



Broadway Rose Theatre Company

Performance Volunteer Training Guide

Broadway Rose Theatre Company Mission Statement

To create unparalleled musical theater experiences that invigorate audiences and enrich our communities.

Patron Service Department Vision Statement

Broadway Rose Theatre Company's patron service department is dedicated to providing compassionate customer service that places a ticket in your hand and a song in your heart.

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Welcome

Welcome to Broadway Rose Theatre Company! Broadway Rose Theatre Company (BRTC) has been successfully producing professional theater in Tigard since 1992. As the only professional musical theater company in Washington County, we play an important role in enriching the community's cultural arts. Broadway Rose brings to our community what no other theatre can – extraordinary musicals, the breadth and talent of which rival national Broadway tours. Broadway Rose Theatre Company is committed to increasing opportunities for Oregonians to participate in the arts. Working to retain Portland's talent pool and attract new talent to the area, we hope to set a standard of excellence by which other theaters can measure their success. Broadway Rose is resolved to keeping live theatre affordable and making our productions accessible to all ages and members of the community.

Thank you

Broadway Rose wouldn't be the company we are without you, our volunteers. Many of you have given hundreds of hours of your valuable time and dedication over the years. Thank you!

Contact information

Michele Green

House Manager and Volunteer Coordinator

503.620.5262

michele@broadwayrose.org or volunteer@broadwayrose.org

Requirements, Volunteer Tips and Information

To volunteer for Broadway Rose, we require the following:

- Be 16 years of age or older.
- Have access to the internet and email to participate in our program. All communication with volunteers is handled via email. Volunteer sign-ups are completed on the Volgistics website, or through the mobile app “Vicnet”.
- Review the volunteer manual.
- Adhere to all rules and regulations set forth by BRTC.
- Have a “Can-Do” attitude.

All volunteers are welcome to see our shows for free when they are working a performance. Should you choose not to see the show, you are still required to stay at the theater to fulfill your duties during intermission and after the show.

Register to be a volunteer

Volunteers must first register as a volunteer by filling out the online application form here: <http://www.broadwayrose.org/volunteer>. Upon application acceptance, volunteers will be notified via email of their password and login information.

Performance Volunteer Requirements:

A performance volunteer must meet the following requirements before or when working at a performance shift:

- Attend a volunteer orientation training for each location you wish to volunteer at. These are typically held in early January for the New Stage and June or July for the Deb Fennell Auditorium.
- Dress professionally (business casual) in only black or white, or a combination thereof, and wear closed-toe shoes. *This is important for patron and staff quick visual recognition of volunteers, and for safety reasons.*
- **Be on time.** *In case of emergency/unexpected delays, please call the box office at (503) 620-5262.*
- Be able to lift up to 15 pounds.
- Be able to stand for one hour.
- Be able to use stairs.
- Stay approximately 15-20 minutes after the show to help clean up the theater, or perform other duties as requested, until released by the House Manager. If you cannot stay for the **entire** shift, please sign up for a different date.

- Be willing and able to perform **ANY** volunteer position as assigned. *Please remember that you are signing up to provide a service to Broadway Rose and may be asked to do a job that is “not your favorite.” Also, while we do our best to seat you with your spouse/friend/sibling/child/fourth cousin-twice removed, this is not always possible.*
- **Be physically able to assist should an emergency situation arise.** Safety of our patrons, volunteers, and staff is paramount.

If you are not able to meet or are not comfortable with any of these expectations, we ask that you self-identify and do not sign up to volunteer. Please contact us at volunteer@broadwayrose.org or 503.620.5262 for more information on non-performance opportunities.

Dress code

Please dress professionally (business casual) in only black or white, or a combination there-of, and wear closed-toe shoes, even in the summer (closed-toe footwear is for your safety). Patterned material is acceptable. Your clothes must be clean and presentable. You are welcome to wear a small, themed accessory (a holiday headband or necktie, for example); but the core black and white is required. Jeans, shorts, t-shirts, tank tops, flip-flops and clothing with brand logos are unacceptable.

Smoking

As all Broadway Rose venues are on school property, smoking is prohibited.

Drug and alcohol policy

Volunteers are prohibited from consuming drugs or alcohol while working a shift with Broadway Rose and should not arrive under the influence of these substances. Failure to follow this policy will result in immediate expulsion from the volunteer program.

