

Adopted July, 2003

Revision Dates: 2009

**CITY THEATRE**  
**POLICIES & PROCEDURES MANUAL**

**Addendum to the Charter**

**of**

**City Theatre of Independence (CTI)**

**Intent:** This addendum to the Charter is intended to identify the usual and customary manner in which the Company conducts business, and text in the body of the Charter supersedes this document in case of any conflict. Changes and amendments to this addendum may be proposed and approved during the same Business Meeting.

**Applicable to Charter Section II. Membership**

1. A member is defined as a person of any age who purchases a season ticket at the applicable price, and who is eligible to earn points towards lifetime membership by participating in productions and company activities. Points may be earned as designated in Attachment A of this document.
2. Life Member is a regular member who has earned Lifetime status as specified in Attachment A.
3. A Patron Member is designated as a member who makes monetary of donation of \$100 and \$999.
4. Producer (4season tickets) is designated as a member who make a monetary donation of \$1000 or greater

**Applicable to Charter Section III – A. President**

1. The President is encouraged to solicit agenda items from Board Members for any Board or Business meetings. If another Officer is scheduled to preside over any meeting, that Officer is also encouraged to follow this procedure.
2. When a situation arises which requires a decision prior to the next Board or Business Meeting, the President may make a decision **to be reported at the next business meeting.**
  - A. after consultation with the relevant Committee Chair; or
  - B. after consultation with at least one other Officer; or
  - C. if the decision does not commit CTI resources or funds over \$100.00
3. The President is expected to
  - A. Coordinate CTI's season production schedules with the Sermon Center staff, the Children's Performing Theatre, and Encore Players.
  - B. Attempt to resolve issues that may arise with Staff and/or other theatre groups on an as needed basis.
4. In the role of spokesperson and representative, the President may make donations of up to two (2) Season Tickets to any bona fide charitable organization annually.

**Applicable to Charter Section III – B. Vice President of Production (VPP)**

1. The VPP is expected to manage the production budget for each show, in coordination with the Season Production Manager, the Treasurer, and director of each production.

2. Executive Producer, the VPP or other Board member acting as Executive Producer, is expected to act as liaison to each show, including working out any problems or issues as quickly as possible.
3. In the role of coordinator of each show's evaluation for potential improvements, the VPP may ask for a formal survey evaluation for the show from the Season Production Manager, Hospitality Chair, Season Committee Chair, and Director by email, by phone or in person.

**Applicable to Charter Section III – C. Vice President of Marketing**

1. The VP of Marketing or a designated member of the Advertising Committee shall oversee;
  - a. Solicitation and creation of ads for the Season Program, including billing for program advertisers,
  - b. the development of City Theatre advertising in the form of PSA's and purchased advertising for each production and for any City Theatre special events,
  - c. the printing and mailing of season flyers, audition and production notices,
  - d. the creation of the season program, including creating the program insert for each production,
  - e. and coordinate with the Webmaster to insure season information is updated on the City Theatre website.
2. In relation to specific production responsibilities, the role of VP of Marketing or a designated member of the Advertising Committee shall:
  - a) solicit specific audition information from each director to be included in all audition notices,

- b) establish dates for each production by which publicity and media-related activities must be compiled. For Ex, bios dues, press photos and head shots, receiving program insert information, etc, which may include scheduling of outside media coverage,
- c) coordinate the creation of extra promotional material, such as, posters, handbills, and T-shirts,
- d) oversee the taking of press photos, cast head shots and creation of the lobby display for head shots and bios,
- e) oversee the actual collating and assembly of the program for each production.

**Applicable to Charter Section III – D. Vice President of Funding (VPF)**

All fundraising activities, the VPF is expected to

1. Represent CTI with various community organizations,
2. Solicit, encourage and develop purposes donations and contributions, to meet CTI goals and priorities.
3. Explore partnering relations and opportunities in the community and present them to the Company for approval.
4. Prioritizing funding to present at the Company meeting(s) designated for that purpose.

**Applicable to Charter Section III – E. Treasurer**

1. The treasurer is responsible for compiling budgets prepared by the board officers into a company for the up coming fiscal year. The treasures will review the proposed budget and analyze projected expenditures and revenues to prepare a balanced budget. The projected budget is to be proposed to the company for approval before June.

2. The Treasurer is expected to keep the Board apprised of any concerns or problems regarding the financial condition of the Company or a particular production.

3. In the role of maintaining records according to approved accounting practices, the Treasurer is expected to reimburse expenditures as follows:

a. For any receipted expenditure that falls within a production budget or the season budget.

b. For any expenditure under \$20 with a hand-written receipt signed by the director, that falls within a production budget or the season budget.

c. Expenditures for any line item for any production or for a season budget line item should be documented at least 80% by printed receipts rather than hand-written receipts.

4. In the general role of assisting the Box Office Committee, the Treasurer is expected to prepare a Ticket Sales Slip for each performance prior to opening night of a production and provide starting Box Office cash along with the Ticket Sales Slips on opening night to the Box Office Chair or their designee.

