



WELCOME!

Welcome to CVRep and thank you so much for volunteering with us! CVRep depends on volunteers like you to help us create exceptional theatrical experiences. We aim to make every moment at the theatre a remarkable one for both our volunteers and our patrons. Because volunteers represent the theatre, it is important that you help our patrons feel at home, from the moment they enter the lobby. Your appearance, actions, and conduct all influence how patrons perceive CVRep. Our hope is that you greet each patron with a smile and friendly attitude and treat them as you like to be treated.

We hope that the information in this handbook enables you to understand CVRep's mission and helps you in your volunteer work with us! Volunteers like you enable us to provide our patrons with a wonderful experience! Thank you so much for volunteering with us!

CONTACT INFORMATION

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ABOUT CVREP

OUR MISSION

Coachella Valley Repertory is an educational, dramatic and musical theatre organization that offers thought-provoking, innovative theater of substance, and a voice to a wide range of artists and visions. CVREP provides productions and outreach programs that positively enrich, enhance and impact the quality of life for residents and visitors in the Coachella Valley.

OUR VISION

The vision of Coachella Valley Repertory is to be nationally recognized as a premier theatre organization where reimagined, new and innovative works and education programs are cultivated. By fostering a residence where students, professionals, artists and theatre lovers will come together, CVREP provides an intimate theatrical setting for audiences to connect, be inspired, and discover their passion and commitment to artistic excellence.

DIVERSITY, EQUITY AND INCLUSION

CVRep recognizes that our programming, staff, performing artists, Board of Directors, and audiences must reflect the rich diversity of the communities we serve. We acknowledge the moral prerogative to tackle barriers for women and people of color and uncover where greater equity and inclusion will be most impactful. CVRep is committed to implementing programs, outreach and hiring practices immediately and transparently, that will allow us to achieve these goals. Our New Works Program, ORIGINS, is one of the first steps we will be taking towards these goals, engaging these practices in all departments of production. Our Board and Leadership has recommended actions that will lead to greater diversity, equity, and inclusion among our staff, creative teams, performing artists, and audience. We plan to be updating on the progress of our work on this space. CVRep has evolved with our reputation as a leader in our industry here in the Valley and while we've produced work that has moved our community towards greater inclusion-we believe we can still work to create the safe and inclusive environment we envision. As we build a future upon our past, it is vital that equity, diversity, inclusion and justice for all be essential to our guiding principles. We do so, moving forward with commitment and inspiration.

BENEFITS OF VOLUNTEERING

Experience Great Theatre

Our volunteers are invited to watch the production during the shift for which they are volunteering, if seats are available. Volunteer seating is done by the House Manager as the show is starting, based on availability and at the discretion of the Managing Director and / or Box Office Manager. Volunteers are also welcome to watch performances on the monitors in our lobby.

Volunteers are also invited to attend the final dress rehearsal for any production which they are scheduled to volunteer.

Volunteer Appreciation Event

At the end of each season, CVRep invites volunteers to attend an annual Volunteer Appreciation event! This event thanks all of the volunteers who work with us throughout the season.

Community Service Hours

CVRep is happy to sign for community service hours. This may be for a school, club, or organization.

RECOGNITION PROGRAM

We have made some revisions and additions to our volunteer recognition program.

SEASON RECOGNITION

Throughout the season we will highlight various volunteers in our regular email newsletter.

We will keep track of every shift you complete with recognition levels at 15 and 30 shifts per season. This season will include each of our five main stage productions, staged readings for our Origins program and our Annual Gala. Once you reach 15 or 30 shifts you will receive the following:

15 SHIFTS: a complimentary ticket to a future production (based on availability – some dates may not be available)

30 SHIFTS: A custom CVRep Name Tag (to be issued at the end of the season).

We will also recognize those volunteers who completed the most shifts during the season at our Volunteer Appreciation Event at the end of the season.

ONGOING RECOGNITION

We truly appreciate the many volunteers who have given their time to CVRep throughout the years. Special acknowledgement and recognition will be given to volunteers celebrating their 5- 10- and 15- year anniversaries

GENERAL INFORMATION

Box Office Hours (in season):

Wednesday - Saturday: 10AM – 4PM

On show days, the Box Office will open / reopen 1 hour before showtime.

