

# *The Harlequin*

THEATRE & CINEMA REDHILL

## **Volunteer Steward Information Pack**



## The role of our Volunteer Stewards

Our Volunteer Stewards have a vital role to play in ensuring the smooth running of The Harlequin. Duties include:

- ✓ Providing a friendly and helpful frontline service to the theatre patrons and assisting in the smooth running of day to day activities at The Harlequin.
- ✓ Assisting the Front of House Manager in ensuring that all Harlequin regulations are adhered to.
- ✓ Providing frontline assistance in the case of an evacuation.
- ✓ Checking tickets and showing patrons to their seats.
- ✓ Selling Programmes & Merchandise on behalf of the visiting company.
- ✓ Selling confectionary and ice creams.
- ✓ Cleaning the Main Auditorium and Waller Cinema of rubbish between performances and at the end of a show.
- ✓ Assisting The Harlequin marketing department by distributing brochures to local sites and preparing direct mailings.

## **The Harlequin Theatre**

Opened in 1984 The Harlequin Theatre is owned and funded by Reigate & Banstead Borough Council and offers a packed programme of professional and community events all year. The venue consists of two performance areas as well as function rooms.

### **Main Auditorium**

With a variety of shows all year round, the spacious yet lively Auditorium can accommodate between 494 and 764 people, depending on the event. Shows vary from live music, drama productions, snooker tournaments or even film releases. There is accessibility for wheelchairs and also a hearing loop for the hard of hearing.



### **The Waller Cinema**

Offering the latest releases in Dolby Digital Sound, our intimate 100-seat cinema is open most days for matinee and evening shows.

We also show the latest children's blockbusters and offer great value popcorn, sweets, ice creams and drinks, all available from the upper kiosk.

## **Tanners & Woolsack**

Our largest function room has capacity for up to 100 people. It can be split into two smaller rooms, meaning it can be used for a variety of meetings, dance sessions or as dressing rooms for shows in the auditorium. This room is also popular for parties and wedding receptions.

## **Milliners**

Our newest function room with a capacity of 30. This room is ideally situated near to backstage, so makes a good additional dressing room, as well as offering a more private location for smaller meetings.

## **Bar**

Our café-bar is open Monday – Saturday from 10am – 3pm serving teas, coffee and snacks. From 12noon – 2pm hot food is served and the bar is open. The bar also opens in the evening when shows are in.



## What is in it for the Voluntary Stewards

We offer the following benefits to our volunteer stewards:

- ✓ Opportunities to watch parts of shows within the stewarding role. Stewards can regularly request to work on particular events of interest to them. Where possible, we will try to oblige with such requests. (Ultimately, the best interest of the team and the theatre must take priority)
- ✓ There is free parking in the car park next to the Theatre from 5:30pm.
- ✓ Volunteer discount on food & drink purchased from the café – bar and kiosk on production of Volunteer ID.
- ✓ Organised social events.
- ✓ Above all, our stewards have the satisfaction of being part of a dynamic and fast moving theatre, helping to bring the arts to the community.

## Expected Commitment

We do ask our voluntary stewards to commit to a minimum of 3 shifts per month. Stewards are expected to offer availability for all types of shows. Our Christmas pantomime is a key part of our year and it is required that all stewards offer some of their time over this period.

In order to operate the venue efficiently and within licensing guidelines, it is important that stewards arrive on time for all shifts they have been allocated. Shift allocations are carried out two months at a time. We recognise that there may be occasions when plans change and stewards may need to cancel a shift.

One weeks' notice is required before cancelling a shift, except in exceptional circumstances. Stewards must only speak to one of the Front of House Team when cancelling a shift.

Continued short notice cancellations or 3 failures to turn up for duty in any one season may result in your name being taken off the list.

## Dress code

We have a dress code policy in place to ensure that the team is smart and professional in appearance. All stewards will be provided with a uniform consisting of a blue shirt, name badge, and photo ID badge. All items are to be returned to the FOH office at the end of your shift. These remain the property of Reigate and Banstead Borough Council. Jewellery should be kept to minimum and long hair tied back.

