Volunteer Services
786-468-2033
E-mail - volunteers@arshtcenter.org
Website: www.arshtcenter.org/volunteer
ARSHT CENTER QUICK FACTS

- Opening: September 2006
- Inaugural Gala: October 2006
- Construction began: October 2001
- Address: 1300 Biscayne Blvd. Miami, Fl 33132
- Largest public/private sector partnership ever undertaken by the Miami Dade County

PERFORMING ARTS CENTER STRUCTURE

- PAC occupies 570,000 square feet.
- Has 3 main performance venues

SANFORD & DOLORES ZIFF BALLET OPERA HOUSE (ZBOH)

- 11,000 square foot Hall with 2,454 seats
- Opera, dance, Broadway style shows
- Superb acoustics – classic proscenium arch stage construction
- Five levels of seating: Orchestra, First Tier, Second Tier, Third Tier, Fourth Tier
- Houses Brava! and Carnival Studio Theater
  - Brava! Hours of Operation
    - Brunch Every Saturday & Sunday, 11:30AM – 2PM
    - With the exception of Weekend Brunch, open on dates with performances only

CARNIVAL STUDIO THEATRE (CST)

- Flexible space with non-fixed seating (up to 292 seats)

KNIGHT CONCERT HALL (KCH)

- 1,966 seats in a Shoebox configuration.
- Seating available on four levels: Orchestra, First Tier, Second Tier, and Third Tier

CARNIVAL ART DECO TOWER

- Built as the Sears, Roebuck & Co. Miami flagship store in 1929
- Location of Café at Books and Books
  - Café at Books and Books Hours of Operation:
    - Sunday - Thursday: 8 a.m. - 11 p.m.
    - Friday & Saturday: 8 a.m. - midnight

TOURS

- American Airlines Tours are those that take place every Monday and Saturday at 12pm noon
- Free tours for groups of 10 or more can be booked online
BOX OFFICE

- The ZBOH Box Office is open from 10am-6 pm, Monday through Friday & at 12-5 pm on weekends.
- CST is open located in the CST lobby and opens 1 hour prior to the show through intermission
- Guests can collect their tickets in advance, or at “WILL CALL” in the box office when they arrive.

ADMINISTRATIVE OFFICES

- Located on 3rd floor of the ZBOH

RESIDENT COMPANIES

- FGO – Florida Grand Opera
- MCB – Miami City Ballet
- NWS – New World Symphony

VENUES

- AAC – Adrienne Arsht Center
- CST – Carnival Studio Theater
- ZBOH – Ziff Ballet Opera House
- KCH – Knight Concert Hall
- PFS – Peacock Foundation Studio
- PEC – Peacock Education Center
- Brava! – Arsht Center’s onsite Restaurant. Conveniently located on 2nd floor the ZBOH
- Books and Books – Arsht Center’s onsite café/bookstore

THEATER

- Valet Ramp – Located in the front of both houses for Valet Service
- Cejas Patron’s Salon - is located on the box-tier level of the KCH
- Terra Group Patron’s Salon - located on the box-tier level of the ZBOH
- Next Generation Green Room – Downstairs Lobby Level – House Left ZBOH
- Burns Green Room – Orchestra Level House left - KCH
- Podium – Where ushers gather for show briefings in the CST
- Stage Door – Main backstage entrance
  - ZBOH - Located on NE2nd and NE14th
  - KCH – Located on 13th and Biscayne
- Security – main office located by stage door entrance in both houses
- House Left (HL) - When facing the stage, house left is to your left
- LULA – Limited Use Limited Access
Policies and Procedures

SAFETY: The Center promotes a healthy and safe working environment by complying with applicable federal, state and local occupational health and safety requirements.

NON-DISCRIMINATION: The Center is committed to maintaining an environment that is free from all forms of unlawful discrimination. The Center will not tolerate any discrimination or discriminatory harassment against the Center’s patrons, volunteers, or employees.

CONFIDENTIALITY: Volunteers may receive or be in possession of, confidential information or documents concerning the Center’s operations or the activities of its guests. All volunteers are expected to maintain information or documents in a confidential manner and may not disclose to any person outside of the Center.

MEDIA CONTACT: Volunteers are strongly discouraged from responding to any inquiry from the media regarding the Center’s operations or programming. The Center has a PR staff which serves as the liaison with the media.