On the weekends when no shows are playing, the box office is closed.

Show Times:

CVRep's 2023/2024 Season runs November 1, 2023 through April 21, 2024.

Our performances are:

Wednesdays 2PM and 7PM

Thursdays - Fridays 7PM

Saturdays 2PM and 7PM

Sundays 2PM

Parking:

There is free parking located in the Cathedral City Parking Garage on Lalo Guerrero. Limited street parking is also located on Lalo Guerrero.

On each of our opening nights, complimentary valet parking is offered to our patrons at the CVRep entrance located on Lalo Guerrero.

Theatre Entrances:

There are two entrances to CVRep. Our front entrance faces Palm Canyon Drive (Hwy 111). Our exterior Box Office windows are also located on that side of the building. Our rear entrance is located on Lalo Guerrero under the green awning. Our lobby remains locked and closed to the public until one hour prior to performances. To gain access to the building outside of public hours, please go to the DELIVERIES door, located to the right of our rear entrance. Please ring the intercom buzzer next to the door for someone to let you in.

OUR MAIN STAGE SEASON

THE FANTASTICKS – A LOVE STORY REIMAGINED

November 1 – November 12, 2023

CVRep will present the West Coast premiere of the re-imagined and re-generated adaptation of the groundbreaking musical The Fantasticks. In the premiere of this new version, the original librettist and lyricist Tom Jones, has re-adapted this version but preserved the beloved score and storyline into which the two young, original lovers – Matt and Louisa have become – Matt and Lewis. Furthermore, these two are not being goaded into each other's arms by their mischief-making, gardening fathers, but rather by their mothers! A night of music, magic and celebration of life is one that is not to be missed.

SUMMER SESSION WITH THE BONES BRIGADE

December 6 – December 17, 2023

CVRep presents the world premiere of this powerful new play. As part of the ORIGINS New Works Development Program, Summer Session with The Bones Brigade tells the story of four teenage skateboarders and their two female friends. When one of them mysteriously disappears, the gang fears the worst and directs their guilt and shame about their disappearance against one another. Skate alongside as they explore the often-complicated challenges of friendship, youth, overbearing parents, loss and the coming of age. Follow their journey as they navigate life on the CVRep stage in this first ever production.

CABARET

January 24 – February 4, 2024

In an immersive, one-of-a-kind production, you will step off the street and into a world you could only imagine. From the minute you enter the Playhouse you will be transported; to a wild nightlife; a dangerous time in an unstable country; and take a journey unlike any you've risked before. What would you do? Cabaret is the musical that asks just that. Join CVRep as they present this show like it has never been done before and be swept away in the 8-Tony Award winning musical by the legendary American songwriting team, Kander and Ebb.

POTUS: Or, Behind Every Great Dumbass Are Seven Women Trying to Keep Him Alive

February 28 – March 10, 2024

This side-splitting comedy applauds the women who somehow manage to keep things running in, and out, of the presidential Oval Office. Jump aboard the ridiculous ride in this play as seven brilliant and beleaguered women surrounding the most powerful man on earth, as they take increasingly desperate measures to save face when his scandals spark a global crisis. Join CVRep for this hysterical Tony Award nominated comedy and start off the election year with a smile.

NICE WORK IF YOU CAN GET IT

April 10 – April 21, 2024

There's a "Somebody I'm Longing to See" and they're "S'wonderful" with a "Fascinating Rhythm". Before you "Call The Whole Thing Off", get the "Sweet and Lowdown" of this "Lady Be Good" musical that will hit the CVRep stage with Gershwin songs you'll be humming the whole way home. In a brand-new take on the classic 1920s musical farce, this screwball comedy features romance, high-spirited production numbers, and a Tony Award winning script that pokes fun at class snobbery in the prohibition era.

ORIGINS

CVREP is creating a platform in which to give birth to the next great theatrical work of art. ORIGINS is a safe, creative, collaborative, and flexible environment for writers, directors and composers to see their work reach its full potential. The emphasis is on providing these creatives an opportunity to collaborate on unfinished projects and to hear their work aloud. Each project invited to join this process through ORIGINS will be fully funded and produced by CVREP, right here in Coachella Valley.

