



THE PLAZA THEATRE

VOLUNTEER HANDBOOK

Volunteers,

Thank you so much for choosing to volunteer at The Plaza Theatre. We are so grateful for the time and energy that you choose to spend with us. The Plaza Theatre has become a downtown destination full of welcoming smiles, hot popcorn and great movies.

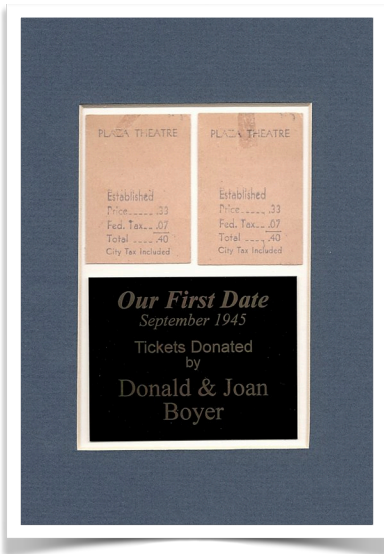
The Plaza Theatre is a 501(c)3 non-profit organization. Our Mission Statement: To operate the historic Miamisburg Plaza Theatre as a self-sustained, vibrant, entertainment destination focused on classic movies and family entertainment, with capabilities to host family, corporate, and private events. This mission has allowed us to reach further than we thought possible!

It is because of volunteers like you though, that this dream can continue! Our volunteers are our greatest ambassadors in the community. We could not do this without you.

Thank you!

Chris Sedlack
Executive Director

Plaza Theatre
33 South Main Street
Miamisburg, Ohio 45342



HISTORY

22 cents. That's all movie lovers had to pay to see a movie at the Plaza Theatre when it opened on December 25, 1919.

The Weaver brothers believed "if they built it, the people would come". It would feature clear projection, new movies, a Wurlitzer organ, and almost 700 seats.

The theatre remained a community icon for 50 years until 1968, when television and other commercial factors began competing with theatre goers. The theatre became a western retail store in 1968, which closed in 2002. It stood vacant from 2002, until it was beautifully restored.

The Plaza Theatre reopened on Christmas Day of 2015, thanks to the efforts of the non-profit organization passionate about revitalizing the unique downtown Miamisburg. The Plaza Theatre is well known as the place for many first dates.

VOLUNTEER CONDUCT

The following are our expectations for volunteers to provide an impressive, comfortable, family friendly experience for everyone who visits the theater. Due to volunteers being expected to work in food service during their shift, all volunteers are expected to adhere to a neat, clean appearance, professional demeanor, and healthy food service practices.

A neat, clean, and well-groomed appearance to include:

- No overly suggestive clothing. No cut-off shorts or ripped jeans. No low-cut shirts, tank tops or mid-drifts showing.
- Please wear closed-toe shoes.
- No political, overly graphic, or offensive shirts, buttons, ball caps, hats, etc. (Aprons and shirts are available in the supply closet, if you don't want to damage your clothes or feel your clothing may not be appropriate.)
- No chewing gum.
- Long hair pulled back into a ponytail or bun, because of the popcorn and ice bins.
- Hand washing after restroom use (posted), or returning from the restroom to restock or clean. Washing hands again after returning to the concessions area after washing them in the restroom is highly recommended to show our patrons you did wash them. Hand washing is also required after working the cash register or touching money, or unclean surfaces or cleaning equipment.
- Selling of alcohol: Only volunteers who are 21 years of age or older are allowed to sell, touch, serve, present, or be working the cash register at the time of sale for any alcoholic beverage. If you have questions about this, or what is or is not considered alcohol items, please ask the manager on duty at the time of your shift.

- Discussion of gossip, politics, religion or any other inappropriate topics of casual conversation with customers or other volunteers will not be tolerated.
- Volunteers are not permitted to operate projection equipment.
- If volunteers need assistance while a manager is upstairs, please do not yell. Our audience can hear it in the house! Please be patient or walk upstairs. Managers may not be in a position to walk away from the projector until the movie begins.
- When answering patron questions, please defer to the manager if you are unsure. Please allow the manager to answer the patron first.

Answering the phone:

Hello, thank you for calling The Plaza Theatre, this is _____, how can I help you?

If you are unable to answer the question, please ask them to hold while a manager is reached.

Coping with complaints:

Please hear the customer out, and then let the customer know that you are a volunteer. Reach out to a manager to address the issue. This is required for refunds or exchanges on products or services, as well.