5. In the role of assisting the VPP to manage the production budget for each show, the Treasurer is expected to collect all reimbursable receipts by the end of the final performance and disburse stipends to the Director and Season Production Manager only after all receipts are collected. This stipulation does not include bills for budgeted media advertising and royalties.

6. The treasurers expected to order scripts based on cast of 7 crew positions for production for the upcoming season after July 1.

7. In the role of maintaining records of revenues and expenses, the Treasurer is expected to

a. Present to the Powerhouse Theatre Foundation a request, with documentation, for reimbursement of emergency expenditures for non-consumables, such purchase having been authorized by either the President or Season Production Manager.

c. Present to the Powerhouse Theatre Foundation a check in the amount of 10% of profits from each production, including season expenses applicable to the production. This contribution should not be made for the first three productions until after the invoice for annual liability insurance has been paid, **at the end of the season until all taxes audit**, and that amount pro-rated to each production.

8. In conjunction with the role of maintaining company financial correspondence, the Treasurer will receive signed wavers for each production from the liaison or the liaison's designee, and is expected to retain all wavers for a season until the following September 1.

Applicable to Charter Section III – F. Secretary

1. The Secretary is expected to:

a. distribute a season meeting schedule, including Board and business meetings as well as Season Committee meetings, to each Member at least two weeks prior to the first scheduled meeting by postcard in the US mail.

b. distribute meeting minutes to the Board and membership in a timely manner, and to maintain one hard copy of all minutes for reference.

c. Maintain and update all CTI email addresses and mailing lists.

d. Completely review and revise the CTI directory in odd numbered years and provide members with an insert update to the directory in even numbered years.

e. Prepare mailing labels for all mailings at the request of the responsible officer.

f. update the mailing list from the returns received.

- g. Email or mail updates to members of current events, needs of the theatre and announcements.
- h. Have stationery, note cards, envelopes and business cards printed, preferably at a printing house that advertises with CTI.

**Applicable to Charter Section III – G. Season Production Manager (SPM)**

1. In the role of responsibility for loaning or renting CTI property, the SPM is the designated contact and liaison for this purpose.
  - a. The SPM may designate **the CTI VPP or President** to effect the loan or rental.
  - b. A standard form on CTI letterhead should be used as a record of the loan or **rental. Signature of an official accepts liability for loss or damage.**
  - c. **Loan or rental** agreements with outside organizations may be bound by a reasonable, refundable deposit.
2. When a situation arises which requires a decision under the SPM's **purview** prior to the next Board or Business Meeting, the SPM may make a decision
  - a. after consultation with **the VPP or president**
  - b. if the decision does not commit CTI resources or funds over \$100.00; and must report such decision at the next Business Meeting.
3. Also in the role of maintaining current inventories, the SPM should
  - a. Conduct at least an annual inventory of consumables and bring stock up to the appropriate level in a timely, cost-conscious manner.
  - b. **Inform the** Treasurer the expenditures for consumable items.
  - c. **Oversee storage and security of CTI properties.**

4. The SPM is expected to safeguard the combinations to all CTI locks and distribute the combinations to only the appropriate personnel as described in the “Safety and Security” section of General Policies and Procedures.

5. The SPM is expected to assist the VPP to manage the production budget for each show.

**Applicable to Charter Section IV. Organization. A. Board of Directors**

1. The Board is responsible to establish the meeting calendar.

2. Board members are expected to attend at least one performance of each production as an audience member if they are not involved in the production itself.

3. Board members are expected to participate in some aspect of each production, whether onstage, backstage, set building days, or in front of house during the run.

4. Board members are expected to support events sponsored by the Powerhouse Theatre Foundation.

5. Outgoing Board members are expected to attend the meeting in July for orientation and to aid in transition of new Board members.

6. Outgoing Board members are expected to give assistance and training to the incoming Board member with the same responsibilities, and to be available as needed for assistance and encouragement during the transition period.

**Applicable to Charter Section IV. Organization. B. Season Committee**

1. The Chair of this committee should obtain quotes for scripts, postage and royalties for shows being read by the committee. When a particular show is proposed for company approval, the Chair should ascertain that these quotes are still valid before creating the season production budget.

2. The Chair may solicit director applications by all means available, including, but not limited to, email, direct mail and the internet.
3. This committee is responsible to maintain and update the Director's Handbook.
4. The interview committee is encouraged to ask director applicants about specific staff positions they can fill for the production. While understanding that the staff may not materialize, the Company believes in recruiting workers outside the membership when possible.
5. The Chair of this committee is expected to provide a copy of and review the Director's handbook with each approved director regardless of his or her experience in other theatres or at CTI.
6. After each committee meeting, action, event or activity, the Chair is expected to report informally by email or verbally to the VPP. A hard copy written report may be submitted if the Chair desires or by request of the VPP or President. If by email, the Chair should copy the President. If the report is verbal, the VPP is expected to inform the President informally. Committee chair will apprise the company of the season committee progress at each company meeting.