CVRep will produce four staged readings as part of our 2023/2024 season. Dates are TBD – and will occur between January and April.

ANNUAL GALA

Each year CVREP holds an annual gala - our largest fundraising event. Only experienced volunteers who are invited to apply will be scheduled to volunteer for this event. These events are very high-class and held at an off-site location.

THEATRE POLICIES

Photography and Video/Audio Recording

Due to copyright laws, no photography, video, or audio recordings of any kind are allowed during a performance. If you see someone violating this policy, please inform the House Manager immediately.

Late Seating:

Late seating is at the discretion of the House Manager. Patrons arriving late may be seated in seats different than were originally purchased. The House Manager may also wait until a certain moment of the show (after a song, during a scene change, etc.) before seating late patrons. We have two monitors located in the lobby with a live video feed and sound from the stage.

Ticket Exchanges:

Tickets may be exchanged for another performance of the same show up to 72 hours prior to show time of the originally ticketed performance. All exchanges are subject to availability and a fee of \$5.00 is charged to the patron at the time of the exchange. Tickets may only be exchanged within the same production.

Season Subscribers are able to exchange tickets free of charge.

Missed Performances:

CVRep does not offer compensation or refunds for performances missed due to a patron's absence or lateness. Patrons may convert their unused tickets to a tax-deductible donation up to 24 hours after their missed performance.

Special Seating:

If a patron has special seating needs or preferences, they should advise the box office at the time of ticket purchase. CVRep's box office staff does everything in their power to accommodate a patron, and to ensure that their visit to CVRep is as comfortable as possible.

If a patron arrives and is in need of accessible seating and has purchased tickets in another part of the theatre, the House Manager and Box Office will do their best to accommodate them, if accessible seating is available.

Food and Beverages:

We do allow food and beverages purchased at our concession stand into the theatre. All beverages must have a lid on them.

GENERAL VOLUNTEER POLICIES

General Front of House Volunteer Qualifications:

- Volunteers must be 18 years old or older to volunteer alone. Volunteers under the age of 18 will be partnered with a senior Volunteer and / or will work under the direct supervision of CVRep staff.
- Remarkable customer service skills
- Able to stand for up to an hour and are able to negotiate stairs*
- Must be a team player who works well with others
- Ability and willingness to work and communicate effectively with people of diverse cultural backgrounds

*Volunteers unable to stand or negotiate stairs should notify the House Manager in advance of the scheduled shift (preferably at time of shift sign-up). The theatre makes every reasonable effort to accommodate a volunteer.

Physical Demands

While performing duties as a volunteer at CVRep, volunteers are frequently required to sit, stand, walk, and climb stairs. A volunteer is occasionally required to kneel, stoop, or crouch, and will lift and/or move up to 20 pounds. Specific vision abilities required to perform volunteer duties may include close vision, distance vision, peripheral vision, and depth perception.

If a volunteer has any questions or concerns about the physical demands required to volunteer, please communicate with the front of house staff. The theatre makes every reasonable effort to accommodate a volunteer.

Appearance and Uniform

CVRep's approved uniform for volunteers consists of a black shirt/blouse, with black pants or a skirt, and close toed shoes (slip-resistant shoes preferred). We require volunteers to wear black to help us maintain a uniform look. Please no shorts, jeans, or open-toed shoes.

When you arrive, you will be issued a CVRep Volunteer vest and lanyard, which should be worn throughout your shift and returned to the House Manager at the end of your shift. If you have any questions about the dress code, please contact the House Manager.

Conduct

While in view of patrons, volunteers are asked to refrain from eating and drinking. Volunteers should also avoid voicing negative personal opinions concerning any production, performance, performer, or patron. We also ask that you please keep all cell phones and other electronics on silent and put away during your shift.

Unless advised by the House Manager, volunteers are not permitted to participate in or eat at receptions prior to, during, or after a shift for which they are volunteering.

Punctuality and Attendance

CVRep depends on the reliability of its volunteers to be successful in delivering the highest quality theatre experience. Signing up for a volunteer shift is a commitment to work, so please be sure to show up and to be on time. When the theatre is understaffed, it may present safety issues in the ability to properly manage patrons and may result in a lower quality of customer service. If for any reason you are unable to make a shift for which you signed up, please let the front of house staff know at least 24 hours in advance, so that arrangements can be made to cover your shift.

