



WEBB CENTER

WICKENBURG

**PERFORMING ARTS
VOLUNTEER HANDBOOK**

Revised 09/2026

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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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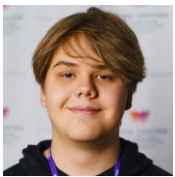
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Linda Brockwell
House Manager



Lynda Proehl
House Manager

VOLUNTEER POLICIES

Before, during and after performances, the most visible reflection of the spirit of patron service at the Webb Center Performing Arts is the Front of House Volunteer Staff. 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 commonsense 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 ensure that attire is freshly pressed. Scarfs, Bolo ties and nametags 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 or hem to an even edge.
- 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 and wear a belt.
- Black slacks
- Black closed-toe shoes

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. Before we can open the house for the audience, all volunteers are required to be in place– your promptness is important. 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@webbcenter.org

Where to Park & 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 Front of 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 ensure 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.

Food & Beverage: Patrons may enjoy any food purchased at the concession stand in the theater or lobby area. Outside Food & Drink 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.

ASSIGNMENT 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. 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 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. 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 J201 or J240 and L201 or L44 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.

***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.*

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 theater. Flashes distract the performers on stage, and also create a safety hazard by causing temporary blindness.
2. SOUND RECORDINGS are not permitted in the theater.: 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 in or outside of the Webb Center. Arizona state law prohibits smoking on school property.
4. CELL PHONE video recording is not allowed during the show (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 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 kind manner 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.
8. 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 the house manager if there is a question.

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 will 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.

TICKET SAMPLE

Tickets include the following information:

- Name of Show
- Date & Time
- Section
- Portal Entrance, Row, Seat
- Price Paid
- Patron Name
- Bar Code for Scanning on stub

 WEBB CENTER WICKENBURG 1090 S. VULTURE MINE RD WICKENBURG, AZ 85390	One Vision of Queen featuring Marc Martel Thursday, Nov 5, 2026 7:30 pm X X Section Upper Level Center Portal A Row K Seat 133 Price \$72 Patron Levandowsky, Dimitri	 Portal A Row K Seat 133
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WEBB CENTER SEATING CHART

STAGE

