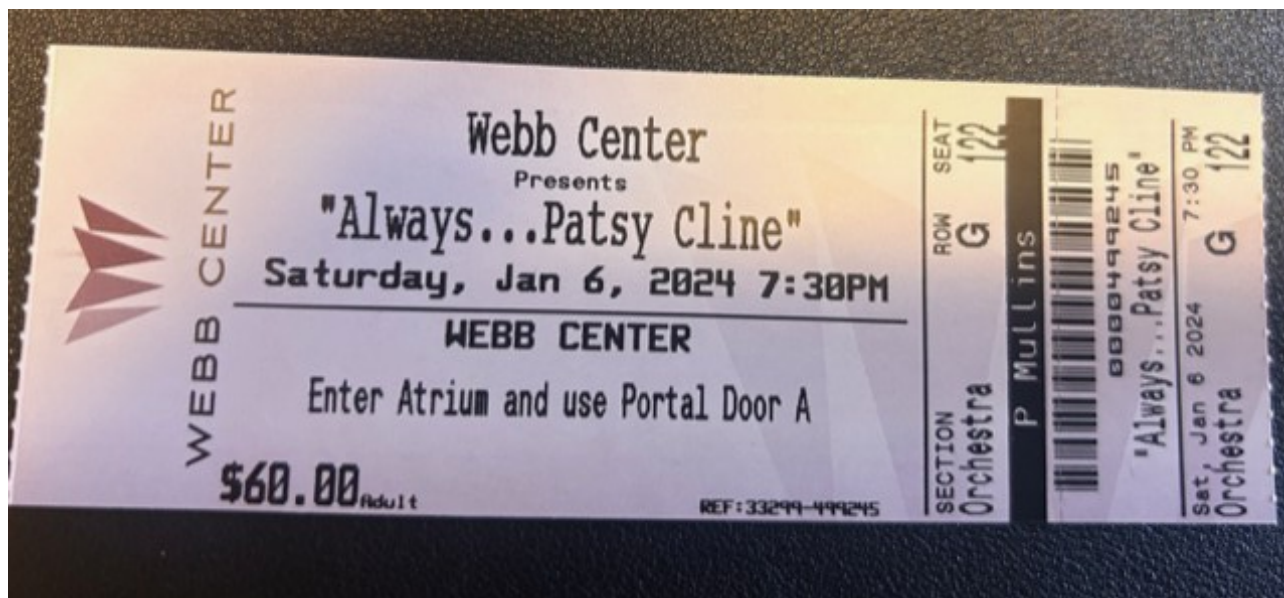
Covid-19 Safety Protocol: The Webb Center is committed to providing healthy and safe facilities for audiences, artists, volunteers and staff. Be assured that all decisions regarding the necessary protocols and policies for the health and safety of our guests will be guided by medical and public health advice and will comply with CDC guidelines on the date of the performance. Protocols may include mask enforcement, increased cleaning, vaccination, negative test verification and more. Please be aware the Webb Center will operate at 100% capacity and that patrons will be seated with other patrons directly in front of, next to and behind them. We will continue to update our website (DEWPAC.ORG) as more information becomes available.

If you are exhibiting flu like symptoms with a fever, cough or shortness of breath please do not attend. Call the House Manager or Volunteer Coordinator.

Webb Center Ticket Samples

Tickets include the following information:

- Name of Show
- Date & Time
- Beer & Wine availability
- Portal Entrance
- Price Paid
- Seat Location
- Bar Code for Scanning





Del E. Webb Center for the Performing Arts



Enter Portal A



532970-28887



event

Classic Albums Live

venue

Webb Center

1090 S. Vulture Mine Road Wickenburg

date

Saturday, March 8, 2025 at 7:30 PM

seat

Section: Orchestra Row: E Seat: 136

portal

Adult Level B Enter Portal Door A

patron

Charles Washington

Please print this ticket and bring it with you to the event

Webb Center

1090 South Vulture Mine Road
(Wickenburg High School Campus)
dewpac.org | 928.684.6624



Craft Beer | Steaks | Shareables | Fine Wines | Happy Hour | & More!



Outdoor Pool
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Call for all of your real estate needs



June Antos

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GOD BLESS OUR MILITARY

CENTURY 21
Arizona West

WEBB CENTER SEATING CHART

STAGE