If you are taking a prescription medication that would inhibit your ability to provide quality service or would jeopardize your safety or the safety of others, we ask that you refrain from volunteering until you no longer need the prescription medication.

Failure to follow any or all of these requirements may result in your dismissal from the event activities. Multiple infractions of the volunteer policies will result in your discharge from the BRTC volunteer program. BRTC reserves the right to release volunteers at any time for any reason.

Shift sign-ups

Once a volunteer is registered and their application is accepted, volunteers will receive an email notifying them when they can login and sign up for available

shifts. Shift announcements are sent out in waves and are determined based upon the following:

1. Attendance at at least one volunteer orientation at that location.
2. Volunteer grade
4. Needs of the event

Performance shifts will be assigned in 3.5-hour blocks; however, you may be discharged earlier or later depending on the length of the show. *Please note that performance volunteer shift hours are counted as 1.5 hours of volunteer time, and not the full 3.5 hour assignment.* A reminder of shift assignments will be sent via email one week before the scheduled shift(s). However, each volunteer can check their schedule at any time by logging into their volunteer account here: <http://www.broadwayrose.org/volunteer>.

Canceling a shift

Volunteers can remove themselves from a volunteer shift up to 72 hours before their assigned start time by logging into their volunteer account here: <http://www.broadwayrose.org/volunteer>. If there is an emergency and there is a need to cancel last-minute, please call the box office at 503.620.5262. If you cannot speak with a live person, please leave a message. Please remember that being even one person short can make it very difficult to provide the exceptional customer service we are committed to providing our patrons.

Cancellations within the 72-hour window and Missed Performances

Emergencies happen, but we rely on our volunteers to provide a good patron experience during shows. When volunteers do not show up or give us less than 72-hour notice, it puts us in a bind. Any late cancellations or missed performances are documented in your volunteer record, along with any reasons given. If your spouse, partner, or whoever else you volunteer with cannot make their shift, it is still expected that you will fulfill your volunteer shift commitment.

Family and friends

While we have allocated a ticket for you, we cannot extend that offer to your friends or family members when you volunteer. If you have friends that want to attend the show with you, we urge them to become volunteers as well. Otherwise, they will be required to purchase a ticket. We encourage your family and friends to attend the show with you for a different performance than the one you are volunteering for as it is important to provide your full attention to the patrons you are assisting. Please refrain from bringing any children or guests during your volunteer shift that will need extra supervision as you will not be able to give them your full attention.

Many volunteers enjoy working with other volunteers who are family and friends. If you choose to volunteer together, wonderful, but we cannot guarantee that you will be able to work at the same station or sit together during the show.

During your performance shift

Preshow briefing

Every performance will have a required preshow briefing at the theater, which will begin promptly one hour before the show. At this meeting, the House Manager will remind you about emergency procedures, give a short recap of our policies, volunteer responsibilities, and inform you of any special information associated with the performance.

Respect

Many times, you are the first person our patrons see when they arrive. Please make sure that every person who enters our theater is treated with respect and greeted with a warm smile.

You also deserve respect. If you ever feel threatened, or are unable or uncomfortable handling a situation, please let your House Manager know. We are more than willing to step in and handle a situation.

Smile!

This may seem obvious, but your smile will go a long way towards helping our patrons have a memorable and enjoyable experience.

Locations of important items or areas

Please make sure you know the location of the following:

- AED/First Aid Kit
- Exits and emergency doors
- Fire alarms
- Fire extinguishers
- Emergency assembly area
- Restrooms
- Water fountains
- Box Office/Will Call
- Assisted listening devices (ALDs)
- Concessions
- Marquee Club Lounge (New Stage only)

Volunteer Assignments/Positions

We have a variety of duties that need to be filled on a per-performance basis. Below you will find a brief description of each of these duties.