VOLUNTEER APPLICATION & BACKGROUND CHECKS: We may check personal references and will conduct background checks on applicants who will work with children.

CONFLICT OF INTEREST & SOLICITATIONS AT THE CENTER: Volunteers are discouraged from conducting any personal business or participating in any activity which would constitute a conflict of interest, or the appearance of conflict interest. The distribution of literature or solicitation of support for any cause or organization other than those previously approved and directed by The Arsht Center for the Performing Arts of Miami-Dade County will not be permitted.

ALCOHOL: Being under the influence, the use, or possession of alcohol on the Center’s premises during volunteer on-duty periods is prohibited and will result in immediate dismissal.

DRUGS: The illegal use, sale, or possession of a controlled substance while on the Center’s premises is prohibited and shall result in immediate dismissal.

GIFTS AND GRATUITIES
While performing your duties as a volunteer, you may be offered gifts and/or gratuities from our guests. We ask that you politely decline the offer you are not permitted to accept anything of value in exchange for any direct or indirect favor because of your position with the Center. If a gift or gratuity cannot be returned to the giver, please turn in the gift or gratuity to the House Manager or Event Contact to handle accordingly.

LOST AND FOUND
All misplaced items should be turned in to the House Manager for the item to be logged and stored at Console 1 in the Ziff Ballet Opera House (security). Guests wanting to claim lost items at any of the venues should be directed to the ZBOH Stage Door or call Security Console 1 at 786-468-2081.
Volunteer Important Information

ARSHT CENTER VOLUNTEER DEFINED – anyone 18 years of age or older who is not a paid Arsht Center employee and who voluntarily donates their time to the center without any remuneration or benefits conferred.

VOLUNTEER CULTURE
We strive to create a safe, friendly and positive environment in which all of our volunteers feel comfortable free of gossip, strife and/or slander.

VOLUNTEER STATUS

ACTIVE – volunteer has completed the application, orientation, and training process and has attended their first sign up. Full benefits begin when volunteer reaches 72 hours of service.

INACTIVE – volunteer has not participated for 3 months without prior notice of travel or illness. Any volunteer may request inactive status due to illness or any personal situation that prohibits their participation.

VOLUNTEER HOTLINE
If you have a question regarding your scheduling etc, please contact Volunteer Services at 786-468-2033 or via e-mail at volunteers@arshtcenter.org. Please Refer to the website at www.arshtcenter.org/volunteer for current hours of operation.

ONLINE VOLUNTEER ROOM
This portal has been created as a tool for you to easily access your current schedule, as well as your tickets/hours balances.

NEWSLETTER
The Bridge is an Arsht Center volunteer newsletter prepared by Volunteer Services. The newsletter includes updates on volunteer news, information, activities, as well as features on our volunteer corps, employees and the activities in which they are engaged.

WEBSITE
www.arshtcenter.com can provide you much of the information necessary regarding upcoming shows to include times, dates, locations and show content. The site is an excellent source for learning about a show and/or event prior to your volunteer shift. It can also provide information regarding tours, donor information and a plethora of additional useful information.
COMMITTEES

Volunteer Advisory Committee
The purpose of the Advisory Committee is to provide valuable insight and recommendations from the volunteer perspective to the Volunteer Services Manager. The Volunteer Services Manager considers this input when making decisions to create a positive experience for the Arsht Center Volunteer Corps.

Benevolence Committee
The volunteer team is like family. The purpose of this committee is to help us reach out to fellow volunteers who may be experiencing challenges. They help to organize getting cards signed and mailed to the appropriate team member in their time of need.

Welcome Committee
This committee helps new trainees get acclimated to Arsht Center procedures. They greet new trainees on their first few assignments to help them learn the routine from where to park, to where to find their vest and name tags. They are also a friendly face to answer any questions, and help introduce the trainee to the current team members.

Decoration Committee
This committee is responsible for decorating the various bulletin boards in our clubhouses. In addition, when we have a special event, this committee helps to recommend/develop creative ideas and decorate the area in which the event is taking place.

