

Vol Stars

Volunteer Manual

(Updated June 1st, 2023)

Vol*Stars, Midwest Trust Center Series
Johnson County Community College
Midwest Trust Center, 105
12345 College Boulevard, Box 14
Overland Park, Kansas 66210

Email: volstars@jccc.edu

Website: www.jccc.edu/MidwestTrustCenter

Phone: 913/469-8500 x4312



TABLE OF CONTENTS

Welcome and Introduction

Midwest Trust Center Information

History of Johnson County Community College
History of the Midwest Trust Center

Volunteer Opportunities

Requirements & Training
Uniform
Awards and Recognition
Inactive Policy and Retirement
Volunteer Insurance

Theatre Policies and Etiquette

Building Information

Emergency Procedures

House Operations

Event Sign up process
Confirm event sign up
Report times and schedule changes
Tickets and seating
Common Issues

Job Descriptions

House & Volunteer Manager
Assistant House Managers
Event Captain
Greeter
Ticket Taker
Ushers

Addendums

JCCC Campus Map
Customer Service Tips



Dear Vol*Stars,

Welcome to the Midwest Trust Center at Johnson County Community College!

Our primary mission here at the MTC is three-pronged:

- To present a diverse schedule of professional performing artists from around the world
- To be a comprehensive arts education resource for the community
- To collaborate on campus, in Kansas City, the region and across the United States

The Vol*Star program is an important contributor in all three of these areas – in supporting our live performing arts events, helping to educate our patrons and your own personal willingness to learn, and being a major collaborator in our halls and an ambassador for the MTC in your individual communities.

Each year, our Vol*Stars are essential in the operation of more than 160 events, serving more than 56,000 patrons, through thousands of hours of service. Your commitment to the Midwest Trust Center and Johnson County Community College enables us to provide for our neighbors a thriving, accessible performing arts program. Your work is known throughout the college and greater Kansas City arts community as professional and friendly, giving us an unparalleled reputation for service. Your time and energy enable the success of our program which few other community colleges in the country can match.

That's something to be incredibly proud of!

When I encounter the dedication of our Vol*Stars, I am reminded of the words of American author and thinker Leo Buscaglia, who said *"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."* I consistently experience interactions between our patrons and Vol*Stars which could be described in this way, and I have even been on the receiving end of these acts of caring myself. They make all the difference in creating the environment we aim for here at the Midwest Trust Center – one that is welcoming and friendly to all, where our guests can show up as their authentic selves.

In conclusion, I just want to express my sincerest appreciation for your work. From all of us at the MTC, thank you so much for making the decision to volunteer your time and energy to our organization. We realize there are many ways in which you can spend your time, and we are so grateful you choose to spend it with us.

We look forward to working with you as we create amazing arts experiences here in our community!

Warmest Regards,

Stacie McDaniel
Executive Director, Midwest Trust Center

Midwest Trust Center and Midwest Trust Center Series Information - History of Johnson County Community College

In the 1960s, residents of Johnson County began to seriously consider the creation of a local college. The area had a rapidly growing population and a good school system from which a local college could draw students, and it was hard to ignore the community college movement emerging in California, Florida, Illinois, and Texas.

A special county-wide election was held in March 1967, and the proposed community college was approved by a 3-1 majority. In 1969, county residents voted approval of \$12.9 million in general obligation bonds to purchase more than 200 acres in Overland Park, which would turn the idea for a college campus into a reality. In the meantime, the first JCCC classes were conducted in leased facilities in Merriam that fall. Initial enrollment was 1,380 students. Three years later, in the fall of 1972, classes and all operations were moved to the permanent campus at College Boulevard and Quivira Road.

Over the years, JCCC has continued to expand its student enrollment, instructional program, faculty and staff, and physical facilities to meet the needs of the community. Today, JCCC serves 18,278 students; 30% of these students are full-time. Full-time faculty and staff number approximately 1,300, with another 1,700 people working part time. A full range of undergraduate credit courses is available, forming the first two years of most college curricula. In addition, more than 50 one- and two-year career and certificate programs are offered to prepare students to enter the job market in high employment fields.

JCCC has become the state's largest undergraduate institution of higher education, the largest of its 19 community colleges and a board member of the League for Innovation in the Community College. JCCC ranks among the top 20% of community colleges in Kansas in the categories: largest student body, highest graduate earnings, and highest competition rates.

Midwest Trust Center Information - History of the Midwest Trust Center

The development of the building began in the 1980s when a survey determined that 94% of Johnson County residents supported a performing arts center. In 1987, the JCCC Board of Trustees voted to build the Cultural Education Center. It was later renamed the Carlsen Center in 1998, and again renamed 2021, becoming the Midwest Trust Center.

The \$23 million building houses four venues: 1,300-seat Yardley Hall, 400-seat Polsky Theatre, 100-seat Bodker Black Box Theatre, and the 50-seat Recital Hall. The 165,000 square foot Midwest Trust Center offers lecture halls, classrooms, computer labs, and the JCCC Police offices.

Volunteer Opportunities

The Vol*Star program hosts a wide range of events in the Midwest Trust Center performance spaces. From local high school graduations and JCCC music department band performances, to internationally recognized ballet troupes or comedians, our volunteers have a wide range of opportunities to experience the academic and cultural art scene in our community.

Volunteer positions:

- Greeters
- Ticket takers
- Ushers
- Coat check attendants
- Merchandise sales
- Pre-show dinner and special reception check-in
- Direct school bus parking during arts education school events

Events occur at all times, every day of the week, and throughout the year. Shifts can begin early morning or end late at night. February through May and September through November are generally our busiest times of the year. While seeing the performances is a perk of the volunteering position, it is NOT a guarantee. *Often, volunteers have to assist with duties that don't allow them seeing the entire program.*

Events at the Midwest Trust Center:

Midwest Trust Center Series (MTC Series) – organized, marketed, and hosted by our office, this series of events held August through May are ticketed and held in Yardley Hall or Polsky Theatre. We host professional performing artists that appeal to a wide variety of audiences.

JCCC Academic Productions – organized by the Music and Theatre departments on campus, a variety of productions are held throughout the year, including Choral Ensemble, Concert Band, Jazz Band, and theatrical productions in Bodker Black Box and Polsky Theatres.

JCCC events – organized and hosted by other JCCC departments, these events range from student talent shows to academic programs' graduations.

Community events – otherwise known as “rental clients,” these groups/organizations use our facilities to host graduations, cultural performances, and speakers.

Requirements & Training

- Punctuality and commitment to volunteer shifts is very important
- Comfort in navigating stairs in dim light and able to read small print
- Ability to stand for long periods of time

- Friendly and comfortable with large crowds, and interacting with patrons that may be unhappy
- Cross train to complete all functions
- Volunteer a minimum of 4 events per sign-up period (summer optional)

Volunteers must complete an application, attend an orientation/training prior to completing their first volunteer shift. After the initial training, volunteers are required to attend continuing education trainings once per year.

Uniform

- Vol*Stars wear black closed-toe shoes, pants, and shirts/blouses - skirts and dresses are also fine. If your shoes require socks, they should be black. Men are provided green neckties; women are provided green neck scarves. *Reminders:*
 - o Please refrain from wearing perfumes/cologne at any time; volunteers and patrons may have sensitive allergies.
 - o Lint rollers are provided in the coatroom to help with any pet hair that is easily seen on the black uniforms.
 - o Purses and bags should be kept in the locked cabinet in the coatroom.
 - It is ok to carry a very small black cross-body purse with you if you need to keep certain items with you. It should be small and stay on your body at all times.
 - o Shirt sleeves should hit below the elbow and no capri pants or jeans.

Awards and Recognition

Our volunteers are known for their professionalism throughout the JCCC campus and Kansas City area art community. We appreciate your time and dedication to our organization. Volunteers are recognized for their hour of service milestones: 100, 250, 500, 1000, 1500, 2000, 2500, 3000, and 3500.