- 1) *Scanner*: Each door has one or two ticket scanners. You are to greet each person as they enter the seating area. Upon scanning their tickets, make sure that the number of tickets matches the number of people in the party. Be sure to check the date, time, show, and seat on the ticket. Please keep an eye out for people that want to take food or drink, or children under the age of six into the theater. The scanner is often the first person who will notice food or drink, or children under the age of six. Familiarize yourself with the seating plan, the number of seats in a row, and how many rows we have. The House Manager or Assistant House Manager will inform you when it's time to open or close the doors.
- 2) *Seating/Programs*: This position is designed to help patrons find their seats. Each ticket has the section, row, and seat number printed on it. In most cases, you will be assigned a side of the theater to assist. Familiarize yourself with the seating, the number of seats in a row, and how many rows we have. The House Manager or Assistant House Manager will inform you when it's time to open or close the doors.
- 3) *Will Call*: You will be handing out tickets to patrons who have already reserved and paid for their tickets or have arranged for complimentary tickets. Inquiries at will call regarding exchanges for future shows and ticket purchases should all be referred to the box office. If you are having difficulty finding a ticket order, refer them to the box office. Patrons may ask to borrow an assisted listening device (ALD). We require a credit card, driver's license, or another form of collateral to secure a device. The Will Call volunteer will assist with concessions during intermission (if there is one), and instead of cleaning up at the end of the performance, will collect the ALDs and return the collateral to the patron.
- 4) *Raffle Tables*: You will be selling raffle tickets both before the show and during intermission (if there is one). "Hard sell" tactics are discouraged. A tally sheet will be available to record sales.
- 5) *Concessions*: You will sell concessions before the show and during intermission (if there is one).
- 6) *Marquee Club Greeter (New Stage only)*: Donors who have contributed \$500 or more within a year, as well as corporate sponsors, are part of what is called "The Marquee Club". The use of our Marquee Lounge before the performance and during intermission is a benefit for these donors. This

position is designed to greet those who enter the lounge. The volunteer will be given a list of names of donors attending the performance so they can check off members entering the lounge. Please refrain from partaking in any food or drink provided for the Marquee Club members. If someone's name is not on the list and they say they are Marquee Club members, write down their name and let them in. The private restroom in the lounge is available to the donors as well as people with accessibility needs, even if they are not a donor. There is no need to write their names down.

Cash Handling

If you are working at concessions or raffle, you will be handling cash. Don't panic, this is really quite simple. There will be a pre-counted, pre-balanced bank, and you will be trained on how to use the credit card machine (Square) if needed. When the patron gives you cash for an item, place the money on the table in front of you. Collect the necessary change, count back the change, and hand it to the patron along with their goods. When the patron walks away, put the patron's cash into the drawer.

Flashlights

Please be sure to keep your flashlight with you during the performance. The flashlight should be used to light a patron's way if they need assistance when the theater is dark. Please do this by always keeping the light directed at the floor just in front of the patron's feet. This is particularly important on stairs and inclines. Refrain from swinging the light even if it is pointed at the floor. Please don't use the flashlight for anything else during a show (reading your program, digging in your bag, etc.) The flashlight will be helpful to check under seats for trash and lost items during the post-show sweep. Please return your flashlight to the House Manager at the end of your shift.

Performance volunteer seating

Performance volunteer seats are pre-assigned by job position. Sometimes, due to sold out performances, volunteers will be seated in the late seating section of the New Stage Theater. At intermission, please stay in your seat until the house lights come up. Opening doors before the house lights are up can be disruptive and dangerous. Again, while we appreciate that many of you work together or are friends off site, we cannot guarantee that you will be seated together. Please take your seat in the theater only when instructed by the House Manager or another staff member.

Patron Late Seating

Frequently, patrons will arrive late for a show. The House Manager or Assistant House Manager will seat these patrons, if possible, at an appropriate break in the show, like a scene change, black out, or other transition in the performance. Both

theaters have places where we can seat latecomers if needed, so they are not climbing over other patrons to get to their seats. Unless the show has no intermission, patrons can take their originally ticketed seats at intermission.

Patrons Leaving During a Performance

We cannot stop a patron from leaving the seating area during a performance. There are personnel in the lobby to help that patron get reseated when they are ready to re-enter the theater.

Lost and Found

If a patron informs a volunteer that they have lost an item, please refer them to the House Manager. Any lost and found items must be identified and picked up by the owner or their representative in person. If you find an item during your post-show cleaning that was left behind, please try to take note of the location (seat number, ladies restroom, house left aisle, etc.)

Audience Surveys

From time to time, we survey our patrons. We usually do this with a program stuffer that a patron fills out and gives back. If a patron gives you a survey, please pass it along to your House Manager or drop it off at a marked survey collection site in the lobby.