Volunteer shifts typically begin one hour and 15 minutes prior to curtain, (12:45 for matinees, 5:45 for evening performances) but may vary based on the production or event. At the beginning of each shift, the House Manager conducts a brief pre-shift meeting to discuss items such as the production, show run time, position assignments, and any additional information you may need.

If you are scheduled for a shift and arrive 15 minutes or more after the shift start time, you may not be able to volunteer for that shift. If you would still like to see the show, tickets need to be purchased. If you would like to re-schedule for another shift at that time, you are welcome to do so as well.

If you sign up to volunteer for a shift and do not notify the front of house staff prior to your shift that you will not be able to make it, a “No Show” will be marked in our database under your name. If you reach three or more “No Show” points within a season, you will be placed on a probation in which you may no longer volunteer for the current performance. If you have already signed up, you will be removed from the list. You will be placed on the waitlist for any additional show sign-ups.

Personal Items

A location for personal items is determined by the House Manager at the beginning of your shift. Storage spaces tend to be limited. CVRep is not responsible for lost or stolen items, so please leave large sums of money or items of value at home. *You are not able to have any purses, bags, or other personal items on your person while you are volunteering.*

Right of Publicity

CVRep reserves the right to photograph its premises, activities and volunteers for possible promotional purposes. Volunteers grant CVRep all rights to their video, photographic, or audio, or other recorded images, likenesses and sounds of my voice captured during their volunteer activities. CVRep is and shall be the owner of all such images, including but not limited to any and all portraits, pictures, photographs, video and audio recordings, and any reproductions thereof, and all plates, negatives, recording tape and digital files containing or depicting such images.

VOLUNTEER ROLE DESCRIPTIONS

While Volunteer assignments are scheduled in advance, you may be asked to perform a different role upon arrival in case of a no-show or illness. All volunteers are expected to assist House manager with pre-show and post-show checklists.

Positions marked with an * are expected to stay throughout the entire performance.

Greeters (2)

Greeters are often times the first person patrons come in contact with when they enter the building. Our greeters should be very friendly and welcoming. Typical tasks of a greeter may include:

Pre-show (2):

- Opening doors for patrons as they enter/exit the building
- Assist patrons using the exterior lift at the rear entrance
- Deliver a friendly greeting to the patrons – you are their first impression of the theatre!
- Direct patrons to various locations in the building. Greeters need to know the locations of the box office, concession stand, theatre, restrooms, water fountains, etc.
- May assist patrons in directing patrons to the proper theatre entrance for their seat numbers. There are two entrances into the theatre: House Left and House Right. Seating numbers 1 – 12 should enter House Right. Seating numbers 17 and higher should enter House Left. Seating numbers 13 – 16 are right in the middle and can use either door.
- Answer general questions about the theatre, and the current show
- Assist the House Manager in directing Patrons into the theatre prior to the beginning of a performance to ensure an on-time start. This is especially important on very busy evenings and Opening Nights.

Post-show Greeter* (1):

- Thank patrons for coming to CVRep
- Assist patrons using the exterior lift
- Walk the theatre to make sure it is ready for the next show

Concessions (2)

Concessions volunteers sell food and beverages - including alcohol - to patrons before the show and during intermission. These volunteers should be able to handle money responsibly and accurately and be friendly. Concessions Volunteers must take and pass an online StateFoodSafety for Riverside County course. CVRep covers the cost of the course and will send each concessions volunteer a voucher to to be used for this purpose.

Typical tasks of a concessions volunteer may include:

Pre-Show

- Assist in set-up, cleaning, and stock the concession stand at the beginning of the shift
- Sell snacks, candy, and drinks using our point of sale computer system
- Maintain accurate money till. Able to process cash and credit cards
- Concessions volunteers are to return to concessions during intermission.

Post-Intermission

- Assist in cleaning and re-stocking the concession stand.
- Count the cash in the till and fill out the end-of-shift cash deposit form.
- Close out the day in our point-of-sale computer system.
- Report any incidents (spills, sold-out inventory, etc.) to House Manager.