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**Applicable to Charter Section IV. Organization. C. Hospitality Committee**

1. During each performance of any production, it is anticipated that at least one member of this committee will be on site through curtain.
2. At least annually, the committee is encouraged to solicit bids for single and regularly occurring food events, including, but not limited to dinner theatres and the Anniversary Celebration. Contracts should be granted on quality as well as price, as much as practicable.

3. The committee is expected to determine the menus and format of dinner theatres and to solicit help from sufficient numbers of members to implement the chosen format. E.g. if the committee determines that a dinner should be buffet with servers to control portions, the committee will solicit additional help to serve.

4. After each committee meeting, action, event or activity, the Chair is expected to report at least informally by email or verbally to the VPP. A hard copy written report may be submitted if the Chair desires or by request of the VPP or President. If by email, the Chair should copy the President. If the report is verbal, the VPP is expected to inform the President informally.

**Applicable to Charter Section IV. Organization. D. Box Office Committee**

1 This committee is responsible to coordinate ticket sales for each production, have appropriate messages recorded on the reservation line in a timely manner, and to take reservations off the reservation line. Procedures for taking reservations are outlined in Attachment B of this Policies & Procedures document.

2. Before tickets for the season are printed, the committee is encouraged to solicit bids for the service from advertisers as well as non-affiliated printers. When financially feasible, the committee is encouraged to support the businesses of CTI advertisers.

3. The Chair of this committee is expected to bring the recommendation of the committee for ticket printing to the Board for review prior to ordering the tickets.

4. There should never be fewer than two box office staff at the table on performance nights for good customer service and for safety.

5. When soliciting box office staff, the committee members are encouraged to ensure the staff is trained in the reservation system, the seating system, ticket prices, and completion of the Ticket Sales Slip.

6. Each night of performance, the box office staff should follow the procedure outlined in Attachment C of these Policies and Procedures.

7. After each production run, the Chair is expected to report at least informally by email or verbally to the Treasurer. A hard copy written report may be submitted if the Chair desires or by request of the Treasurer or President. If by email, the Chair should copy the President. If the report is verbal, the Treasurer is expected to inform the President informally.

**Applicable to Charter Section IV. Organization. E. Fund Raising Committee**

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6. After each committee meeting, action, event or activity, the Chair is expected to report at least informally by email or verbally to the VPF. A hard copy written report may be submitted if the Chair desires or by request of the VPF or President. If by email, the Chair should copy the President. If the report is verbal, the VPF is expected to inform the President informally.

**Applicable to Charter Section IV. Organization. F. Sponsor Acquisition Committee**

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6. After each committee meeting, action, event or activity, the Chair is expected to report at least informally by email or verbally to the VPF. A hard copy written report may be submitted if the Chair desires or by request of the VPF or President. If by email, the Chair should copy the President. If the report is verbal, the VPF is expected to inform the President informally.

**Applicable to Charter Section IV. Organization. G. Advertising Committee**

1. The committee is encouraged to continually explore alternative and cost-effective opportunities for advertising and public relations.
2. The committee is encouraged to print bookmarks each season to be distributed to local libraries and bookstores.
3. The committee is required to assist the VP of Marketing in the solicitation & creation of all advertising for City Theatre.
4. The committee is required to assist the VP of Marketing in the printing and mailing of all flyers and notices for City Theatre.
5. After each committee meeting, action, event or activity, the Chair is expected to report at least informally by email or verbally to the VPM. A hard copy written report may be submitted if the Chair desires or by request of the VPM or President. If by email, the Chair should copy the President. If the report is verbal, the VPM is expected to inform the President informally.

**Applicable to Charter Section IV. Organization. H. Membership Committee**

1. The committee is expected to organize and coordinate season ticket sales throughout the year in coordination with the Box Office Committee.
2. The committee is encouraged to plan and execute at least one membership drive annually.
3. The committee is expected to maintain a current membership application form to be available in hard copy and on the CTI website at all times.
4. A representative of the committee is expected to attend appropriate auditions, read-throughs and/or rehearsals for each production to foster interest in CTI membership, to solicit new memberships, and to encourage current members to increase activity levels.
5. The committee is expected to assist the Membership Chair in maintaining a list of current CTI members and in tabulating their member points.
6. After each committee meeting, action, event or activity, the Chair is expected to report at least informally by email or verbally to the VPM. A hard copy written report may be submitted if the Chair desires or by request of the VPM or President. If by email, the Chair should copy the President. If the report is verbal, the VPM is expected to inform the President informally.
7. Maintain Lifetime membership records and distribute lifetime season cards.
8. Maintain membership records and distribute season tickets.
9. Additionally, distribute season tickets to contributors as appropriate.