Post show sweep

At the conclusion of the show, please remain for approximately 15-20 minutes, working in pairs, to walk through the auditorium and pick up discarded programs, trash, recycling, and program stuffers. The House Manager will provide plastic gloves and buckets for collecting waste. Please take any found items to the House Manager. Please dispose of all trash and recycling. Place used programs or unused surveys into the labeled bins in the lobby or bring them to the House Manager with your empty buckets, and place completed surveys in the designated collection trays or return to the House Manager.

End of Shift

After the auditorium has been cleaned post-show, please return your nametag and your flashlight to the House Manager. Before you leave, please check in with the House Manager to ensure there is nothing left that needs to be completed.

Volunteer evaluations

Our most important objective is to schedule shifts with volunteers who will support Broadway Rose's goal to provide excellent customer service to our patrons. To that end, we have developed a series of volunteer requirements, training opportunities, and evaluation methods. Our House Managers evaluate performance volunteers at the end of each shift. Volunteers are graded on their performance, and any infractions are noted. The House Manager always tries to

inform volunteers if they are not meeting requirements and offers additional training as necessary.

Performance volunteer opportunities are first sent to volunteers who show excellence in customer service and demonstrate a strong ability to act calmly and quickly in an emergency. Remaining eligible volunteers are encouraged to sign up shortly after. Behaviors such as being attentive to or going above and beyond for patrons, staying calm if a patron has a medical issue, and creating a friendly and comfortable atmosphere for all theatregoers will contribute to high ratings and first selection of performance volunteer shifts. Conversely, behaviors such as tardiness, late cancellations, not showing up to a scheduled shift, inflexibility, meager customer service (especially chatting with friends to the point where you're not paying attention to the patrons), poor attitude, eating or sitting down while patrons are present in the lobby, being on your phone, or being unable to easily perform the physical requirements of the job, will lead to lower ratings.

Volunteer discipline

On the rare occasion that infractions are noted, a volunteer can expect the following:

1. Notification email or face-to-face meeting with the House Manager discussing the incident.
2. If necessary, a warning email detailing the infraction will be sent, and the volunteer's grade will be lowered.
3. In extreme cases, a dismissal email will be sent releasing the volunteer from further obligations with the Broadway Rose Theatre Company.

While infractions are few and far between, we do take them seriously. If you have any questions, please do not hesitate to contact us.

Customer Service

We should always be giving excellent customer service. There are a few notable situations where you will need assistance.

- *Double seating:* You will encounter this situation when more than one party is claiming the same seats. Check the tickets to make sure they are for the correct seat, performance, and date. If there are duplicates, find your House Manager. They will determine who owns those seats and find new seats for the displaced party.
- *Seat complaints:* Please refer any patrons with seating issues to the House Manager for seating options. Do not give up your seats (or even offer a patron your seat) without consent from the House Manager.

- *Accessibility issues:* From time to time, a patron's seating needs may change. If you see someone that is having trouble getting to their seat, let the House Manager know. We may have seats available that we can move them into. Please don't move them yourself because you may unintentionally move them into a seat that has been sold.
- *Food and drink:* Food and drinks are restricted in our performance spaces. The only exceptions are bottled water sold through our concessions (for the New Stage Theater and Deb Fennell Auditorium), or beverages contained in our Broadway Rose souvenir cups (New Stage Theater only). Please keep an eye out for any food or drink that has been brought into the seating area. If you encounter someone taking food or personal beverage containers into the theater, please ask them to finish it or leave it in the lobby before they go into the seating area. We can hold personal water bottles, etc., for them in a secure place until the end of the show and provide refrigeration if needed. Trashcans are available at each of the theater doors.
- *Photos and recording devices:* No photos or video recording of any kind is allowed during the performance. If you see a patron violating this rule, please notify the House Manager immediately.
- *Alcoholic beverages at the Café:* Broadway Rose serves beer and wine before the show and during intermission in the lobby at the New Stage. Alcohol may only be purchased and served by an O.L.C.C. trained and certified server. Even if you are over twenty-one or have an O.L.C.C. license, only designated staff members may serve alcohol and take money for alcoholic purchases.
- *Childrens' policy:* Broadway Rose has a strict policy regarding children. We DO NOT allow children under the age of six into the main stage productions. This is for the comfort, safety, and enjoyment of all of our theatre patrons. The one exception to this rule is our children's shows where all ages are welcome. If you encounter a party with a child/children that might be five and under, let the House Manager know and they will take appropriate steps to handle the situation. Please do not handle this yourself.
- *Lighting and movement:* Please stay in your seats until the house lights come up. Opening doors or leaving your seat before the house lights are up can be disruptive and dangerous. We cannot stop patrons from leaving the auditorium at any time. *NOTE: There is an exception to this rule; if it is obvious that a patron is having extreme difficulty and it appears they cannot open a door or may fall, please assist them.*

Patrons with Disabilities

As a performance volunteer, you will encounter all kinds of people, including those with disabilities. Here are some tips to help them feel welcome.