The Volunteer Club House
A clubhouse is provided in each house for you when you need to take a break. Lockers are available in each House. Please secure handbags, wallets, phones, and other personal property in these lockers during your shift. You are able to bring a personal small lock to secure your belongings during your shift, but please remove it after your shift has concluded. Purses and the use of cell phones are not permitted while on duty. It is recommended that valuables are not brought to the Center.

Provisions
Each clubhouse is equipped with a refrigerator, microwave and an automatic coffee maker for your use. We also provide cups, plastic ware, paper plates and napkins. To maintain the look of professionalism, please do not eat outside of the clubhouse while in uniform.

Snacks – Complimentary beverages, chips, cookies, granola bars, cheese, crackers, peanuts etc. are available prior to each shift and/or during breaks. In consideration of other volunteers, please limit your consumption to one beverage and two packaged items per shift.

Catered Lunch – There are a times when a volunteer chooses to sign up for a double shift in a given day. The center will provide lunch for those volunteering for double shifts.
VOLUNTEER PARKING
Free parking during your scheduled volunteer shift is provided in the lot located between Biscayne Blvd and NE 2nd Avenue and 12th Street, under the I-395 underpass. Security Guards are on duty 24 hours a day. If a lot is filled, you will be directed to the next open lot by our staff. You will receive a temporary parking pass to use until you accrue 72 hours of service to achieve official volunteer status. At that time, you will be issued a permanent volunteer parking pass along with guidelines for its use. There is a $10 replacement fee for any lost parking pass (temporary or permanent).

MEDIA INQUIRIES
All inquiries from the press (in any format or medium) shall be referred immediately to the Public Relations department, which is charged with speaking officially on behalf of the Adrienne Arsht Center. Please do not respond to press inquiries. Contact the House Manager and immediately refer the inquiry to them.

WHEELCHAIRS
Wheelchairs are available at the ZBOH and KCH for transporting guests, employees or volunteers only in an emergency situation. For your safety and that of our patrons and employees, wheelchairs are only to be used, operated or pushed by the EMT or security on duty for the designated performance or event. Any request for wheelchairs needs to be conveyed to a Tier Leader or House Manager.

AMERICANS WITH DISABILITIES ACT (ADA) POLICY
Use handicap to refer to a barrier created by people or the environment—like STAIRS. Use disability to indicate a functional limitation that interferes with a PERSON’s abilities—BEING BLIND. A few things to remember:
- Introduce yourself as a volunteer.
- Ask, “Do you need assistance?” don’t assume the guest needs help.
- If so, we have various options to help a guest including Assistive Listening Devices (ALDs)
- Speak directly to the guest with the disability, even when a companion is present.
- When giving disabled guests directions, give the most accessible & shortest route.
- Do not ask personal questions about the disability
- Do not touch a service animal.

For more detailed information, please refer to the ADA brochure on the Volunteer Room or in your orientation packet.
TARDINESS:

Part of providing Great Guest Service is being ready to assist our guests as soon as the doors open. It is important that you arrive on time for the briefing so that you don’t miss out on this important information. A volunteer will be considered late if they are not in full uniform and in the briefing area promptly at the time indicated in their confirmation/reminder ready to receive instruction. If a volunteer is late, their bonus hours are impacted.

ATTENDANCE POLICY:

If you cannot attend the performance/event, let us know as soon as possible according to the instructions given in the confirmations.

NO SHOW

An Absence will be noted on a volunteer’s account for a particular assignment if the assignment is missed or you are more than 15 minutes late without notifying Volunteer Services, the House Managers and/or Event Contact. This classification may impact future scheduling. Three “No-Show”s in your account will turn it to INACTIVE status. To reactivate the account, you will need to attend another Orientation and Usher Training session.
Dress Code
The Arsht Center is a world class facility that takes pride in the beauty of its décor to include the uniforms that our volunteers wear. In order to ensure that we are presenting a uniform look to our guests, please see the guidelines below. We encourage our volunteers to share in the reputation that the Arsht Center has established by dressing professionally in our uniform as outlined below, maintaining nails, jewelry, hair, and facial hair (clean shaven or neatly trimmed).