**Applicable to Charter Section V. Meetings**

1. Business meetings will generally be within two (2) weeks of the final performance of each production.

2. The June business meeting will coincide with the Anniversary Celebration, as designated in section V. B of the Charter.
3. The next proposed slate of shows will be voted on at the first scheduled business meeting of the calendar year.
4. An organizational Board meeting will be scheduled by the President in July for the purposes of:
  - a. Setting the schedule for season's business meetings;
  - b. Orientation of new Board members;
  - c. Assignment of committee chairs and executive producers;
  - d. Reviewing status of ongoing company business and operations in relation to the beginning of the new season. Outgoing Board members should attend this meeting to aid in transition.

#### **Applicable to Charter Section VI. Elections and Voting**

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#### **General Policies and Procedures**

1. The Director's Handbook, as prepared and updated by the Season Committee, is adopted as part of these Policies and Procedures.
2. It is anticipated that a "sponsor" for a production will
3. It is anticipated that an "executive producer" for a production will
4. It is anticipated that a "liaison" for a production will
  - a. Work with production crew, actors and Sermon Center staff to resolve any concerns or problems in a timely manner.

- b. Work with the Director and Technical Director to ensure insurance wavers are signed by all production participants.
  - c. Arrange for distribution of comp tickets as outlined below either personally or through the directing staff.
5. Comp tickets for each production will be distributed as follows:
- a. 1 comp ticket per cast or crew member if the cast numbers 31 or more;
  - b. 2 comp tickets per cast or crew member if the cast numbers 30 or fewer; and
  - c. 2 comp tickets to a contributor of monetary or in-kind donations to a production with a value of \$200 or more.
6. Group rate tickets of \$ .50 off per ticket (Senior or Regular price) will be honored if arranged more than 24 hours before curtain, to be confirmed by the Box Office Chair.
7. A Benefactor Member (donating \$500 or more) will not be charged for the Season Banquet.
8. The fog machine will be rented at \$30.00 per week, with a \$60.00 refundable deposit upon the return of the machine in the same condition as it left the building. In-kind loan arrangements may also be made by the SPM; however, the deposit should still be collected to help cover any repair needed when returned.
9. The policy to allow videotaping of productions for private use was rescinded in 1999. One historical copy may be filmed and retained on CTI premises with written permission of the licensing agent, but it may not be copied.

### **Actors and Crew**

10. It is strongly recommended that Directors who are not CTI members, whether they have directed at CTI previously or not, be assigned either an assistant director

or a stage manager from the Company. This will accomplish at least these objectives:

- a. The director will have a resource intimately familiar with CTI and its operations.
- b. The director will have direct guidance as to Sermon Center operations.
- c. The director will have a CTI member always at hand to work out issues or problems that arise with the facility, equipment and access and to answer questions.
- d. CTI will have a member always on site to safeguard CTI's property, reputation and relationship with the Sermon Center.

11. Actors are expected to supply their own makeup and hair treatment, except for special effects.

12. In general, costumers are provided by CTI or working in conjunction with the actor's own wardrobe. However, actors are expected to provide their own costume under these circumstances:

- a. The costume is a specialty costume that the actor is having built and intends to keep.
- b. The expectation is communicated to the auditioners before or after casting.

13. During actual productions, cast and crew are expected to park in the upper parking lot to the SE of the Sermon Center or in the NE parking lot level with the Sermon Center. Under no circumstances will cast and crew park in the main north or west parking lots that adjoin the building.

14. Cast and crew members are encouraged to carpool in order to conserve parking for our patrons.

15. Production T-Shirts are an option for any given production, not a requirement. If desired by cast and crew, one person should be assigned the responsibility of taking

orders and collecting payment. T-Shirts should be paid for before the order is placed. If there is an exception made to this rule, the person responsible for taking orders must assure that a T-Shirt is paid for before delivery of the shirt to that person. After all moneys have been collected, the responsible person is expected to turn the money and the bill for T-Shirts over to the Treasurer. It is recommended that T-Shirts be purchased through one of the CTI advertisers when possible.

### **Special Activities**

16. Guidelines for the Craft Fair food booth are included as Attachment D as part of these Policies and Procedures.

17. One performance of any or each production may be designated as a special recognition night with a partnering organization (e.g. Lions' Club, Salvation Army, etc.) with nominal cost to CTI. The features would include group sales price of \$ .50 off per ticket for members of that organization (\$ .50 below the Senior ticket price or the Regular ticket price, according the age of the customer), recognition of that group by the President or the President's designee, and a non-cost solicitation of contribution of goods for that organization (e.g. for Lion's Club, used eye glasses; for Salvation Army, canned or boxed foods, etc.). The possible partnering is appropriately proposed by the VPF, but may be proposed by any Board member.

18. One performance of one production during the season may be designated as a benefit to assist a charitable organization in the community at large. The features would include discounted tickets with the donation of goods or money to go to the benefiting organization. The possible benefit arrangement is appropriately proposed by any Board member who is aware of a need in the community.