- See the person as a person, not a disability.
- Don't "talk down" to someone with a disability.
- Don't respond out of pity. Treat them just like you would want to be treated.
- Speak to the person rather than their companion or interpreter.
- Treat adults like adults.
- Do not invade a patron's space by touching their chairs, canes, or helper animals. Treat these tools as an extension of the patron's body.
- Be considerate and patient. Patrons with disabilities may take extra time to say and do things.

Patrons with mobility impairments:

Both the Deb Fennell and the New Stage have very good accessible seating locations or no stairs. At the Deb Fennell, they are in the middle of the theater (otherwise called the "house") in Row G. At the New Stage, they are in the first row (Row A).

**Walker:* If a patron is using a walker, please let the patron know where you will be storing the walker during the show. Walkers may be stored under the risers at the New Stage Theater and against the outside walls at the Deb Fennell Auditorium.

**Wheelchair:* Many patrons who are in wheelchairs may prefer to transfer to a regular chair. If this is what the patron wants, let them know where their wheelchair will be stored.

Please make sure to check in with patrons at intermission to see if they would like you to bring them their mobility device.

Patrons with visual impairments:

The procedure is similar to how you would greet a person with mobility impairment. Identify yourself as a Broadway Rose volunteer. Remember to ask them how you can be of assistance. Do not automatically take a blind or visually impaired person by the arm or cane. If the patron has expressed an interest in assistance to their seats, let them guide you in how they want to be helped.

If the patron has a guide dog, they may prefer to "work the dog." Again, the patron will tell you what needs to happen. As stated before, the dog is here to work just like you. Do not pet, feed, or give extra attention to the dog. Do not ask to do these

things. Remember that the guide dog is an extension of the patron. When guiding the patron, walk on the side opposite the dog. In all cases, guide and helper animals are allowed into the theater and will sit at the patron's feet.

Broadway Rose offers one audio-described performance per run of a show. More information about this service can be found on our website or at our box office.

Patrons with hearing impairments:

In most cases patrons with hearing loss and deafness are very good at communicating with you and will have a way to communicate with you either by pointing or writing, by reading lips, or by an interpreter. Always talk directly to the patron. Don't turn your head to look at something else or direct your speech to the interpreter.

Assisted Listening Devices (ALDs) are available at the Box Office desk. We require a driver's license, credit card, or other form of collateral to secure a device. If you encounter a patron with an ALD that doesn't work, send them to the House Manager to secure another one.

Patrons with speech impairments:

If you encounter a person with speech impairments, please give them your full attention. Don't correct or speak for a person. Don't try to finish their sentences for them. Be encouraging. If you think you didn't understand something they said, repeat back what you did understand and they will fill in the gaps.

Patrons with mental impairments:

Speak slowly and clearly. In some cases, showing someone may be easier than telling them. Show them what you want them to do. Always maintain a non-threatening posture and demeanor. If they are adults, please treat them like adults.

Emergency Procedures

The House Manager can't be everywhere at once. You are the eyes and ears for Broadway Rose. You will also be a person that a patron will look to for guidance when their safety is threatened. While we hope never to encounter a dangerous situation at one of our locations, we must be prepared for that possibility. You are a part of that preparedness. Please familiarize yourself with exits, entrances, and the building safety features. Please don't try to handle a situation on your own. If possible, send another volunteer for the House Manager. If you cannot find the House Manager, please look for another staff member.

Evacuation Plans

In case of an emergency, either the stage manager or House Manager will make an announcement giving instructions.