Awards and recognitions are announced at our yearly volunteer appreciation event, typically held in August, which honors both current and retired volunteers.

Inactive Policy and Retirements

Vol*Stars are required to volunteer at a minimum of 4 events per fall and spring semesters (summer is optional). We suggest signing up for >4 events in case you need to cancel due to unforeseen circumstances. We regularly send out “help needed” calls for assistance and are confident that our facility provides enough volunteer opportunities for all Vol*Stars to meet this requirement. Volunteers not completing the minimum number of events will be automatically placed on “standby” lists the following semester. If there is no participation over 2 sign up periods, we will automatically remove the Vol*Star from our records. After an absence over a full calendar year VolStars would need to re-apply and complete the JCCC background check process again.

Volunteers are required to work both MTC Series and non-MTC Series events.

A period of non-participation because of illness, travel, family obligations, or other extenuating circumstances should be discussed with the House & Volunteer Manager. Communication is the key to a successful volunteer program.

Retirement

Volunteers form valuable relationships with one another, and JCCC. We miss our volunteers when they retire, but know that health, family, and time commitments often hamper the ability to volunteer. Just because your days of volunteering ends, doesn't mean your relationship with us does as well.

Volunteers no longer able to commit to the Vol*Star program and choose to retire will be honored by receiving tickets to JCCC Midwest Trust Center Series events; some exclusions may apply. Retirement certificates are mailed in the summer and are valid during the current series only.

- Bronze Level: 10 years and/or 500 hours; 1 ticket per year for 5 years
- Silver Level: 10 years of service and/or 1000 hours: 2 tickets per year for 5 years
- Gold Level: 15 years and/or 1500 hours of service: 4 tickets per year for 5 years
- Platinum Level: 20 years and/or 2000 hours of service: 6 tickets per year for 5 years

Volstars who qualify for the Retirement program will also receive an invitation to the annual VolStar Appreciation Event (typically held in August) for the 5-year period that they receive the vouchers.

Volunteer Insurance

Reporting an Injury: In the event you need medical attention resulting from an injury incurred “on the job,” our first priority is for you to seek the appropriate treatment. Volunteers should always notify their supervisor in the event of an injury in order for the proper documentation to get processed so you can receive the insurance benefits we provide for you.

Volunteer Insurance: Volunteers injured on the job may be covered by the College’s Volunteer Accident Policy offered through the Philadelphia Indemnity Insurance Company. This coverage is a secondary coverage to the volunteer's primary health care insurance. If you need additional information, call Sandra Warner, Executive Director Mission Continuity and Risk Management at (913) 469-2552 or email her at swarner@jccc.edu.

Theatre Policies and Etiquette

Our volunteers are not simply ushers or coatroom attendants during a performance; you are considered ambassadors for JCCC and the arts community. You are often the only JCCC representative that patrons or guests meet in person. Your crisp appearance, language (body and verbal), hospitality and behavior directly impact each guest’s experience with our facility.

Use of the lobby: Safety and security of everyone is important; running, sliding on banisters, and throwing objects is never permitted. If you don’t feel comfortable handling a situation, notify a House Manager.

Assisted listening devices: In 2022 a Hearing Loop system was installed in Yardley & Polsky. This system is designed to automatically connect to personal hearing aids and devices. To connect patrons should switch their personal hearing devices to telecoil or “T” mode. For those who would like to access the hearing loop system, but do not have a hearing device or one with a telecoil, hearing loop receivers with headphones are available to borrow. They can be checked out from the coatroom. The coatroom volunteer or an HM checks the units in/out prior to events and/or during intermission. A driver’s license is required for security of the unit. Note: units are not available for acoustic/non-amplified performances.

Late seating: The times that patrons enter the performance hall is determined strictly by the artist/rental client and is often listed in their contract with us. Ushers *must* adhere to the policy and ensure patrons only enter the hall at a pre-determined time. This is announced at the pre-event volunteer meeting. Patrons exiting the hall after the performance begins will be allowed to enter at an appropriate time. Door and seating interruptions are to be kept to a minimum to maintain enjoyment for all patrons.

Cameras and Recording Devices: These are often prohibited by copyright laws, union contracts, producer regulations, etc. This is announced at the pre-event volunteer meeting. Ushers help enforce this policy with our patrons. If you don’t feel comfortable handling a situation, notify a House Manager. If photography is allowed, aisles may never be blocked by tripods. This policy is noted on the back of all tickets issued by the Box Office.

Food and drink: Drinks *with lids* are allowed in the performance halls. Food is never allowed. Ushers help enforce this policy with our patrons. If you don't feel comfortable handling a situation, notify a House Manager.

Smoking: As of August 1, 2011, JCCC is a smoke-free campus. This includes "vapor/electronic" cigarettes.

Blocking Aisles: Patrons *and* ushers should never stand in the aisles or block doorways. This is a safety hazard.

Audience Dress: Dress is not restricted except where safety, security, or viewing by other patrons is disrupted. Inform the House Manager of any concerns.

Cell phones and audience disturbances: Phones must be on silent. Volunteers should *never* use cell phones while on duty. Disturbances by audience members rarely occur but should be handled immediately to maintain the integrity of the show. Ushers help enforce this policy with our patrons. If you don't feel comfortable handling a situation, notify a House Manager.

House opening times: The halls normally open 30 minutes prior to curtain time. The house is never opened until the House Manager or Event Captain directs to open the doors.

Tickets issues: This includes lost tickets, attending on the wrong night, etc. Volunteers should notify the House Manager or Event Captain, who will escort the patron to the box office or radio the box office.

Seating issues: Rarely, there is a double seating issue – where two patrons have tickets for the exact same seat. In all instances of seating issues, volunteers should notify the House Manager or Event Captain, who will escort the patron to the box office.

Children: For ticketed events, *all* children, regardless of age, *must* have a ticket to be admitted.

Tips: Volunteers may not accept tips. All tips collected at coat check are put in the labeled donation box and added to the Vol*Star Scholarship fund.

Concealed Carry: Effective July 1, 2017, an authorized individual may carry a concealed handgun on or about their person in most state and municipal buildings, in Kansas, including institutions of higher education.

JCCC Concealed Carry Policy: JCCC recognizes the right of authorized individuals to carry concealed handguns. Individuals who are at least 21 years of age, and who are in lawful possessions of a handgun with no restrictions or prior record, may conceal carry. Partially or wholly visible handguns do not meet the requirements of concealed carry, and at a minimum would be a policy violation and should be reported to our JCCC Police Department. Temporary Adequate Security Measures (ASMs) can be put in place where concealed carry is prohibited. If ASMs are in place, signs will clearly identify where concealed carry is prohibited. *Visit the JCCC website and search for "concealed carry" to find more information.*

Building Information

The Midwest Trust Center offers two main venues:

- Yardley Hall: 1300-seat proscenium stage; three levels; six public entrances.
- Polsky Theatre: 400-seat proscenium stage; 1 level; 1 public entrance.

Additional venues at MTC:

- Recital Hall: 50 seats; one level; one public entrance – This is primarily used as an internal studio/classroom space and is rarely used as a public venue.
- Bodker Black Box Theatre: 100-seat black box stage; 1 level; one public entrance – Managed by JCCC's Academic Theatre Department & Students

Parking lots: free and open to the public *unless* reserved for patrons of a specific event (usually the lower west garage). A four-story, covered parking garage is also available a short walk from the Midwest Trust Center.

Elevators: One located at each end of the lobby, but they each serve different areas. Please ride the elevators to familiarize yourself.

Handicap/ADA accessibility: required by law and offered at each performance. Patrons should notify the box office prior to the event to request ADA seating, but it's not a requirement. We make every effort to accommodate patrons.

Coat check: located in the lobby and open during most MTC Series events and during cold weather.

Drinking fountains: located on all levels. Vending machines are also available in the building.