19. A single producer/sponsor of a production will receive the house tickets for the Thursday night performance. A second producer/sponsor of a production will receive the house tickets for a Sunday matinee.

20. A survey may be distributed to the audiences of one production each season, if the Company approves. The survey would generally include feedback about quality of facility, performance, customer service, and how they learned about the show. The audience member would also be given the opportunity to sign up for future mailings. As a motivation to return the survey, a drawing for a season ticket would be held during intermission among all who had responded.

### **Safety and Security**

21. The CTI liability insurance policy requires all backstage and onstage production participants (including set building day volunteers) to sign a waiver of liability. The show liaison should work with the Director and Technical Director to ensure all waivers are signed, collected and turned over to the Treasurer.

22. Only the President and the SPM will be entrusted with the keys to the Sermon Center.

23. The combination locks must be re-set at the beginning of each season by the SPM. The combinations for the light booth locks will be given only to the presidents of each theatre organization. All combinations will be given to the President of CTI and the Crew Heads for each production.

### **Webmaster**

24. The appointment of Webmaster does not need to coincide with any CTI Officer or Director but rather with skill and temperament.

25. The primary responsibility of the Webmaster is to keep the calendar and event information accurate and current, including dates, times, locations and costs of committee meetings, company meetings, productions, competitions, and events.

26. In addition to the primary responsibility, the Webmaster may post meeting minutes and other news and information pertinent to CTI members and friends. The Webmaster is encouraged to create and maintain production archives, including programs and photos, and may therefore serve as CTI's cultural historian.

27. Requests for additions or changes to the CTI website may be made by any Officer or Chair, if the change relates to their area of responsibility. If the webmaster is concerned about the appropriateness of any request, he or she may ask for confirmation from the President before making the addition or change. Likewise, Officers and Chairs are responsible to review the website regularly and to notify the Webmaster of any inaccuracies or technical problems found.

### **MoAct**

28. Selection of the competition script will be made by the Season Committee in the usual way, working with various licensing agents to get permission to perform a single act, a cut version, or a one-act play that meets CTI's and the competition's requirements.

29. A Director will be solicited first from the CTI membership. Interview formalities may be waived by the Season Committee Chair.

30. Auditioners will be solicited from all sources. However, if an auditioner is cast, he or she will be required to be a CTI member to enter the competition.

31. In AACT Competition years (odd-numbered years), City Theatre shall create a budget for it's MoACT entry production. When creating this budget, City Theatre will

establish reimbursement costs to the cast and crew for their travel expenses. This will be for the state, regional and national competitions. E.g., For the 2003 competition, CTI voted to pay ½ of hotel costs per person per night.

### **ATTACHMENT A: POINTS EARNING BY MEMBERS**

The following activities have been approved as points-earning for Members who are working toward Lifetime status.

#### Activity Points

##### Production Activities-Straight Play or Musical

Director 30

Assistant Director 15

Stage Manager 15

Musical Director 15

Accompanist 15

Musical Director & Accompanist Combined 25

Assistant to the Director 10

Assistant Stage Manager 10

Choreographer 15

Production Designer 10 (includes set, costume, light or sound design)

Production Technician (Crew Head) 10

Running or Building Crew Member 5

House Manager 10

Box Office & Reservations Manager 10

Box Office(At door Ticket Sales) 2 (1x), 5 pts maximum for additional work

Usher 2 (1x), 5 pts maximum for additional work

Performance/Acting (All categories of acting roles are to be designated by the director)

Lead Role 15

Supporting Role 10

Chorus /Ensemble Role 5

Cameo Role (Can be either speaking or 5

Non-speaking)

Activity Points

Company Activities and Events

Special Events Volunteers 5 (Arts & Crafts Booth, Enchanted Forest,

MoACT or AACT Festival,)

Committee Work 10

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Attendance at Business Meeting 2 (for non-Board members)

Work Day 2-5 (to be designated by SPM)

1. Lifetime status is earned by a Member at 200 cumulative points.
2. Accumulate points are retained over successive seasons of continuous membership, with no more than one season's gap in membership during the accumulation of points.
3. Lifetime Member pins are awarded at the Season Banquet in June by the President or the President's designee.

**ATTACHMENT B: RESERVATION LINE PROCEDURES**

1. Record the message for the next production as soon as the last production ends, except end of season. Appropriate message can be recorded at that time publicizing all the next season's shows.

2. To take messages off the reservation line

a. Dial 325-7966

b. When the message starts, push star (\*).

c. Dial the mail box number when requested to do so: 325-7367

d. Enter pass code when requested to do so: 1980

e. Check the brochure for operation of different keys and technical support.

f. Write down each caller's name, phone number, date of the call and date for which the reservation is requested.

g. Messages can be picked up remote, but to make reservations, you must be at the Sermon Center.