New Stage Theatre

In case of evacuation, if our patrons are in the house, please lead them through the exits of the building. There are five exits. Two exits are on either side of the stage, and one leads through the light booth and down the back stairwell, filtering into the lobby. Once in the lobby, there are two exits to the outside—the front doors and the doors at the end of the hallway between the Guys and Dolls restrooms. The two exits in the front of the theater on each side of the stage lead to the outside. The assembly point for all volunteers and staff will be at the track across the parking lot from the box office entrance of the building (the red circle on the map).



Deb Fennell Auditorium

In case of evacuation at the Deb Fennell Auditorium, if our patrons are in the house, please lead them through the exits of the building. There are three exits located on both sides of the auditorium that lead to the lobby. Once in the lobby, there are four exits to the outside—two on each side of the auditorium. The assembly point for all volunteers and staff will be at the swim center across the parking lot to the east of the auditorium (the red circle on the map).



Medical incident:

A volunteer will many times be the first BRTC person to become aware of a patron emergency. This can take many forms: a fall, a seizure, a heart attack, a cut, etc. If any of these things happen, STAY CALM. The patrons around you will take their behavior cues from you (if you panic, they will panic). Send for the House Manager. If the House Manager is unavailable, find another staff member.

- *If a medical incident occurs during a performance:* immediately send another volunteer to get the House Manager. The House Manager will confer with the stage manager to plan the best course of action. If we do decide to stop the show, an announcement will be made and will include directions. Please help the House Manager by keeping everyone out of the way of emergency personnel.
- *If a medical accident occurs in the lobby:* please send another volunteer to get the House Manager. If no other volunteer is available, send a patron. Please do not move the patron and direct foot traffic away from the area. Wait for further instructions.

Fire:

As a volunteer you must locate the fire alarm pulls in the theater. If you should need to use a fire extinguisher, please read the directions before using it. If a fire breaks out and cannot be extinguished, the House Manager and the stage manager will make an announcement and begin to CALMLY evacuate the theater. Please focus on leading the largest number of people out the doors as quickly as possible. The House Manager, Stage Manager, and any other staff on hand will attend to those who are slower or need assistance. Once outside, please report to the emergency assembly area.

Earthquake:

If an earthquake strikes, do not try to do anything until the quake stops. If you are able, encourage people to “stay seated,” or “crouch in front of their seats.” If you see damage to the building, let your House Manager or nearest staff person know. Once the earthquake subsides, the building will be evacuated. Once outside, please report to the emergency assembly area.

Bomb threat:

In case of a bomb threat, the House Manager and stage manager will make announcements and follow the advice of law enforcement. Stay calm; many of these threats turn out to be hoaxes, however, we do take them seriously for

safety's sake. If instructed to evacuate, once outside please report to the emergency assembly area.

Power outage:

Power failure, when not accompanied by another emergency, is a nuisance, but it can present a danger on its own. While both of our buildings are equipped with emergency lighting, uneven light can present a tripping hazard. Your job is to provide light in areas that don't have adequate light. Evacuation will only occur if the show is cancelled or if there is a safety issue. While the blackout is going on, please ask people to remain seated, and wait for further instructions from the House Manager or Stage Manager.

Lock down:

If there is danger inside the building, a lockdown may occur. During a school lock down patrons and volunteers must remain in the theater. Gather all volunteers and patrons inside the theater area. Lock the doors and turn off the lights, if able. Keep all patrons and personnel below window level or away from windows. Do not allow anyone to exit the building. Wait for instructions from school officials or law enforcement. Should the lock out last longer than the show, please keep the audience in the theater.

Lock out:

Should a school lock out occur, you must remain at the theater. All volunteers and patrons should gather inside of the theater area. Lock the exterior doors. If possible, keep patrons from the exterior windows. Wait for further instructions from school officials, law enforcement, or Broadway Rose staff.

Performance Spaces

During the summer we usually hold performances in the Deb Fennell Auditorium at Tigard High School, located at 9000 SW Durham Road in Tigard. The auditorium is about 15 minutes south of downtown Portland. The theater is air-conditioned, handicap accessible, and seats 600. Parking is free. Accessibility parking is very limited.

All other productions are held at the Broadway Rose New Stage, which seats 270, and is located at 12850 SW Grant Ave in Tigard. The theater is about 15 minutes south of downtown Portland. The theater is air-conditioned and handicap accessible. Free parking is available in the theater parking lot, with additional parking at the CF Tigard Elementary School. Again, accessible parking is limited.