BASIC OPERATION OF THE POS:

Please visit the links on our website for training videos.



Additional training will be in-person with a manager.

“T.R.I.P.S.”

When volunteers show up for their shift, please let the manager know you have arrived and ask what needs to be done.

Below the **“T.R.I.P.S.”** reminder is a list of things that need to be addressed before every show:

Theatre/House: Grab a broom and check the theatre house for remaining garbage and popcorn on the floor or in cupholders.

Restrooms: Restrooms can be checked to restock paper towels and toilet paper, and check floors, sinks, and toilets to make sure nothing needs immediate attention or cleaning.

Ice: The ice bin under the soda fountain can be refilled every shift before customers arrive. The ice machine scoop and bucket for ice only are in the back of the concessions closet.

Popcorn: If needed, popcorn can be moved from the popper to the warmer and/or popped before customers arrive. Ask the manager on duty if popcorn needs popped or moved. Please ask a manager if you haven't been trained or remember how to use the popper.

Supplies: Concession area supplies can be restocked before each show. This includes cups, cup lids, popcorn bags, candy, water, or other drinks in the cooler. The concessions table in the lobby needs restocked with condiments, straws and napkins.

POPCORN MACHINE:

Please always ask the manager prior to popping corn to see what is expected for the upcoming showing.

If you are popping popcorn, and need to walk away and touch ANYTHING (either gloved or bare-handed) change gloves or wash your hands before returning to your duty.

Popcorn Machine Instructions:

(Please go through a full training for the popcorn machine before use.)

To Start Popping:

1. Turn on all 5 Switches. (Fig. 1,2)
2. Press the red Oil Pump Button ONCE. (Fig. 1) Make sure a full stream of oil pours into the kettle through the funnel in the back. (Fig. 3)
3. Open the kettle lid and pour ONE CUP of kernels and ONE SPOONFUL of salt into the kettle. Then prepare the next cup of kernels and salt right after pouring the last cup.
4. Wait until popping slows and dump the kettle TWICE, or until all popcorn is out of kettle. DUMP THE KETTLE TWICE.
5. Repeat steps 2 through 4 until popper is filled.
6. When finished popping, turn off KETTLE HEAT switch only. (Fig. 2)
7. If the Load/Dump Indicator light turns on (Fig. 4) and machine beeps loudly, turn the KETTLE HEAT switch off. (Fig. 5)

Figure 1



Figure 2



Figure 3



Figure 4



Figure 5



VOLUNTEER POSITIONS:

Volunteers must be 15 or older to volunteer at The Plaza Theatre.
All volunteers report to the Manager on Duty.

Role: Box Office Cashier

Responsibilities: Operating the point of sale in the box office.

Time requirement: Generally 1 hour 15 minutes prior to curtain

Training: Prior training is required to sign up for this position. Competence on the PoS at the concession area is required before responsibility is assumed at the box office.

Skills or special needs required:

- Friendly disposition - good customer service
- Seated position
- Must be able to operate touchscreen
- Prior knowledge of cash handling procedures is recommended

Role: Concession Cashier

Responsibilities: Operating the point of sale in concession area

Time requirement: Generally 1 hour 15 minutes prior to curtain

Training: Prior training is required to sign up for this position.

Skills or special needs required:

- Friendly disposition - good customer service
- Must be able to operate touch screen
- Standing position
- Prior knowledge of cash handling procedures is recommended

Role: Usher

Responsibilities: Generally welcoming guests to The Plaza and helping them to their seats.

Time requirement: Varies

Training: No prior training needed

Skills or special needs required:

- Friendly disposition - good customer service
- Standing for up to 90 minutes

Concessions

Role 1: Popcorn duties

Responsibilities: Making and serving popcorn

Time requirement: Generally 90 minutes prior to curtain

Training: No prior training needed

Skills or special needs required:

- Friendly disposition - good customer service
- Standing Position

Role 2: Serving drinks at the concession area

Responsibilities: Serving sodas, drinks from the refrigerator, restocking station supplies and product, after the show starts for the next shift. Those under 21 ARE NOT PERMITTED to serve alcohol. A manager or alternate volunteer will be asked to assist.

Time requirement: Generally 90 minutes prior to curtain times.

Training: No prior training required.

Skills or special needs required:

- Friendly disposition - good customer service
- Standing Position