3. To make reservations:

a. At the Sermon Center, gather the reservation book, the reservation envelopes and notes from #1 above.

b. Using a pencil mark out each seat on the reservation sheet as you pull the tickets and put them in reservation envelopes. Try to accommodate their requests for aisle seats, close or middle or far from the stage.

c. Using a pencil, on the outside of the reservation envelope: note the will-call name in the top right corner; the telephone number; the number and type of tickets (senior, regular adm, group, comp, etc.); and note the seat number(s) assigned.

d. As you complete each reservation, call the patron and confirm their date of production, their number of seats, and type of tickets.

7. Call each person to confirm their reservation within 48 hours of their call, if at all possible. If they are calling the same night as they want the tickets, you do not need to call them back.

8. Start checking for reservations about three weeks before opening. Check it every night starting the weekend prior to opening night, through the run of the show.

### **ATTACHMENT C: BOX OFFICE PROCEDURES**

1. Set up box office table and chairs in lobby close to the front door but with room for a line.

2. By 1 hour prior to curtain, pick up cash box, hole punch, pens, cash, blank tally sheet, reservation sheet, reservation envelopes, remaining tickets and ticket box.

3. Divide the tickets into sequential slots in ticket box.

4. Alphabetize reservation envelopes.

5. Be ready to sell no later than 45 minutes before curtain.

6. Remember that you are the first impression of CTI that evening, or perhaps ever! Smile, be pleasant, be helpful.

7. NEVER UNDER ANY CIRCUMSTANCES leave the cash box unattended. Do not ask someone to watch it for you (unless another CTI member). Children and non-box office staff friends should not be sitting at the box office table.

8. Complete the transaction with one patron before helping the next.

9. Be aware of Senior prices, comp tickets, and so on, whether in reservation envelopes or walk-ins. Be sure to ask if there are Seniors in the group if not written on the envelope. (Seniors for CTI are 55+)

10. Tear off ticket stub and give the large portion to the patron.

11. Immediately mark each stub: Season, Comp, Member, Usher, Coupon, Senior, Regular (Admission), or Group.
12. If someone insists you gave them the wrong change, unless you can prove differently, make up the difference. It is better to lose a few dollars than lose a patron. If someone comes back and tells you they were charged the regular price and should have had the senior price, give them their dollar back (and tell them they just didn't look that old!).
13. If someone asks why their tickets are not sequential, explain that the even numbered seats are all on one side and all the odd numbered seats on the other, and that they are sitting together.
14. If someone comes to you and says there is someone in their seat, or have another problem, try to flag down the House Manager (or another CTI member, if House Manager isn't available) to take care of the problem. Do not leave the box office.
15. If someone wants to trade seats, try to accommodate them if the house isn't sold out and you're not too busy.
16. If you sell out and have no seats available for walk-ins, start a waiting list. If reserved tickets are not picked up by 5 minutes to curtain, sell to your waiting list on a first-come, first-served basis.
17. The stage manager may coordinate with you before starting the show. If parking or the weather has been a problem, making people run late, the house can be held for a few minutes at the stage manager's call.
18. After the show has started, wait 15 minutes for late comers. At that time, move to a more private place to balance the cash box, for safety's sake.

19. Use the tally sheet to record all the info for that performance's ticket sales, including tickets sold in each category, denominations of cash and so on. The ticket sales and the cash should balance (after taking off \$200 for seed money).
20. Count back \$200 (mostly \$1's and \$5's) for the seed money for the following performance.
21. Write the amount of remaining cash on the outside of that performance's envelope, put cash, ticket stubs, tally sheet and reservation sheets inside and seal the envelope.
22. Throw away remaining tickets and reservation envelopes that cannot be reused. (City Staff will erase and reuse many of the envelopes.)
23. Put the envelope back in the bank bag with the others and give it to whoever's keeping it overnight.

#### **ATTACHMENT D: PROCEDURES FOR FOOD BOOTH**

These procedures are guidelines for accomplishing the successful Food Booth event. The Craft Fair occurs annually the weekend before Thanksgiving. These guidelines should be updated and/or revised annually by the person responsible for that year's Food Booth.

#### **Time Table for Preparation**

1. 2 Months Ahead: Start soliciting volunteers by Board and Business meetings, rehearsals, website, etc.
2. 2 Weeks Ahead: Take inventory of on-hand food and utensil items.
3. Monday of that Week: Go to City Hall, 3rd floor, to fill out paperwork for Food Permit. Make appointment for City inspection (typically Friday early AM).
4. 1- 2 Days Ahead: Shop food clubs.
5. 1 Day Ahead: Get \$300 for seed money. Suggested: 5 - \$10's; 20 - \$5's; 10 rolls of quarters; 6 rolls of dimes; 10 rolls of nickels.
6. 1 Day Ahead: After about 1:00 PM, bring in as many supplies as needed for Friday and set up the area.
7. 1 Day Ahead: Chill soda.
8. 7:00 AM Friday (or so) Arrive at booth ½ hour before City inspection. (Check historical Food Booth files for specifics.) Start coffee!
9. 8:00 AM both days: Be prepared to sell coffee and donuts to vendors. Doors don't open to the public until 10:00 AM.
10. 10:00 AM both days: Begin heating chili/cheese and hot dogs.