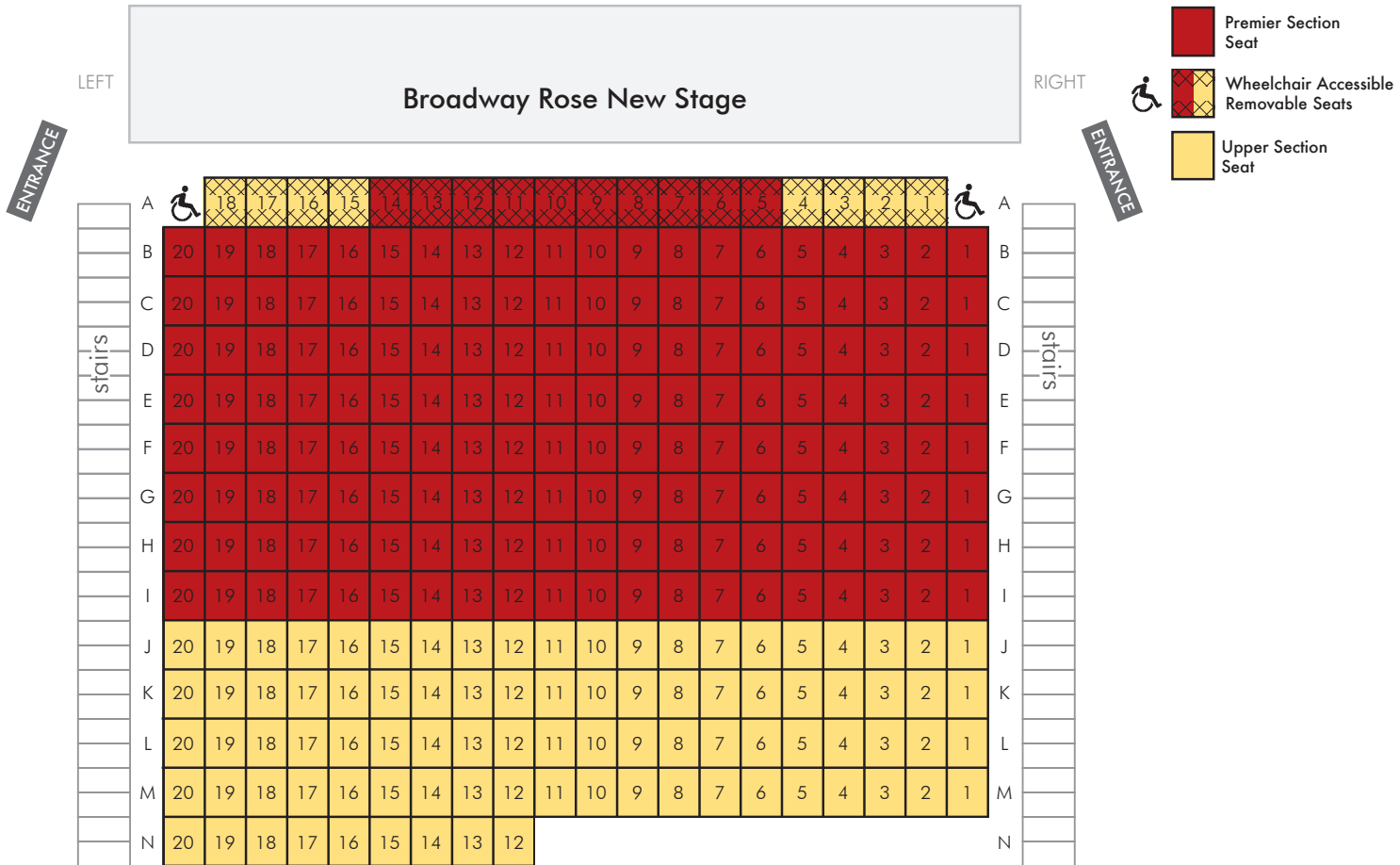
Parking

If you are scheduled to work a performance, please park in the following lots:

1. ***New Stage Theater*** – the elementary school parking lot. As you drive down Grant Avenue and come to the circle, it will be your first hard right.
2. ***Deb Fennell Auditorium*** – The west parking lot (closest to SW 92nd Ave and the football fields, **NOT** the pool side). **Please do not park in the Swim Center parking lot.**