JCCC Police/First Aid/Lost & Found: located on 1st floor – MTC 115. ALL emergencies are directed to JCCC Police. For an emergency, dial x4111 from a campus phone to reach them. Non-emergencies should dial x4112 from a campus phone.

Emergency Assembly Area: The MTC 'Emergency Assembly Area' is the Upper East parking level.

Box Office: open 10 a.m. – 5 p.m., Monday – Friday, and one hour prior to ticketed performances. Phone: (913) 469-4445. The House Manager is always the liaison to the box office. Any questions or issues should go through the House Manager first.

Virginia Krebs Room, MTC 107: located on the first floor and serves as a meeting and/or small event space.

Emergency Procedures

One of the primary duties of our Vol*Stars is to assist patrons during emergency evacuations. While rare, it is important that all volunteers know how to handle the audience in an emergency. The best way to prepare the audience for an emergency is to prepare yourself.

NOTE: All emergencies are directed to JCCC Police, dial x4111 in an emergency. Always notify an Event Captain and/or House Manager in the event of an emergency.

How to dial for help: Dial x4111 from campus phones to reach Campus Police. The vestibule phones and others on campus are programmed for speed dial 2 (Red button) to call Campus Police. Dial 913-469-2500 from non-campus phones to reach Campus Police. PLEASE SAVE THIS NUMBER IN YOUR PHONE.

If you need to call an outside line from a campus phone: Remember to dial 8, then 1, then the area code before making a call.

Medical emergency: Find a House Manager or Event Captain immediately. If neither is immediately available, use the phone in the Yardley and Polsky vestibules to dial x4111 or speed dial 2 (red button). Give your name, the exact location, and the nature of the emergency. Rely on those around you. Someone should call for help, someone should go get the AED machine and bring it to the emergency sight, someone should stay with the person, and others can help clear the area and keep the area safe.

Power failure: In the event of a power failure, an emergency power generator will operate within one minute. The emergency lighting provides safety and security only, but not enough to continue with the performance. Volunteers should stay in their assigned position and not panic. House management will inform the audience about the situation and determine the action to be taken. *If there is a power failure in combination with a fire or tornado, standard emergency evacuations should take place immediately.*

Fire/Smoke/Explosion emergency: Before *every* volunteer shift, locate the nearest fire exits and refresh yourself with evacuation procedures. Fire exit signs are always red, lighted, and directly above an exit. Some exit signs in hallways have an arrow that points in the direction of the proper exit. Volunteers assigned for “door duty” should always stay near their assigned door until their area is clear of patrons.

If the fire alarm goes off (alarm sound/voice & flashing lights):

- **When possible, a Stage Manager or House Manager will stop the show and make an announcement. This is not always possible – If the alarms go off, Event Captains should begin emergency procedures. If an EC is unsure, they should immediately radio the House Manager.**
- ACT! Never assume a false alarm. Proceed with emergency evacuation procedures:
 1. Grab the emergency bag near your assigned exit door if on door duty
 2. Dismiss wheelchair and disabled patrons
 3. Speak loudly, repeatedly, and calmly, saying, “Exit this way please. Follow the red exit signs out of the building.”

4. Be seen! Raise your hands, stand on benches if it is safe to do so, and point to the fire exits.
 5. Do *not* prop doors open; hold it open yourself. Do *not* use elevators.
 6. Get the audience out first, and then follow.
 7. Gather in the Midwest Trust Center 'Emergency Assembly Area'. Walk to the furthest point of your assigned area:
 - Primary: upper east parking deck
 - Alternates: lower east covered parking garage & outside courtyard on the south side of MTC
 8. The ushers' responsibility is to move the audience to the emergency assembly evacuation area; if patrons choose to leave, that is their responsibility.
- If more than one volunteer is in an area, one volunteer should lead patrons out of the building with the emergency bag while the other volunteer stays inside to give directions.
 - In Polsky all exits are good choices to use to easily get to the assembly area (upper East garage)
 - In Yardley all exits can be used, but we try to avoid the doors that exit to backstage (1,4,5,8,9,12)
 - If on the upper floors of Yardley and the lower level is crowded with other exiting patrons, it is ok to take some patrons out the south exits (to the courtyard) and then walk around to the upper east garage.
 - Remember that all ECs and HMs should have a radio.

Tornado emergency: If a Warning is issued the JCCC external campus warning alarm sounds, followed by a public announcement over the speaker system. JCCC Police will inform our staff to stop performance and take shelter. Building Emergency Leaders (BELs) and floor monitors will assist with sheltering.

ACT! Never assume a false alarm. Proceed with emergency shelter procedures:

1. Grab the emergency bag near your assigned exit door if on door duty
2. Don't prop open doors
3. Avoid exterior doors and windows
4. Dismiss wheelchair and disabled patrons
5. Speak loudly, repeatedly, and calmly, saying, "Exit this way please. Follow the red exit signs out of the theatre"
6. Enter emergency shelter and walk to the furthest point to accommodate those who enter after you
7. Stay in assigned area until given the "all clear" by JCCC Police. Patrons who willingly chose to leave may do so.

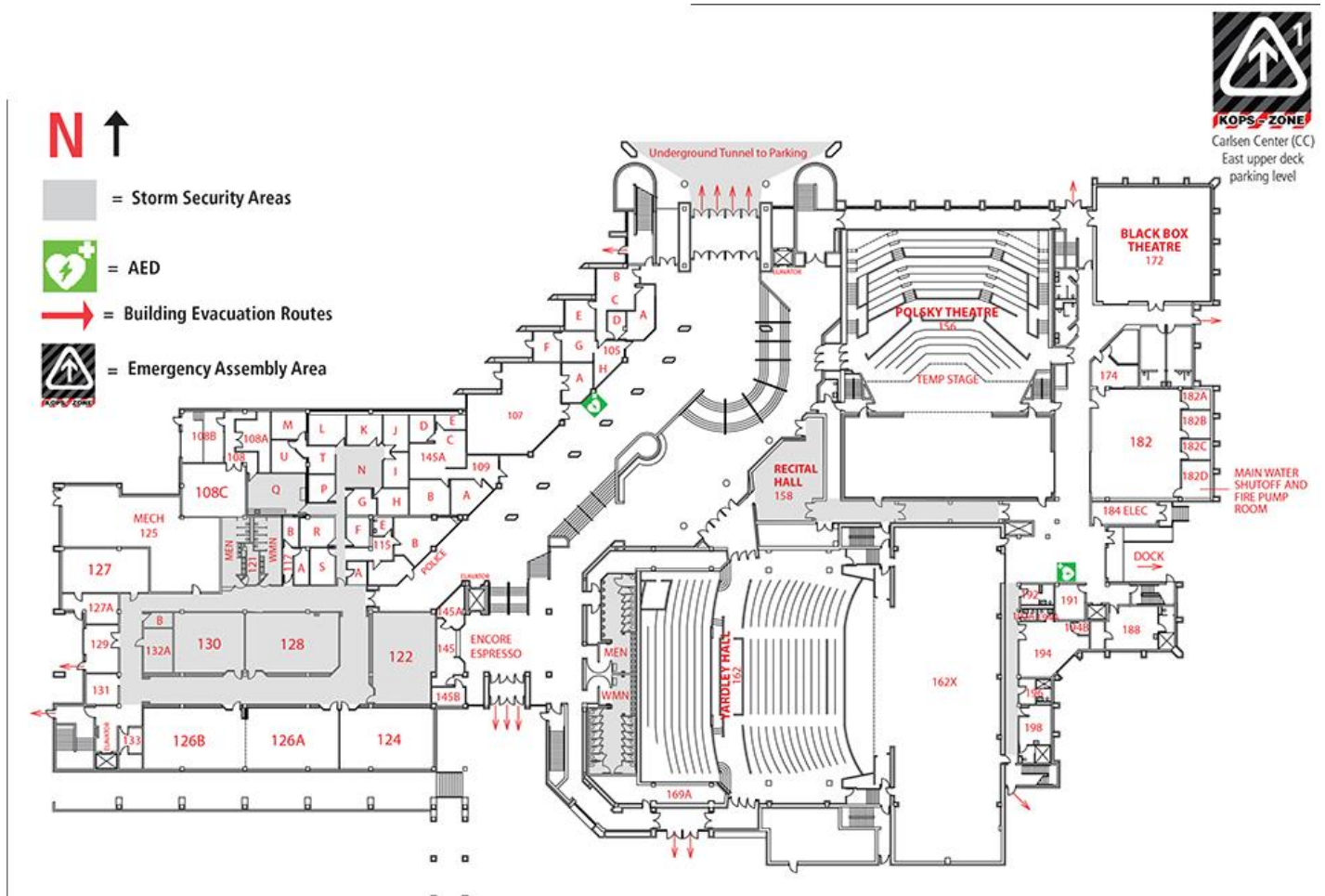
Active shooter/Armed intruder:

- No matter where you are, be familiar with your surroundings and know your escape routes. Do not be an easy target. When faced with a violent intruder, increase your chances of survival by remembering your A.L.I.C.E. options. Never give up!
- With so many unknown factors, we cannot tell you how to proceed during this type of emergency. A.L.I.C.E. is a set of tips and tools to remember, and use based on the situation.

- During an active intruder emergency, we do not ask our Volstars to do anything other than keep yourself safe. If you are able and choose to, you can help others around you.
- VolStars are welcome to take AED, CPR, and Stop the Bleed classes at JCCC. These classes may help you feel more prepared and safer and could save a life. Please sign up in the coatroom or let us know if you are interested in these trainings.
- Being aware of your surroundings is always helpful during any kind of an emergency. Make sure you always know where the exits are, where they lead to, and have more than one exit path in mind.

- A.L.I.C.E.
 - **Alert** - listen for/or receive specific, real-time information and notify Campus Police at ext. 4111 or call 911. Phones near main doors to Polsky and Yardley have an emergency speed dial.
 - **Lockdown** or shelter in place by locking down and barricading entry points. Get low to the floor, spread out and turn off lights.
 - **Inform** - listen for or give real-time updates by any communication means possible.
 - **Counter** the attacker as a last resort by movement, noise, distraction, and SWARM.
 - **Evacuate** - get out and put distance between you and killer. Do not go to your car, evacuate on foot. Seek assistance at a Rally Point, stay alert to college information.

Please review the tornado emergency exit map – 1st floor:



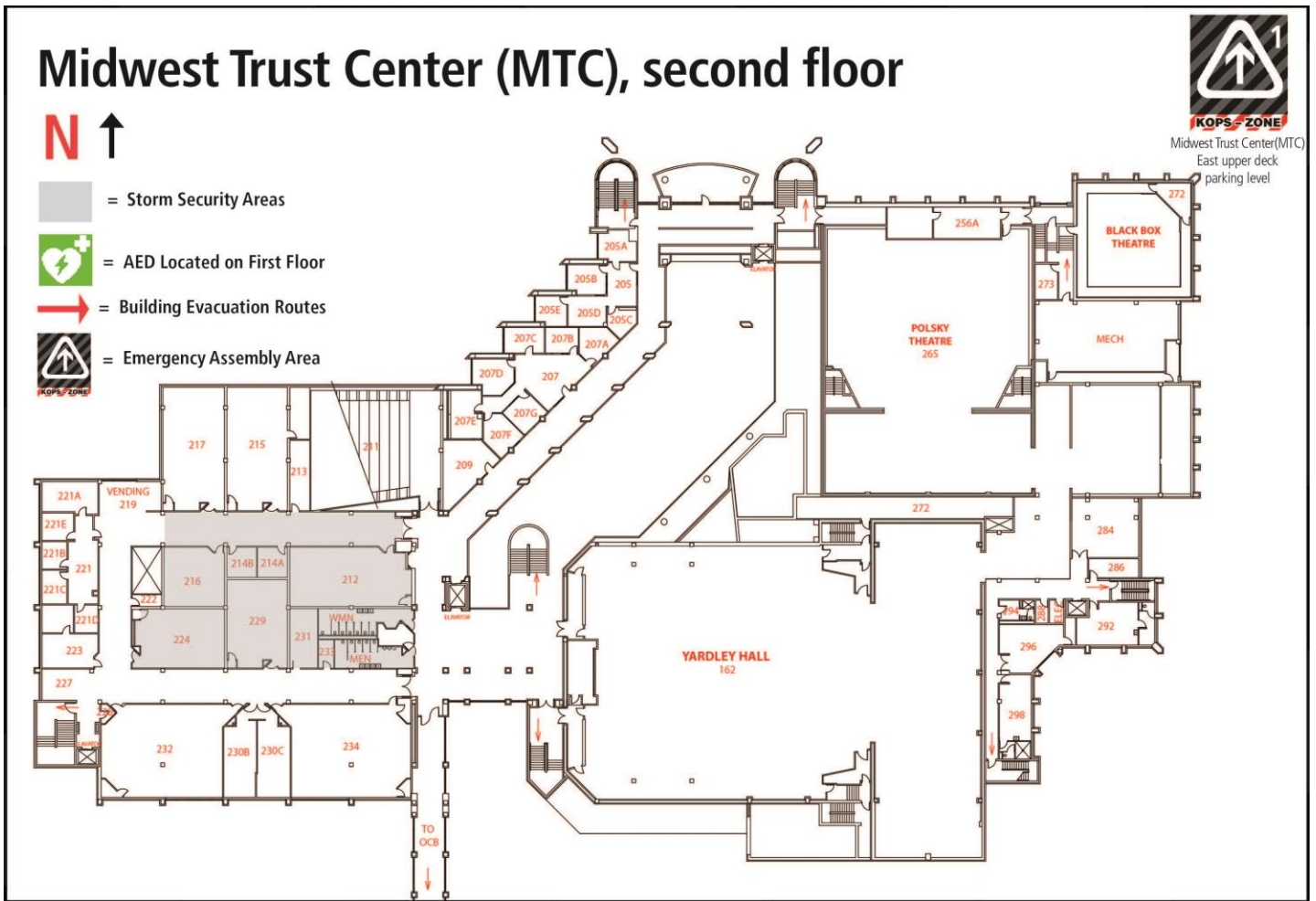
MTC First Floor Storm Security Areas

- Men's and women's restrooms
- Underground tunnel to parking garages
- Police Department corridor
- CC 122, 128, 130, 132B
- Recital Hall 158

MTC First Floor Resources

- Automated External Defibrillator (AED Machine) located on wall between MTC 105 and MTC 107 (Virginia Krebs Community Room). There is also one backstage.
- Phones located in vestibules, coatroom, outside of MTC 105, at Welcome Center desk
- Fire extinguishers located on wall between Recital Hall and Polsky and on wall next to Police Station across from elevator.