<table>
<thead>
<tr>
<th>Standard Usher Uniform</th>
<th>Event Volunteer Uniform</th>
</tr>
</thead>
<tbody>
<tr>
<td>White long-sleeve dress shirt with collar</td>
<td>Red volunteer t-shirt that says Volunteers Make a World of Difference</td>
</tr>
<tr>
<td>Black slacks (no denim, leggings, capris,) Ladies may substitute a black skirt knee length or longer with black or beige (nude) stockings. Stockings must be worn if wearing a skirt.</td>
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<tr>
<td>Black socks &amp; closed black rubber soled shoes (back &amp; front i.e. no mules/slides/sandals/crocs/tennis shoes or gym shoes)</td>
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</tr>
<tr>
<td>Shirts must be tucked in</td>
<td>Hair must be well groomed, nails clean, jewelry kept to a minimum &amp; noiseless</td>
</tr>
<tr>
<td>Hair must be well groomed, nails clean, jewelry kept to a minimum</td>
<td>Visible piercings, other than ears, need to be removed - Tattoos need to be covered</td>
</tr>
<tr>
<td>Arsht Center Vest (Vests are stored in the Volunteer Clubhouses)</td>
<td>Writing utensil for notes during the pre-performance briefing</td>
</tr>
<tr>
<td>Name Tag</td>
<td></td>
</tr>
<tr>
<td>Arsht Center Standard Issue Blue Light Flashlight. These must be purchased for $5 from either Volunteer Services or the House Manager.</td>
<td></td>
</tr>
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<td></td>
</tr>
</tbody>
</table>

*NOTE: If you are unable to maintain the dress code as indicated above, you may lose the opportunity to volunteer for the assignment.*
PARKING AT THE CENTER

- We do not OWN, OPERATE, or MANAGE any of the lots surrounding the Center. They are owned by the city and private companies. For $15, guests can purchase prepaid parking for LOT C or the Omni garage from the box office.
- Valet service operates at ticketed performances and events. Cost is $25.00

Guest Lots Parking Map

Great Customer Service

EMBRACE EXCELLENCE- It is our mission to make each guest’s visit to the Center memorable. Guests come here with expectations of a positive experience, to relax & be entertained, to experience cultural enrichment, and to be educated. You have a role in the transformational power of the performing arts in our community.

CELEBRATE DIFFERENCES- We must make each guest feel equally welcome in our Center
A vast array of different ages, ethnicities, cultures, languages and abilities come to the Center. We have guests with disabilities, such as – hearing, visual, mobility & cognitive.

DELIVER FIRST CLASS SERVICE
The importance of getting customer service right the first time cannot be overstated
Great Customer Service continued

When interacting with guests, be sure to
• Stay calm
• Smile - put a smile in your voice
• Listen – speak clearly & slowly – see it from the guest point of view
• Be patient - observe & respond to situations around you
• Be welcoming & enthusiastic at all times
• Be proactive to guest needs
• Ask for a House Manager or Tier Leader if you cannot help

When a Guest has a problem: Create a WIN/ WIN situation
Guest complaints are a chance to create a win/win situation.
• If a guest has a problem, we all have a problem - do not allow the problem to escalate
• Listen to the guest’s complaint
• Allow guests to express their opinion of a performance, but never offer negative opinions of the show
• Discuss needs, how can “I” help the guest?
• Keep in mind there are two types of complaints. The ones we can fix & ones we cannot.
  Listen to our guests’ complaints/observations (i.e. the bathrooms are too small, I don’t like my seat, parking is filled)
• Attack the problem, not a person ....late seating, incorrect seating, ticket issues, loud guests, etc.
• Follow up & maintain our expected level of guest Service.

Listening Skills for Guest Service:
• If possible, stop what you are doing, and ask another usher to cover your position
• If a guest has a complaint, move the guest away from other guests.
• Maintain eye contact & offer your name
• Do not interrupt. Most guests (hopefully) will be better after they have fully vented
• Do they have a valid complaint? Even if they don’t, try to understand their perspective
• Guests are likely to become irate if they feel they are not being responded to
• Never blame another person, employee or department

Things we should NOT say to our guests:
• Hey - You guys - You gals - You folks
• No - I don’t know - I don’t care - That’s not my problem - That’s not my job
• “I’m just a volunteer, that is not my problem”
• You are not the only one who is (waiting, wet from the rain, late.)
• Next time leave home earlier - You’ll just have to wait - I can’t stop what I’m doing to help you
• You should have known (it was loud, inappropriate for children, etc.)