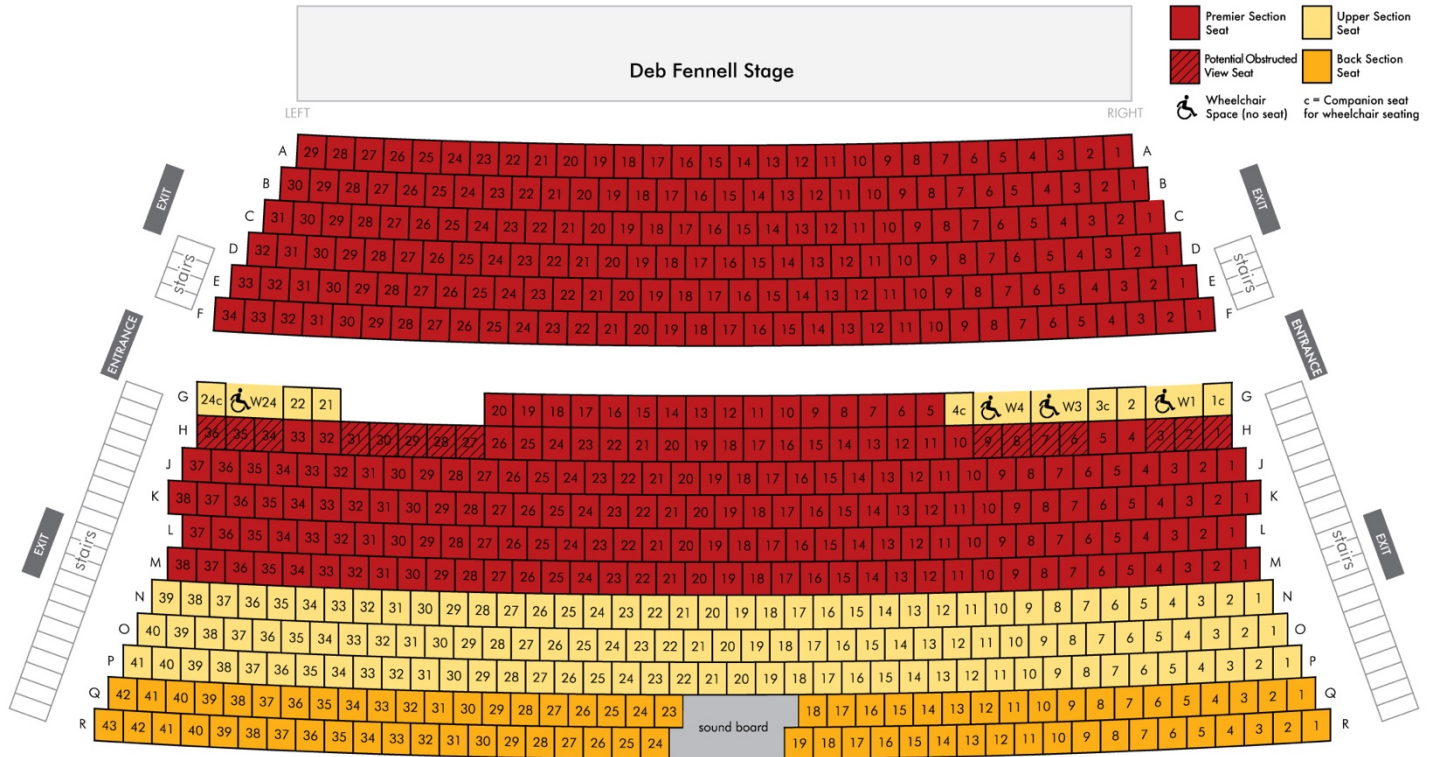
New Stage Theater Seat Map

12850 SW Grant Avenue, Tigard



Deb Fennell Auditorium Seat Map

Tigard High School: 9000 SW Durham Road, Tigard



Broadway Rose Theatre Guild

If you enjoy volunteering and would be interested in being more involved, please ask about The Broadway Rose Theatre Guild. Founded in 2005, the Guild is made up of theater enthusiasts and volunteers who support The Broadway Rose Theatre in its mission to produce exceptional live theatre. Through a variety of activities including fundraising, hospitality and events, the Guild provides an atmosphere of goodwill that fosters creativity and community. If you are interested in joining this dynamic group, please contact Alan Anderson, Marketing Director, at 503.906.2380 or alan@broadwayrose.org.