Will Call Assistant (1)

Will Call Assistants assist the Box Office staff with patrons picking up their Will Call tickets for the upcoming performance.

Pre-Show

- Arrange printed Will Call tickets in alphabetical order by last name in the Will Call Box.
- Request any unprinted Will Call tickets from Box Office staff for patrons.
- May assist patrons in the Box Office line as the Box Office is assisting other patrons.

Ticket Takers and Program Distributors (2 each)

Ticket takers and program distributors assist patrons as they are entering the theatre. These volunteers should be friendly and have a basic knowledge of the seating chart of the theatre. Typical tasks of these volunteer assignments may include:

Pre-Show

- Assist the House Manager with setting up and stocking program baskets before the house opens
- Be able to read and understand tickets. In particular, pay close attention to the date and time listed on the tickets and the name of the show. This is especially important when there is more than one performance on the day of your shift.
- Ensure that any drinks entering the theatre have a lid on them.
- Check tickets and direct patrons towards the entrance to the theatre
- Program distributors provide a program to patrons as they enter the theatre.

Post-Show

- After the show walk the theatre to make sure it is ready for the next show.
- Return any unused programs to the House Manager

Useful Tips:

- Tickets may be shown on a patron's phone, printed from home or be an actual ticket from the Box Office.
- All Main Stage performances during the season are assigned seating.
- There are two entrances into the theatre: House Left and House Right. While patrons may use either door, it is more convenient for patrons with seating numbers 1 – 12 to enter House Right. Seating numbers 17 and higher should enter House Left. Seating numbers 13 – 16 are right in the middle.

Ushers* (4)

Ushers assist patrons with finding their seats in the theatre. An usher needs to be friendly and proactive in approaching patrons to assist. Typical tasks of an usher may include:

Pre-Show / during the performance

- Read and understand tickets and the seating chart of the theatre in which the show is being performed
- Escort patrons to their assigned row and seats (need to be able to negotiate stairs)
Please do not ask “Do you know where your seats are?” That implies a patron should know. Instead, ask “May I assist you in locating your seats?”
- Assist with general seating issues
- Assist patrons with walkers and storing them out of the aisle ways when necessary.
- Direct any major seating issues or concerns to the House Manager or box office staff
- Ensure that during the performance the aisles are kept clear, and assist patrons with exiting and re-entering the theatre during the show

During the Show:

- Assist patrons exiting the theatre during the performance by lighting their way and assisting them through the door in a discreet manner. Usher should remain outside of the door / in the lobby to assist the returning patron at an appropriate time during the performance.
- During intermission you will return to your door to assist patrons with directions, and to monitor for food and drinks as patrons re-enter the theatre
- You will act as a stage guard during intermission and after the show.