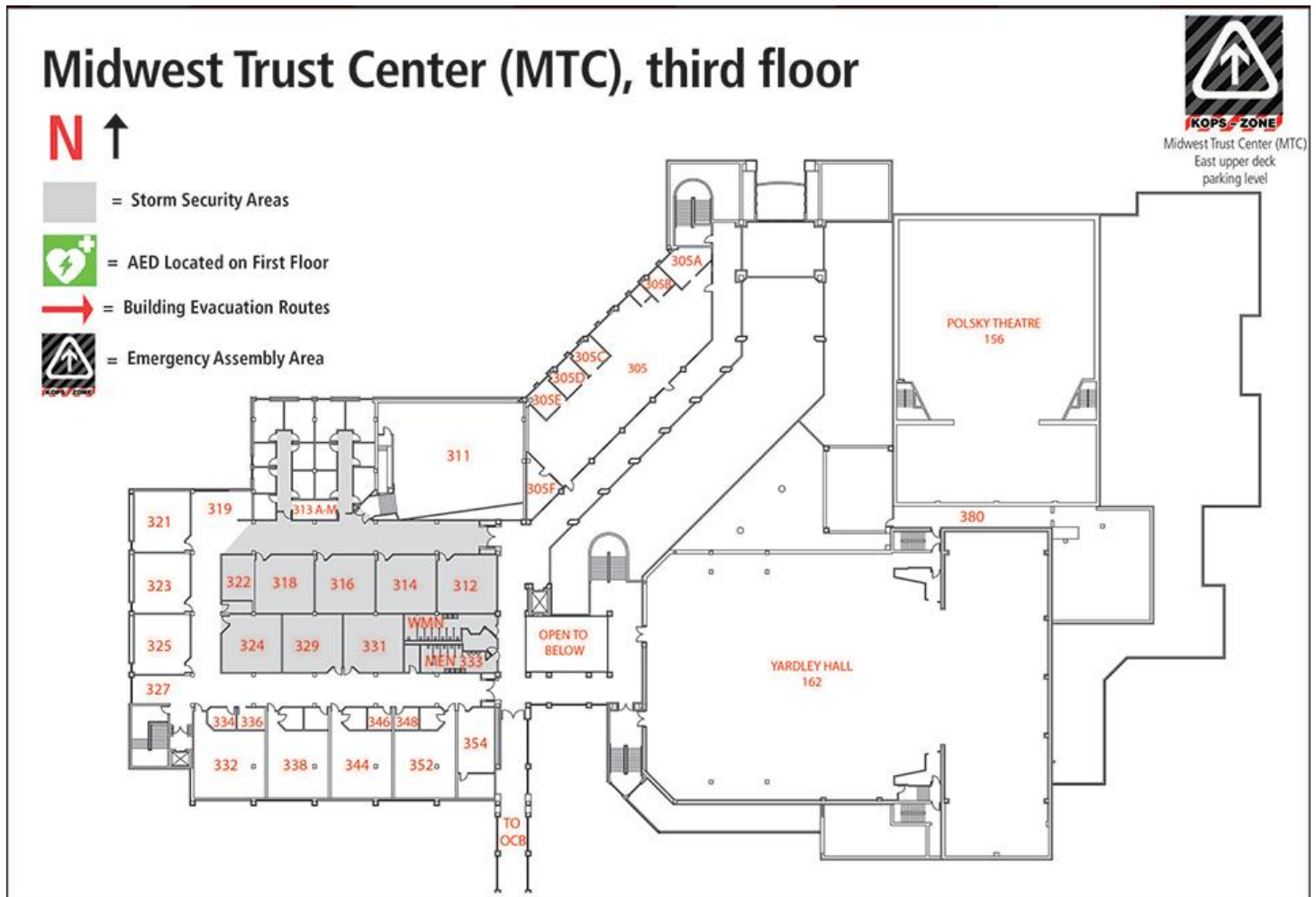
Please review the tornado emergency exit map –2nd floor:



MTC Second Floor Storm Security Areas

- MTC 212, 216, 224, 229
- Men's and women's restrooms

Please review the tornado emergency exit map –3rd floor:



MTC Third Floor Storm Security Areas

- MTC 312, 314, 316, 318, 324, 329, 331
- Men's and women's restrooms

House Operations

The pool of Vol*Stars is around 120 people, realizing that everyone has different schedules and availability to work. With over 160+ events per year, we often require a large number of volunteers to fully staff each event. We assign volunteers to events based upon hours of service and availability throughout the year; the more events you're available, the more you'll work. Spouses and friends who volunteer together may sign up together.

Types of events: Events are divided into "series" and "non-series" categories. "Series" events include all the Midwest Trust Center Series events coordinated by our office. "Non-series" events include all other activities (outside rental clients, JCCC academic programs, etc.). Volunteers who have signed up for an event, but are not needed, will be added to the "standby" list. Volunteers should expect to volunteer at both "Midwest Trust Series" events and non-MTC Series events.

www.MyVolunteerPage.com: Our online volunteer management portal. Volunteers can sign-up/cancel for events, view their schedule, and update their personal information. If you need your username or password reset, contact our office.

Schedules: After each sign-up, a personalized schedule will be emailed to the volunteer. This same schedule is also available at www.MyVolunteerPage.com. This schedule indicates your report time, estimated end time and theatre location. Assignments will include if you're scheduled as an USHER or a STANDBY. Standby assignment means you *could be* called to work an event, it does not guarantee you will work the event. Specific duty assignments are made the day of the event by the House Manager (aside from Event Captain positions and other occasional positions such as merchandise sales which have usually already been determined).

Report times: Please report, in uniform and ready to work to the coatroom. Report times are generally 1 hour prior to the "curtain time" of an event. Volunteers that are consistently late or no-show will be taken off the schedule. When you report to the coatroom, you'll receive your name tag, flashlight, and the assignment sheet. Please have all this done prior to the House Manager conducting the pre-show meeting. NOTE: we suggest leaving your personal belongings at home. Personal belongings are *not* the responsibility of JCCC.

Schedule: If you are no longer able to work a shift you are assigned to please remove yourself from this shift on www.MyVolunteerPage.com if it is 10+ days prior to an event. If it is within 10 days of the event, please notify our office as soon as you have a schedule change so we can find a replacement. Email volstars@jccc.edu or Call the VolStar hotline (913/469-8500 x 4312).

Reminder/Recruiting Calls: Event Captains call or email all volunteers 7-10 days in advance of an event to confirm attendance. Please return their call/email **as soon as possible and no later than 3 days before an event**. When new events are added to the schedule, our office generally sends out an email to solicit volunteers, but you may also be called by an Event Captain.

Seeing the show: While every effort is made to allow the volunteer to see the show, please know this is not a priority over serving the patrons and completing volunteer duties. You will often miss the first and last part of a performance to accommodate late seating of patrons, greeting at the door, etc. You are *always* “on duty” for the entire event. Please stay aware of your surroundings.

Types of seating:

- Reserved: tickets assigned to specific seats
- General admission: patrons have tickets, but select their own seats
- Open seating: no tickets, patrons select seat location. We occasionally also use wristbands for general admission events that have many patrons entering/exiting the theatre during the event.



Our Box Office uses a company called “etix” – See next pages for example images of tickets

CONFIRMATION EMAIL

Trouble reading? [Click here](#).

Need help? 1-800-514-3849 | [Read our FAQs](#)



ORDER ID: 308843268

Thank you for your purchase from The Midwest Trust Center at JCCC

[View Ticket\(s\)](#)

Polsky Theatre

Makin' Cake by Dasha Kelly Hamilton

February 3, 2024 8:00 PM

Thank you for your purchase. We look forward to seeing you at the Midwest Trust Center. If you have questions about the event, please call the Box Office at 913-489-4445 Monday - Friday, 10 AM - 5 PM or email us at tickets@jccc.edu.

[Share on Facebook](#)

[Share on Twitter](#)

SERIAL	SEAT INFO	PRICE CODE	PRICE	FEE \$	SUBTOTAL
11986496725	Section: Upper Mezzanine Center, Row: N, Seat: 118	Complimentary	\$0.00		\$0.00

Delivery Fee: \$0.00

Order Fee: \$0.00




Total: \$0.00

Upcoming performances at Polsky Theatre


August 2, 2023 7:00 PM

[Parker Quartet](#)

PRINTED E-TICKET

 11966496725	
<u>SECTION</u> Upper Mezzanine Center	
<u>ROW</u> N	<u>SEAT</u> 118
The Midwest Trust Center Presents Makin' Cake by Dasha Kelly Hamilton Saturday, Feb. 3, 2023 8 PM Polsky Theatre PURCHASED BY: Rachel Hoyer PRICE: \$0.00 FEES: \$0.00 TOTAL: \$0.00	
Complimentary	
ORDER ID: #308843268 TICKET COUNT: 1 OF 1	
	
 11966496725	
ALL SALES FINAL NO REFUNDS / NO EXCHANGES	

Thank you for using Etix!
Please print this page and bring it with you to the event.