### **Utensils, Cooking Implements and Hardware Needed**

1. 2 100-ft Extension Cords
2. 3 Power strips
3. Hot dog steamer
4. 2 Large crock pots
5. Large pan to heat chili/cheese
6. 2 Small coffee urns

7. 1 Large coffee urn
8. 2 Large ice chests
9. Industrial strength can opener
10. 2 Large pair tongs (jalapenos and dogs)
11. 1 Small pair tongs (donuts)
12. Several industrial spoons
13. 3-4 Spatulas
14. Several ladles
15. Large pizza cutter
16. 1 Sharp paring knife
17. 1 Sharp butcher knife
18. Scissors
19. 2 –3 Hot pads
20. 1 Pump bottle with hand soap
21. 3 Rolls paper towels
22. 1 Small bottle bleach
23. Food thermometer
24. 2 Boxes plastic gloves
25. 2 Boxes wax paper
26. Disposable cleaning cloths
27. Small bottle dish soap
28. Non-stick cooking spray
29. Small trash receptacle (condiments)
30. Cash box (from office)

31. Hand calculator
32. Pads and pen or pencil
33. 3-4 Price signs
34. Masking tape (signs)
35. Duct tape (cords)
36. Small oscillating fan suggested

### **Suggested Set Up**

(Do as much of this the day and evening before as possible.)

1. Extension cord(s) MUST be run to the kitchen from the shop (by the table saw) into the kitchen, and taped down in all public areas. Plugging almost anything into the kitchen outlets will constantly trip breakers. (Run the cords OVER the elevator doors and under the closed shop door.)
2. One long table set up on the east wall (opposite door) and one long table on the north wall.
3. Use one rolling cart as a supply island in the middle of the room.
  - a. Boxes of condiments and coffee supplies on the shelves of cart.
  - b. Wax paper, sharp knives, plastic forks, napkins, etc – things needed most often.
4. Use another rolling cart between the open door and the north table
  - a. Cash box on top shelf
  - b. Calculator and pad/pen handy to cash box for adding large orders
  - c. Boxes of potato chips, candy, cookies on lower shelves
5. A long table outside the door, extending to the left
  - a. Cover with plastic table cloth

- b. Far left (toward drinking fountain) put condiments, coffee supplies and stirrers, napkins, plastic forks
  - c. Next closest, boxes of chips then cookies and candy
  - d. Leave space in front of door free for customer service
  - e. Small receptacle with a paper towel at the bottom for condiment and coffee trash works well on the far end.
  - f. Large trash can should be handy for the customers
6. Under the water fountain outside the door, place one ice chest with the most popular sodas (e.g. Pepsi, Coke, Diet Coke)
7. Inside the door under the ice machine door, place the second cooler with the other sodas (e.g. Dr Pepper, Sprite, water)
8. Post price signs above cash box, above water fountain on outside wall, and wherever else makes sense.
9. Put paper towels, disposable cleaning cloths, pump soap and bleach by the sink. Drainer to right side of sink.
10. Storage suggestions
- a. Sodas, hot dogs in the fridge
  - b. Buns on top of blue storage tubs on east wall under table
  - c. Cheese and chili cans under the long table on the north wall
  - d. Nacho chips on that north table, stacked on the top right corner
  - e. Cups and nacho trays in a storage tub under the east table
  - f. Blue storage tubs for anything bulky
11. Coffee station
- a. Use east long table, set urns on left end

b. Use a power strip on extension cord coming from the shop, for all three coffee

Urns

c. Use a small one for decaf

d. Use a small one for hot water to make hot chocolate etc

e. Use the 100 cup for regular coffee

f. Right end of table becomes usable counter space

**Suggested Set Up (continued)**

12. Crock pot station

a. Set up on long table on north wall

b. Use power strip with other extension cord coming from the shop

c. One crock pot each for chili and cheese

d. Jalapenos to the left of the pots

e. Chip trays disbursed on the right (fill as many as will fit and then cover with waxed paper until used)

13. Donut station

a. In the mornings, donuts will go in the “customer service” space

b. Box must be facing the server

c. Keep paper saucers and napkins close

d. Server should use napkins or tongs to remove donuts from box

e. Serve one donut on a napkin, two or more on a plate

14. Hot dog station

b. Hot dog steamer to the left of the stove

c. Hot dog papers on the left of steamer

d. Buns on the right of steamer

- e. Fill steamer with hot water to cover the heating elements and turn to 500°
- f. Lay a single layer of dogs on the rack; when tested with thermometer to over 100°, lower the temperature gauge to about 200°.
- g. When there are about a dozen dogs left, remove them to a paper plate and use them first, as you repeat the above process.
- h. Make sure the heating element is covered with hot water at all times!