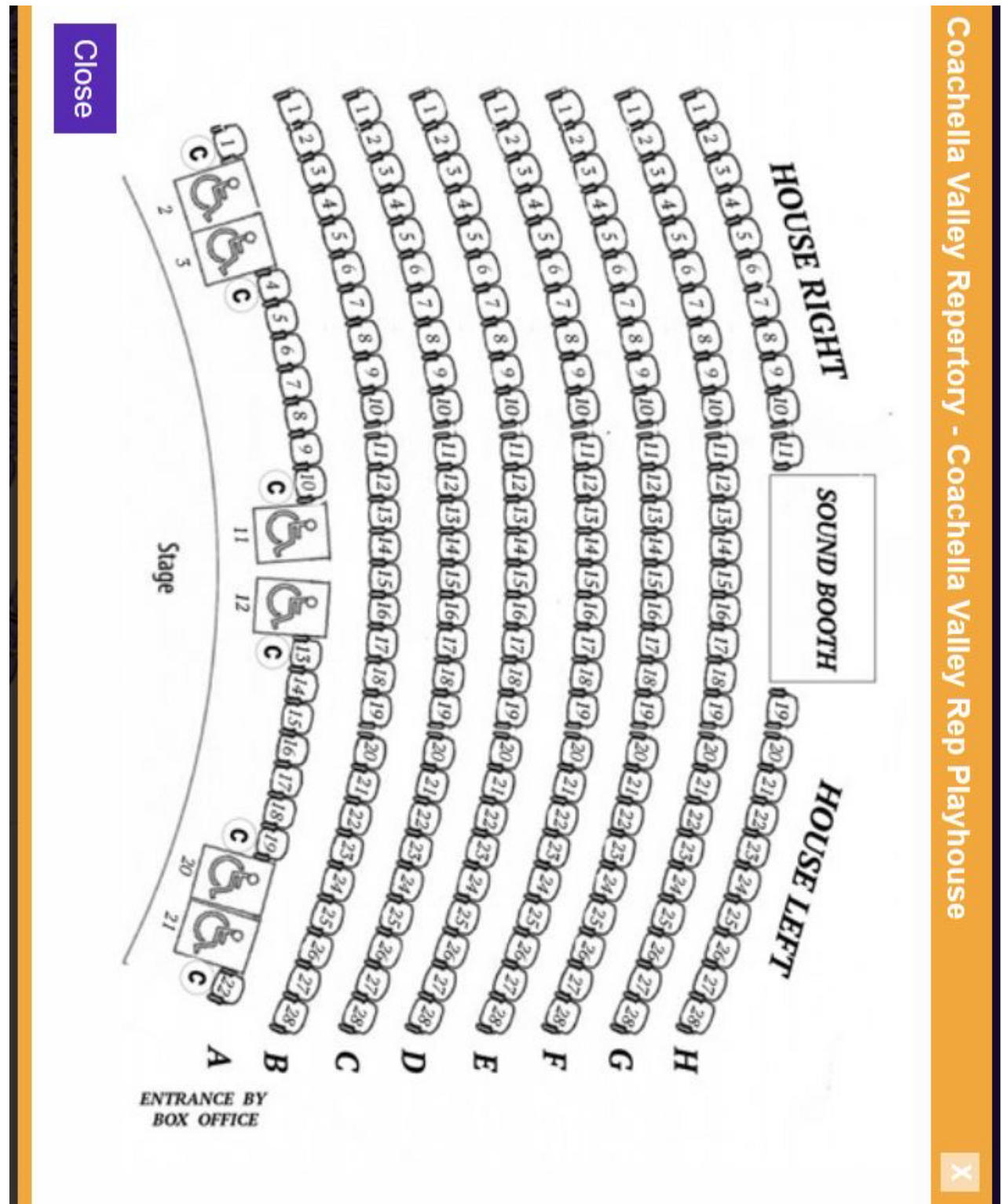
Post-Show

- Return any stored walkers to patrons
- After the show, walk the rows in the theatre to make sure it is ready for the next show.

Useful Tips:

- Row A is the row on the floor closest to the stage. This is where our only accessible seating is located.
- There are chairs in Row A that may be removed to accommodate wheelchairs.
- The remaining rows are B through H, with H being the top row of the theatre.
- There is extra seating behind Row H for theatre staff and Volunteers.

SEATING MAP



EMERGENCY PROCEDURES

In the rare event of an emergency, accident, incident, or injury, please stay calm. Locate and notify the House Manager or CVRep staff immediately and await instructions before making any decisions.

Building Evacuation:

All volunteers should be aware of all exits in the lobby and the theatre. Volunteers should assist staff members in evacuating patrons out of the building and into the lawn area along Hwy 111 or the amphitheater across Lalo Guerrero (depending on exit)..

If an evacuation needs to take place during the show, the Stage Manager will make a clear, calm, official announcement to hold the show and ask audience to calmly exit the theatre and building through the nearest exit.

First Aid Procedures

If a patron becomes injured, please let the House Manager or a staff member know immediately.

There is a first aid kit and an AED located in the concessions stand by the kitchen door. Additional first aid kits are located in the Box Office, backstage and in the administrative offices. An incident report may need to be filled out and signed by the injured person or a member of their party, depending on the situation.

Earthquake Procedures

DURING SHAKING: Remain calm and do not run during the shaking. Get under a table or desk if available or get as low as possible next to a wall or heavy furniture. If in the theatre, crouch low in the rows between the seats if possible. Doorways are NOT recommended hiding places. Beware of walls with hanging pictures or screens.

AFTER THE SHAKING: You will be directed by the House Manager or CVRep staff in case of evacuation.