THIS IS YOUR TICKET


GENERAL ADMISSION

<p>General Admission</p> <p>Ticket: 55 12001808003 Price: \$0.00 Fee: \$0.00 Compliment</p>	<p>Miss Kansas USA Miss Kansas Teen USA Presentation Show</p> <p>Sat., June 17, 2023 7 PM Polsky Theatre Midwest Trust Center JCCC</p> <p>JCCC.EDU/MTC</p>	<p>General Admission</p> <p>Ticket: 55 12001808003 Price: \$0.00 Fee: \$0.00 Compliment</p> 
Ticket 55	General Admission	310654032 Compliment

MTC SERIES

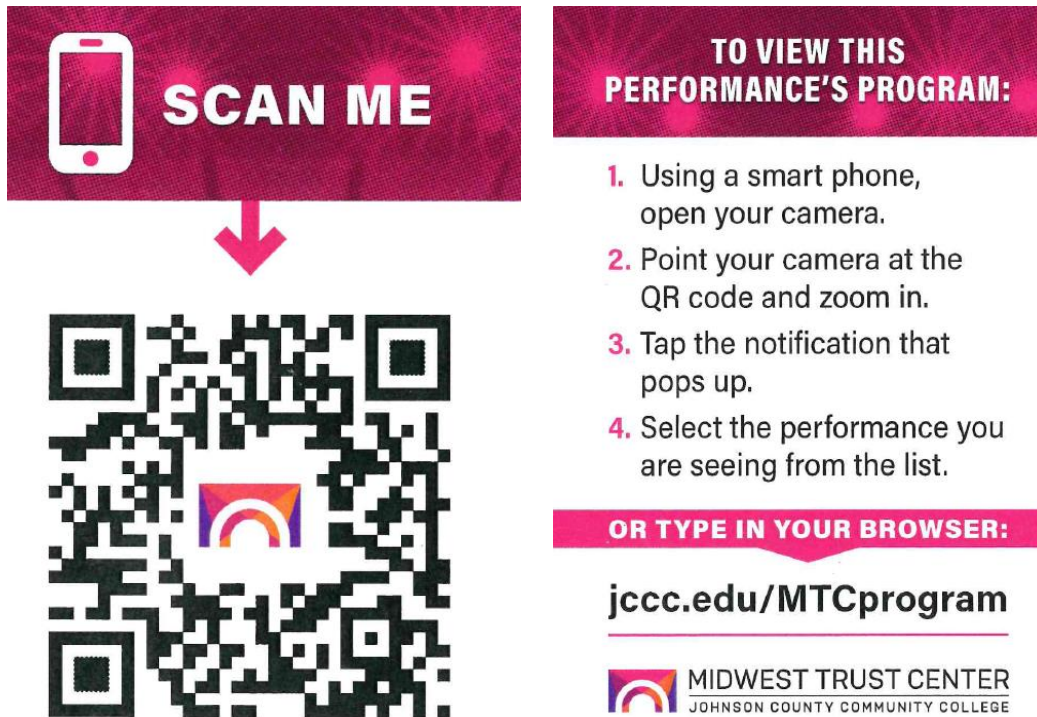
<p>Section Orchestra Le Row L Seat 3 12425427555 Price: \$0.00 Fee: \$0.00 Compliment</p>	<p>Midwest Trust Center Presents On Your Feet!</p> <p>The Story of Emilio & Gloria Estefan Sun Dec 3, 2023 7:00PM Yardley Hall</p> <p>JCCC.EDU/MTC</p>	<p>Section Orchestra Le Row L Seat 3 12425427555 Price: \$0.00 Fee: \$0.00 Compliment</p> 
Section Orchestra Le	Row L	Seat 3
	327668588 Compliment	

BOX SEAT IN YARDLEY

<p>Section Box 23 Row 1 Seat 6 11944063990</p>	<p>Midwest Trust Center Presents The Peking Acrobats</p> <p>Sunday, Feb 18, 2024 7 PM Yardley Hall</p> <p>JCCC.EDU/MTC</p>	<p>Section Box 23 Row 1 Seat 6 11944063990</p> 
Section Box 23	Row 1	Seat 6
	308014359 MTC Friend	

Programs: Programs for MTC Series events are digital and can be accessed by scanning a QR Code or visiting our program website:

**Front side of QR Code cards for patrons:*




SCAN ME

TO VIEW THIS PERFORMANCE'S PROGRAM:

1. Using a smart phone, open your camera.
2. Point your camera at the QR code and zoom in.
3. Tap the notification that pops up.
4. Select the performance you are seeing from the list.

OR TYPE IN YOUR BROWSER:

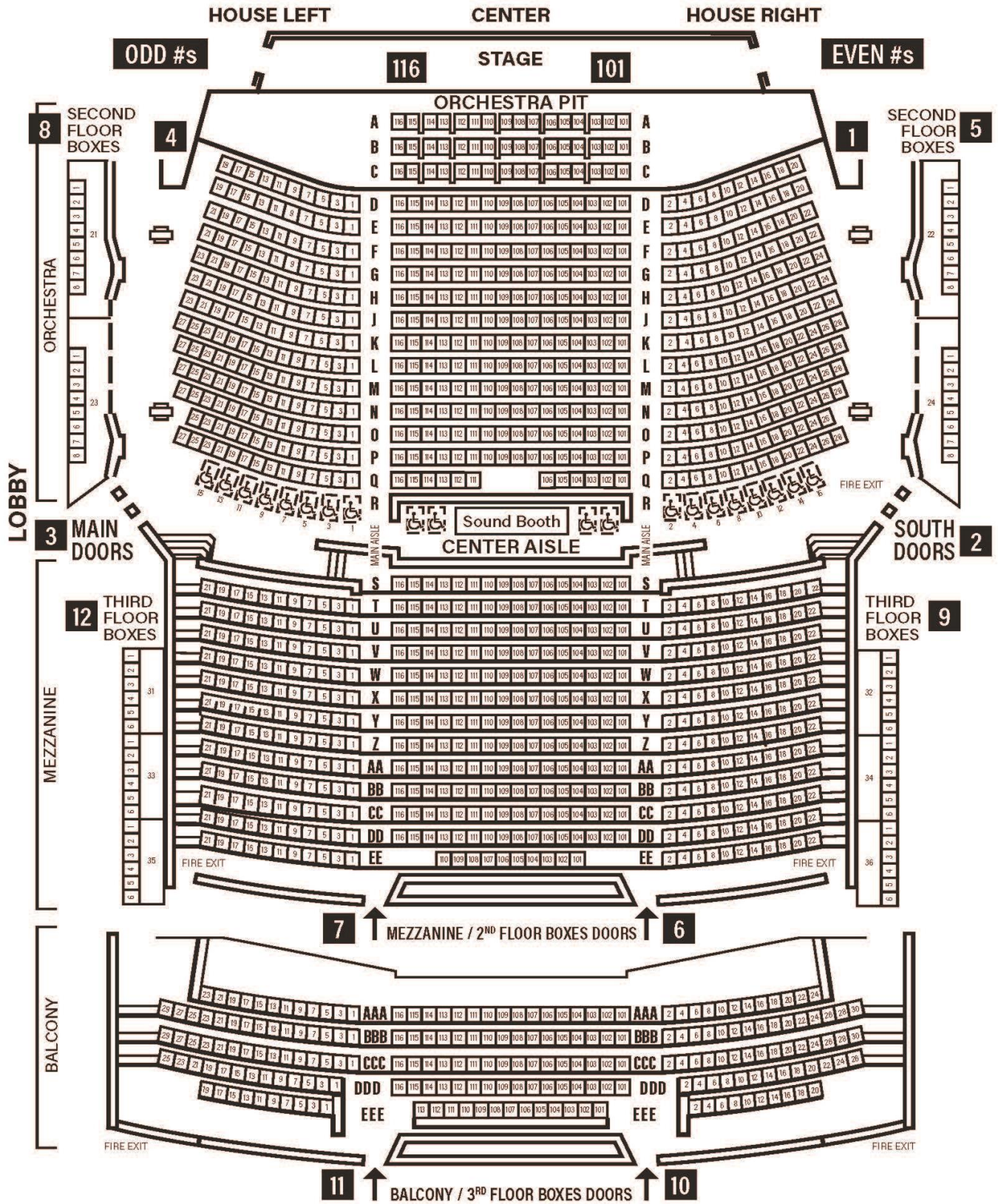
jccc.edu/MTCprogram

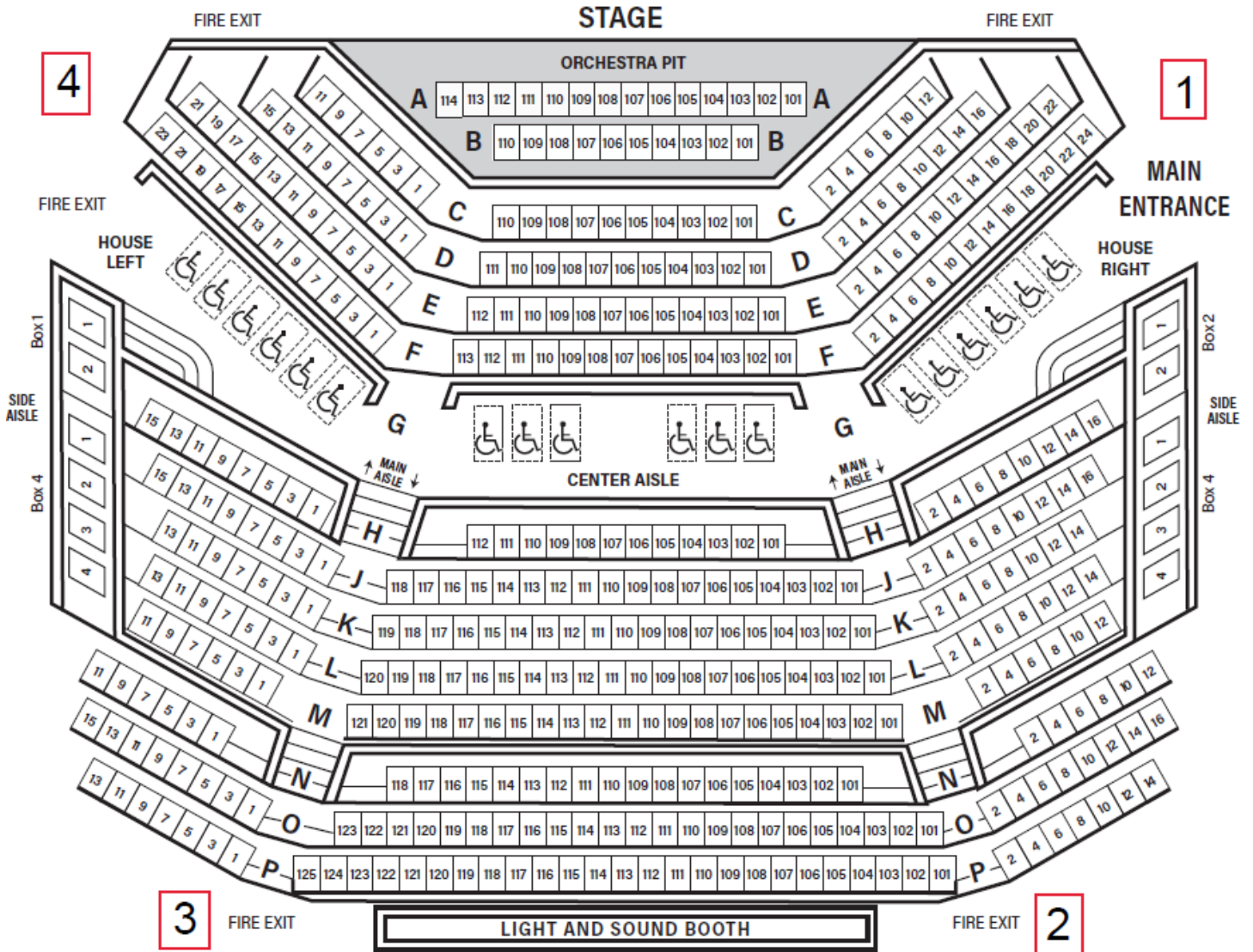
 **MIDWEST TRUST CENTER**
JOHNSON COUNTY COMMUNITY COLLEGE

**Back side of QR Code cards with directions and website:*

Accessing QR Codes:

- VolStars should be familiar with how to access the QR codes from their cell phones.
- If unable to scan QR code, the URL listed above can be accessed via any web browser (Safari, Google, etc.)
- Know the program! House Managers, ECs, and VolStars should all be familiar with why type of information is in the program for the specific event they are working. Sometimes the program is just bios for the artists/actors and does not have a listed program or set list. Other times it does have a set list/program, but no other information. Or it could have both. Knowing this information can help answer questions for patrons. Example: If they are looking specifically for a set list, and you know there isn't one, that can save the patron the trouble of searching for it.
- For all MTC Series events we print a limited number of large print programs for those with visual impairments, or those who do not have a way to access the digital version. See HM or EC for these programs.
- For non-MTC series events (JCCC, Rentals, etc.) there may or may not be a program. They may be printed, or they may also have their own QR code.





Common Issues: Always use courtesy to prevent embarrassment of the patrons. If there is a true seating issue, always summon the Event Captain or House Manager. Common issues:

- Is the patron in the correct row and seat? Look at both sets of tickets closely, but separately.
- Are they at the appropriate performance date/time?
- Patron has impairment and cannot sit in assigned seat – escort patron to an area out of patron traffic and contact an Event Captain or House Manager immediately.
- Late arrivals: follow the show’s late seating policy. Avoiding seating patrons in front to prevent distraction of other patrons.
- Saved seats: if a full house is expected, saved seats must be given up approximately 10 minutes prior to show time
- Unusual situations: if a patron is distracted by another patron (due to perfume allergies, coughing, etc.) and approach you, contact the Event Captain or House Manager, who will work with the patron to make a seating adjustment.

Asking Questions: VolStars & Event Captains should never hesitate to ask a question to clarify information or if unsure of what to do in any situation. VolStars can always ask Event Captains or House Managers for assistance. And EC’s can always ask questions or pass on questions/info to House Managers. When in doubt, ask! 😊

Job Descriptions

Front of House Manager: (paid staff) Supervises House Managers, recruits and trains volunteers, coordinates with campus offices to maintain Midwest Trust Center facility, coordinates with MTC staff to manage events, attends meetings with outside rental clients and JCCC departments to ensure front-of-house needs are met at every performance.

Front of House Assistant: (paid staff) Assists with all scheduling of volunteer assignments, assists in the absence of the House & Volunteer Manager, occasionally serves as House Manager, maintains Vol*Star database, assists with all aspects of volunteer program.

Asst. House Managers: (paid staff) Supervise front-of-house operations to ensure all patrons and volunteers have a safe and valuable experience. Make volunteer assignments for each performance. Work closely with Event Captains to supervise volunteers and manage the crowd before a show.

Event Captains: (volunteers) Supervise all volunteers and act as the “eyes and ears” of the House Manager. Event Captains work in tandem with the House Manager. Event Captains call all volunteers prior to the event to confirm their attendance. They arrive early to the show to set out nametags, flashlights, and assist with any pre-show duties.