#### 15. Pizza station

- a. Bake pizza directly on the oven rack until crust is nicely browned on the bottom, but the top will not be bubbly.
- b. Remove the hot pizza with the cardboard circle
- c. On the right side of the stove, cut the pizza into 8 slices and cover with waxed paper.
- d. Reheat each piece for up to 1 minute on a paper plate.

#### 16. Chili/Cheese

- a. Turn crock pot on low
- b. Heat the chili or cheese in the pan on the stove until about 100°
- c. Transfer to the pre-heated crock pot and maintain on low heat
- d. Replenish when about ¼ full (or ¾ empty!)

### **Food Purchases**

- 1. 352 Hot dogs (35.2 pkg of 10)
- 2. 352 Hot dog buns (44 pkg of 8)
- 3. 5 Large, thin-crust pepperoni pizzas (2 Friday, 3 Saturday)
- 4. 120 Cans Coke (5 cases)

5. 156 - 168 Cans Diet Coke (6.5 - 7 cases)
6. 108 - 120 Cans Pepsi (4.5 - 5 cases)
7. 60 - 72 Cans Dr Pepper (2.5 - 3 cases)
8. 60 - 72 Cans Sprite (2.5 - 3 cases)
9. 1 #10 Can chili without beans, or 18 regular size cans (approx 16 oz)
10. 2 #10 Cans nacho cheese sauce, or 6 large regular cans (approx 30 oz)
11. 5 Boxes nacho chips (1 bag not used)
12. 1 Large jar sliced mild jalapeno peppers
13. 2 Boxes individual size Grandma's cookies (66 total count packages)
14. 2 Boxes variety bag individual chips (84 total count bags)
15. 1 Box regular potato individual chips (44 count)
16. 2 Dozen Snicker bars (2 boxes)
17. 1 Dozen Reese Cups (1 box)
18. 1 Dozen Hershey Bars (1 box)
19. 1 Dozen Kit Kat Bars (1 box)
20. 6 Dozen do nuts (Krispy Crème) – 3 dozen each day. (5 dozen donated in 2002)
21. 1 Large can regular coffee (200 cup used in 2002)
22. 1 Medium can decaffeinated coffee (1.5 pots used in 2002)
23. 2 Dozen individual pkg hot chocolate mix
24. 2 Super size pkg napkins
25. 1 Large pkg paper plates
26. 2 Large pkg 8.5 oz styrofoam coffee cups
27. 1 Large pkg 12 ox paper ice cups
28. 1 Box plastic forks (approx 100)

Additional items requested frequently by customers in 2002:

Diced onion pkgs

Polish sausage

Root beer

Diet Pepsi

Diet Dr Pepper

Kosher pickles

Pretzels

### **General Tips and Rules**

1. The Health Department has a right to surprise inspections.
2. Anyone handling food MUST be wearing plastic gloves. If they handle money or anything else besides food and food service items, they must dispose of the gloves they were wearing, or they must don new gloves before handling food again.
3. Spraying the crock pots before using makes them easier to clean.
4. Pre-heating chili and cheese before putting them in crock pots is faster.
5. Health department requires disposable cleaning cloths, bleach, plastic gloves, pump hand soap, food thermometer, etc., and covering chips and pizza (when they're portioned out ahead) with wax paper.
6. Health department wants us to keep the ice scoop outside the ice bin.
7. Make sure to keep the heating element in the hot dog steamer covered with hot water at all times.
8. Pre-chilling sodas in refrigerators really helps start them colder and saves on ice melt.

9. Canned and packaged food items that are unopened may be able to be returned to the store for refunds.

10. Partial packages and broken bundles should be donated to Hope House or similar charity.

## **Suggested Schedule for Sign-Up Sheet**

### **FRIDAY**

**8:00 – 10:00 AM 1.**

**2.**

**10:00 AM – 1:00 PM 1.**

**2.**

**3.**

**1:00 – 4:00 pm 1.**

**2.**

**4:00 – CLOSE 1.**

**2.**

**3.**

### **SATURDAY**

**8:00 – 10:00 AM 1.**

**2.**

**10:00 AM – 1:00 PM 1.**

**2.**

**3.**

**1:00 – 4:00 pm 1.**

**2.**

**4:00 – CLOSE 1.**

**2.**

**3.**

**Suggested Prices (2002 Actual)**

DRINKS \$ .75

HOT DOG \$1.00

CHEESE \$ .50

CHILI \$ .50

NACHOS \$1.50

PIZZA \$2.50

CHIPS, COOKIES, DONUT, CANDY \$ .50

ICE CUP \$ .10

(See sample posted prices next page)

# (SAMPLE) PRICE LIST

**DRINKS .....\$ .75**

**HOT DOG .....\$**

**1.00**

**CHEESE ..... \$ .50**

**CHILI ..... \$ .50**

**NACHOS .....\$ 1.50**

**PIZZA .....\$ 2.50**

**CHIPS, COOKIES, DONUT,**

**CANDY.....\$ .50**

**ICE CUP .....\$ .10**

