

# *Ambassador Activities*

Ambassador activities vary and change as needed to support the programs of Starlight Theatre. This list is by no means exclusive and more opportunities will become available as programs at the theatre continue to grow. As you consider your involvement in Ambassador Activities, please be aware that some activities require many volunteers and others can afford only a few due to limited working space and needs. Once activity areas are full, Ambassador Activity Captains work to coordinate the activities and include as many Ambassadors as the tasks allow.



## *Broadway Show Night Activities*

### **Broadway Ushers –**

Each night of our Broadway performances, various outside volunteer groups, called Moonlighters, come in to Starlight to assist with Broadway Ushering. As experts in the field of customer service, Ambassadors serve as Broadway Ushers, providing a valuable resource to assist these Moonlighter groups. Broadway Ushers are available for questions and information as the Moonlighters encounter guest and seating issues. Volunteers are needed from 6:15 PM through the end of the Intermission.

### **Guest Information Kiosks –**

Each night of a Broadway performance, Ambassadors will staff Starlight's Guest Information Kiosks. As experts in providing customer service, Ambassadors are uniquely qualified to help guests seeking assistance. Ambassadors will be available to answer questions and address guests' needs, such as: seating guidance & issues, disorderly guests, medical emergencies, where's the nearest bathroom, etc. Ambassadors will help find resolutions or refer guests to the Broadway Usher Captains, the Volunteer Coordinator, Operations Manager, or other Starlight staff as needed. In addition to providing information, the kiosks are also stocked with basic guest necessities (seat cushions, ponchos, paddle fans, ear plugs) for purchase and free booster seats. Two Guest Information Kiosks are located on the East side of the theatre near the East Restrooms and at the bottom of the east pergola, and one Guest Information Kiosk is located on the west side at the top of the west pergola. Volunteers are needed from 6:30 PM through the end of intermission\*. \*Additional time in the 2<sup>nd</sup> act may be required to service guest needs, i.e. distributing ponchos in the event of rain.

### **Broadway Venue Tours –**

Starlight Theatre provides free, guided facility tours to patrons for all Broadway show performances. Ambassadors help escort groups and speakers present information at tour stations. A script is provided for tour guide speakers. Two public tours will be offered at 6:40PM and 7:10PM. Volunteers are needed from 6:15 PM through 8PM.

**All Ambassadors staying for the performance are expected to assist guests by ushering and maintaining the seating hold at the beginning of the performance prior to taking their seats**



## **Cast Parties –**

After each Broadway Opening Night performance, Starlight Theatre provides a reception for the cast, crew, and staff of Starlight. The reception is held in the Applause Club and lasts for about two hours after the show. Catering is provided by Starlight's food and beverage partner. Ambassadors create gift bags for visiting cast and crew during the show's intermission. At the reception, Ambassadors serve as hosts for the party by greeting cast, crew and staff and representing Starlight Theatre. As Cast Parties are select events that occur only once per show, signing up for them does not guarantee you an opportunity to attend every party.

## **Special Events / Spotlight Stage Hosts –**

Starlight Theatre partners with area performing arts groups to provide the Starlight patrons with pre-show entertainment in the Spotlight Stage area at the northwest corner of the theatre, next to gate 4. The performing group the Ambassadors assist with checking in are The Starlight STARS of Tomorrow; making sure they connect with the Production Interns that will be coordinating sound and staging. Ambassadors will act as hosts, provide directional information, and answer questions as needed. Spotlight Stage performers can begin checking in at 6:30 PM so volunteers are needed from 6:15 PM to 8:00 PM. **All Ambassadors staying for the performance are expected to assist guests by ushering and maintaining the seating hold at the beginning of the performance.**



# *Concert Show Night Activities*

## **Concert Team: Guest Information, Ticket Scanners and Ushers –**

Ambassadors assist with various areas of Guest Services during concert performances. Ambassadors work at the gates as ticket scanners, Guest Information kiosks answering questions and during some concerts as ushers. Ushers are responsible for a specific section of the theatre for the duration of the concert. Volunteers need to arrive 2 hours before the show to receive special instructions and show information. Work areas are assigned prior to day of show but are subject to change as needed. **All Ambassadors staying for the performance are expected to assist guests until released by the concert night captain.**





# *NOA-Show Night Activities*

## **Special Events / Auditions / Cast Picnic / Gala / Day Tours –**

Ambassadors assist at Special Events scheduled by the various Starlight Theatre administrative departments. These activities range from Starlight's Benefit Gala, Auditions, The Annual Blue Star Awards, Day Tours, Cast Picnic, public relation events and other miscellaneous duties. Special events are scheduled throughout the entire year, either inside or outside the stage. Day Tours, Auditions, Cast Picnic(s) and other miscellaneous Special Events take place at various times throughout the year. Time commitments for this team vary as Special Event opportunities become available. Special Events are scheduled through the Starlight Administrative Office with coordination with the Ambassador Special Events Captain and Co-Captain.

**Volunteers needed on a pre-arranged basis as Special Events are scheduled. Volunteer needs vary on a project basis, and there are some events where we'll ask all of you to pitch in!**

## **Horticulture –**

The Horticulture team helps the Starlight grounds looking beautiful. There are 1 to 2 big planting days, usually in the spring and early summer (dates are to be determined). The horticulture team meets on Thursday mornings (not every) near Gate 3 throughout the summer. Voluntary sign-up, come to as many or few as you'd like. Activities include putting plants that have been grown by Starlight's Horticulturists in the ground, mulching and weeding. It's also a great opportunity to meet Ambassadors that you may not know! We may also have an opportunity to bring a family member or friend to help out.

## **Recruitment & Retention –**

The success of Starlight depends on the dedication of the incredible Ambassador volunteers. Starlight feels that the recruitment and retention of the volunteers is an important priority in continuing that success. This team will strategize creative ways to get out into the community to share the activity opportunities available as a Starlight Ambassador. Recruitment success directly feeds into opening additional programs for Starlight and additional activities for Ambassador Involvement. **All Ambassadors are asked to serve on the recruitment team.**