Greeters: The very first JCCC representative people see when they enter our facility; greeters serve as ambassadors for the entire college, not just that evening’s show. They welcome guests, provide directions, and are aware of other activities on campus that evening. Greeters watch for patrons with mobility issues and are ready to activate the doors or elevators when needed. They are expected to stay in the lobby 10-minutes past the performance start time, during intermission and return 5 minutes before the show ends.

Coatroom Attendants: Open during most MTC Series shows and during inclement weather, our patrons can check their coats for free, although a donation to the Vol*Stars scholarship fund is suggested.

1. Hand out Hearing Loop Devices (*see page 8 for more info on Hearing Loop system & devices*)
2. Set out the donation basket and sign indicating that listening units are available (if applicable to the show)
3. Always have a hanger and numbered tab in hand; give patron numbered tag to serve as claim check.
4. Double-hang couple’s coats; place scarves and glove in a pocket or sleeve. Place hat above where coat is hung.
5. Use every other hanger to avoid crush; go back and fill if necessary
6. After the performance, LOOK at the patron’s claim number and retrieve belongings. Don’t assume; coats can look very similar.
7. Drop claim number in basket.
8. When all coats have been retrieved, put plastic claim tabs in order and return to appropriate hangars.
9. Count coatroom donations and report to House Manager.

Misc. Positions: VolStars are occasionally requested to assist with miscellaneous duties, both related and unrelated to performances. These included, but are not limited to:

- Assistance at arts education outreach classroom programs
- Pre-concert comments (greeter)
- Merchandise sales

Ticket takers: Precise, detail-oriented, and always cheerful, the volunteers help manage the flow of the crowd and ensure patrons are seated efficiently. Every person must have a ticket, including babies

1. Greet patrons and request tickets; ensure tickets are for correct date AND performance time
2. Ensure patrons are entering correct section
 - a. Patrons can only access balcony from 3rd floor
 - b. Direct patrons to another door for more efficient seating, if necessary
3. Scan tickets
4. Direct patrons to appropriate section and/or let them know “there are ushers inside if you need assistance”
5. Hold patrons in lobby if house becomes congested
6. Request special assistance from Event Captain or House Manager of patron with a disability needs additional help.
7. When event begins, return scanners and any ticket stubs to Event Captain or House Manager.

Ushers: If asked, escort patrons to their seats. Be at ease, outgoing, and friendly with all patrons. Move throughout stairs to assist in seating, hand out programs, and assist with flashlights after the performance begins to safely seat late arriving patrons. Specific duties are given on the show’s assignment sheet.

1. Ushers should always stand while patrons are being seated, and at intermission.
2. Smile and make yourself approachable – If you see patrons who need assistance please ask, “May I help you find your seat?”
3. Take them directly to their row and state that the seat numbers are on the edge of the seats. The goal is to get the patrons as close as you can to where they are going to minimize seating confusion.
4. Ushers serve as “mistake prevention” for ticket and seating errors. Review their tickets closely before seating them.
5. When necessary, have programs in hand and a backup supply nearby.
6. Ushers are assigned a “door duty” for safety and security purposes. You *must* remain alert to catch the doors behind patrons entering/exiting the theatre to prevent a loud “clunk” that disturbs the patrons.
7. Prop open doors during intermission and at the end of the event. Do not open doors until the house lights are up. Door duty ushers should not leave their door unattended without coverage.
8. Be on guard to keep food and drinks without lids out of theatres at all times.
9. Know the photography/recording policy for the show and be prepared to enforce it.
10. All ushers assist with cleaning the theatre after every performance.

Addendum: Customer Service

- Patron Expectations are high, and we want to be sure to match that and provide our guests with a high level of customer service.
- From the moment they set foot on campus and walk through our front doors, we want them to feel welcome and well taken care of.
- Take pride in your volunteer work at MTC and JCCC.
- Speak positively to JCCC, MTC, our events, and the staff and volunteers working on campus.
- Smile, say hello, remain approachable.
- Thank patrons for visiting us and let them know you hope they enjoy the event
- Do your very best to answer questions or concerns. Offer assistance in your assigned area and/or direct patrons to the best area or person for further assistance.

Top 10 Soft Skills for Customer Service: Consider how each of these skills could assist you in your volunteer work.

- Clear Communication
- Listening Skills
- Self-Control
- Positive Attitude
- Assertiveness
- Conflict Resolution
- Empathy
- Depersonalization
- Taking Responsibility
- A sense of humor

Self-Awareness: In any situation, self-awareness is key. Consider these 6 things when working as a VolStar.

- Attitude
- Interest
- Action
- Verbal Language
- Body Language
- Tone of Voice

BLAST – a service recovery process - When dealing with an unhappy patron or a patron issue use the BLAST method.

- **B**elieve intentions are good
- **L**isten intently
- **A**pologize
- **S**olve - share with them how you will resolve it
- **T**hank them for the opportunity to address

Common Scenarios:

- Photo/Video: There is a no photo policy, but you see a patron taking photos. If you can get to them easily it is best to approach the situation with positivity and kindness. Introduce yourself, explain why

you need them to stop taking photos, and thank them when they put their phone/camera away. Example: "Hi, my name is Donna and I work here here. There are no photos allowed due to copyright laws. Thank you so much!" This approach is likely to yield better results than simply walking up to a stranger and telling them what to do without reason. Put yourself in their shoes. How would you like to be approached? If the issue persists, you can try again or you can find an EC or House Manager to try again. If they continue to disregard, the House Manager should be the one to handle it. Sometimes the HM will choose to let an issue go or wait to talk to the patron at intermission. If stopping the photos is going to cause more of a disturbance to the nearby patrons than the photos do, it's best to let it go. We do our best to keep policy in place, but let the HM make the call. It's ok to let some things go and report it to your HM so they are aware.

- Late Seating: A patron shows up late and there is a policy for the performance to only seat patrons in between songs. You tell the patron they need to wait but can listen in the vestibule until there is a break. If they do not find this acceptable and say "Please, my kid is performing, and I have to go in," use your best judgement and perhaps you can let them in through a 2nd floor door discreetly and let them know they need to sit in back and can go find their seat during a break. They are often thankful that you are willing to help them and get them in. If they are still upset by this and push to go in, please do not physically stop them in any way. Once again, it's ok to let some things go and report it to your HM so they are aware.
- Upset/Angry Patron: If you experience a patron who is angry, yelling, using foul language, or is inebriated you do not have to deal with that person. Remain calm, remove yourself from the situation in a safe manor, and seek assistance. You should immediately get a House Manager or find an EC who can radio the HMs. We do not expect VolStars to be yelled at or deal with inappropriate behavior. If the behavior continues, House Managers should immediately contact Campus Police for assistance.

Addendum - Johnson County Community College Map (map updated 5/30/23)



- CLB** Classroom Laboratory Building
- COM** Commons Building
- COMC** Commons Courtyard
- CS** Compost Shed
- CSB** Campus Services Building
- CTEC** Hugh L. Libby Career and Technical Education Center
- FADS** Fine Arts & Design Studios
- FS** Fountain Square
- GEB** General Education Building

- GP** Galileo's Pavilion
- GYM** Gymnasium
- HCDC** Hiersteiner Child Development Center
- HSC** Horticultural Science Center
- ITC** Industrial Training Center
- LIB** Billington Library
- MTC** Midwest Trust Center
- NMOCA** Nerman Museum of Contemporary Art
- OCB** Office and Classroom Building
- OPF** Open Petal Farm

- PA** Police Academy
- PGGG** Parking Garage at Galileo's Garden
- RC** Regnier Center
- SC** Student Center
- SCI** Science Building
- VSG** Vehicle Storage Garage
- WCMT** Welding, Construction, Machining Technology
- WH** Warehouse
- WHCA** Wylie Hospitality and Culinary Academy
- WLB** Welding Laboratory Building

UPDATED NOV 2022