**Ladies:** Black trousers/skirt with black jumper or cardigan

**Men:** Black trousers with black jumper or cardigan

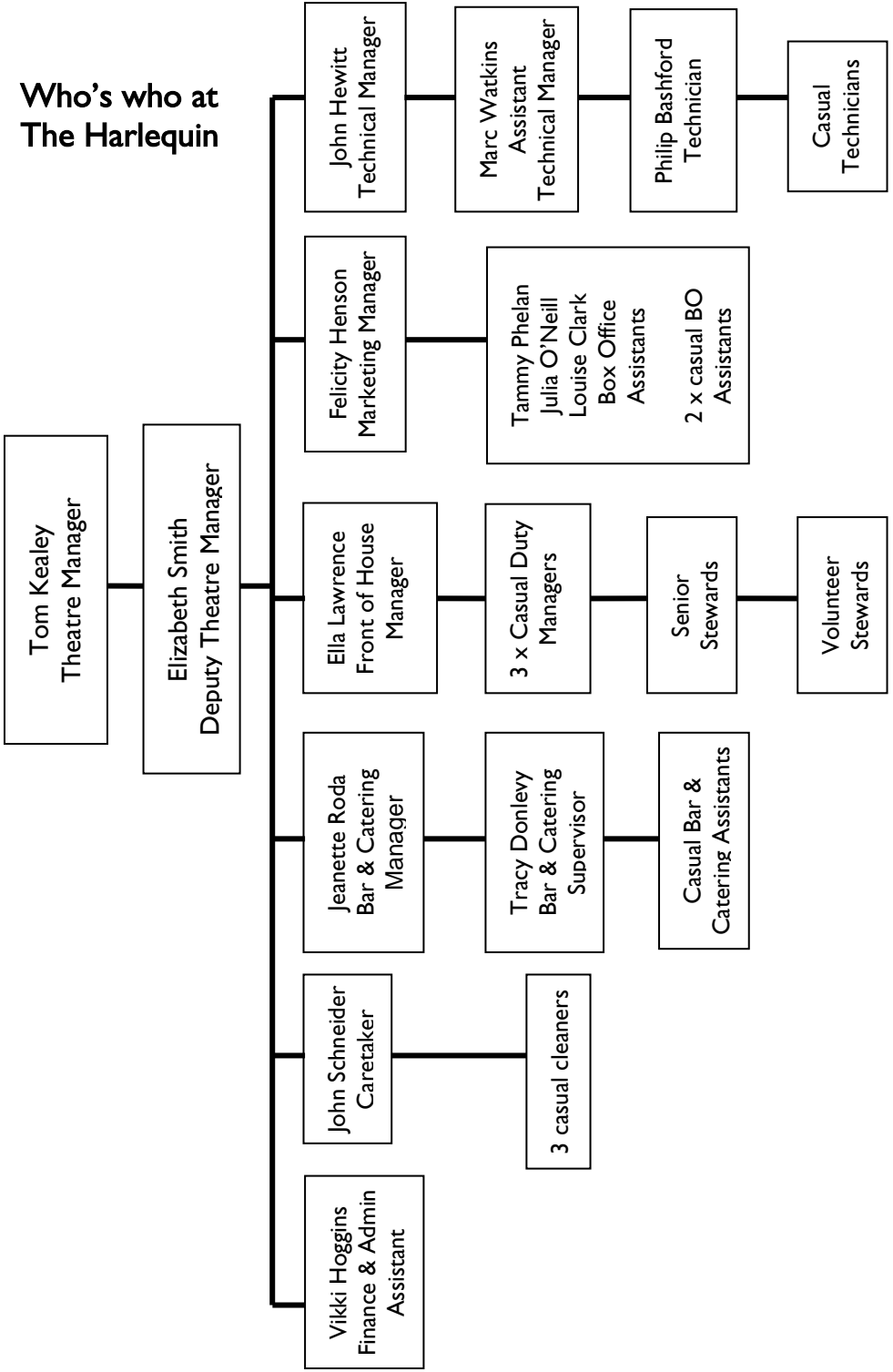
## Criteria for selecting Voluntary Stewards

There is a lot of demand for places on our voluntary stewarding team. On our recruitment days interested candidates will be offered a tour of the building and an opportunity to find out more about the role, before being invited to a short interview. Experience and skills that are desirable for the Volunteer Steward role include:

- ✓ Possessing a passion for theatre.
- ✓ Excellent customer service skills.
- ✓ Being a team player.
- ✓ Punctuality.
- ✓ Smart in appearance.
- ✓ Trustworthy.
- ✓ Confidence in handling money and in selling merchandise/ice cream and confectionary.
- ✓ Good interpersonal skills.
- ✓ Ability to handle pressured situations.
- ✓ Flexibility in shift availability.
- ✓ A willingness to attend training sessions as organised by The Harlequin Theatre.

It is likely that there will be more candidates than available spaces. In such circumstances, places will be offered to those candidates we feel best fit in with the existing team. A waiting list will be held by the Front of House Manager.

# Who's who at The Harlequin



## How to apply

If having read this information pack you are excited by the role, please complete the enclosed registration form and return it to the Front of House Manager at the address below:

**Front of House Manager:** Ella Lawrence

**Direct Line:** 01737 276833 (Answer Machine)

### Email

[fohharlequin@reigate-banstead.gov.uk](mailto:fohharlequin@reigate-banstead.gov.uk)

### Website

[www.harlequintheatre.co.uk](http://www.harlequintheatre.co.uk)

**Address:** The Harlequin Theatre  
Warwick Quadrant  
Redhill  
Surrey  
RH1 1NN

**Fax Number:** 01737 765549

### Twitter

Follow us on Twitter at @HarlequinTheat





# Volunteer Registration Form

Please complete this form and return it to the Front of House Manager, by post to Harlequin Theatre, Warwick Quadrant, Redhill, Surrey, RH1 1NN.

**Title** ..... **Name** .....

**Address** .....

**Town** .....

**County** ..... **Postcode** .....

**Home Tel** ..... **Mobile** .....

**Email Address** .....

**Why are you interested in becoming a steward at The Harlequin Theatre?**

**Do you have any experience of working in a theatre environment or working with the general public? Please give a brief outline of these roles.**

**Please describe what qualities you can bring as a steward at The Harlequin Theatre (please continue on separate sheet if necessary)**

Please cut along this line

## Availability

Please tick all the days and times you would usually be able to cover

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Am							
Pm 12.00-18.00							
Evening 18.00-23.30							

## Other Information

Name of Emergency Contact .....

Contact Number .....

Do you have a medical condition or disability which we need to be aware of so we can consider special facilities or adjustments in helping you carry out the volunteer role?  Yes  No

If yes please give details and what adjustments need to be considered .....

Do you have any unspent criminal convictions?  Yes  No

If yes please give details .....

I confirm that the information provided on this volunteer registration form is complete and true.

Signed ..... Date .....