

# ***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 of them require many volunteers, while others can afford only a few due to limited working space and needs. The numbers listed below for each activity are guidelines that may be adjusted at any time. Once activity areas are full, Ambassador Activity Captains work diligently to coordinate the activities and offer the opportunity for as many of our Ambassadors as possible to contribute their services. Starlight Theatre provides training programs designed to equip you to fulfill any Ambassador role.



## ***Broadway Show Night Activities***

### **Broadway Usher Captains**

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 Usher Captains, providing a valuable resource to assist these Moonlighter groups. Broadway Usher Captains are available for questions and information as the Moonlighters encounter guest and seating issues. Volunteers are needed from 6:30 PM through the end of the performance.

**6-8 Volunteers each show night.**

### **Broadway Facility Tours**

Starlight Theatre provides free, guided facility tours to patrons for all Broadway show performances. Ambassadors help escort groups and present information at tour stations. Both speaking and non-speaking positions are available; a script is provided for tour guide speakers. Volunteers are needed from 6:30 PM to 8 PM.

**6-8 Volunteers each show night.**

## **Cast Parties**

After each opening night performance, the Ambassadors provide a reception for the cast, crew, and staff of Starlight. The reception is held in the Helzberg Diamonds VIP Club and lasts for one hour (or sometimes a little more) after the show. Catering is provided by Hereford House. Ambassadors create show-themed decorations and assist in decorating at intermission. At the reception, Ambassadors serve as hosts for the party, by greeting cast, crew and staff, serving food, and helping with cleanup after the event.

**10-12 Volunteers for the opening night of each Broadway Show.**

## **Community Relations Hosts**

As part of its community service effort, Starlight provides a designated number of tickets to not-for-profit organizations to each Broadway show performance. This team will welcome each group participating in the 2011 Community Ticket Program by welcoming them at the check-in area, distributing tickets and assisting these guests in locating their seating area.

Most activities will take place at the top of the theatre (northwest corner) by Gate 4, with additional team members at satellite locations, and will meet from 6:30 PM until 8:30 PM.

**4 Volunteers each show night.**

## **Ovation - Starlight Store**

Starlight has a store to offer patrons a souvenir memory of their evening at Starlight.

Ambassadors are needed, beginning when the gates open at 6 PM, to assist patrons with finding particular merchandise items and specific sizes, as well as straightening and maintaining stock. In addition, these volunteers will return to the store during intermission and at the end of the show to assist guests in making their selections.

**2 Volunteers each show night.**

## **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. Ambassadors assist with checking in the groups and making sure they connect with the Production Interns who will be coordinating sound and staging.

Ambassadors will act as hosts, provide directional information, monitor ticketing compliance, and answer questions as needed. Spotlight Stage performers can begin checking in at 6PM so volunteers are needed from 6PM to 8PM.

**4 Volunteers each show night.**

## **Broadway Guest Relations and Information**

Ambassadors staff the Guest Relations and Information stations for each Broadway performance. Duties include answering questions and directing patrons around the venue, providing assistance to guests in need, resolving guest experience issues, and more.

Volunteers need to arrive by 5:30 PM to be in place and ready when gates open at 6:00 PM.

**4 Volunteers each show night.**



# ***Concert Show Night Activities***

## **Concert Guest Relations and Information**

Ambassadors assist with various areas of Guest Relations and Information for selected concert performances. Duties include answering questions and directing patrons around the venue, providing assistance to guests in need, resolving guest experience issues, and more. Volunteers need to arrive 2 hours before the show to receive special instructions and section assignments.

**2-4 Volunteers per concert, depending on venue configuration.**

## **Concert Ticket Takers**

Ambassadors staff the Starlight gates and scan or tear tickets for most concerts. (Occasionally, we will use contract staff in this role.) Volunteers greet arriving guests, operate Starlight's ticket scanners, and function as the first venue point of contact for concert guests, answering questions, directing guests to seating areas or other points of interest, and helping to create a world-class guest experience. Volunteers need to arrive 2 hours before the show to receive special instructions and section assignments.

**12-15 Volunteers per concert, depending on venue configuration.**

## **Concert Ushers (Very Limited)**

For a few selected concerts, Ambassadors serve as Concert Ushers and are responsible for seating guests in 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 section assignments, and are required to stay until dismissed by venue staff after the performance.

**Volunteer needs vary by concert.**



# ***NON-Show Night Activities***

## **Archives**

This team helps to maintain the history of Starlight Theatre and meets on a timely basis. Activities include sorting, filing, and helping to preserve theatre memorabilia such as theatre programs, pictures, music, scripts, etc. Volunteers are needed for day, evening or Saturday hours. **Volunteer needs vary on a project basis.**

## **Auditions**

Starlight Theatre produces many of its own shows and attempts to locate talent in the Kansas City area. Auditions are held for adult and child principal roles as well as Community Chorus categories. In addition, the Education Department holds auditions for

several of their programs. Ambassadors assist with the procedures of registering those auditioning and assisting in the audition organizational process. These auditions are routinely held in late winter or early spring.

**10 Volunteers needed for Community Chorus auditions and 2-3 volunteers need for Education Department auditions.**

## **Cast Picnics**

Each summer, the Ambassadors organize picnics to welcome the cast to Kansas City for the shows that Starlight is the point producer. Ambassadors provide side dishes and dessert while the meat is catered. In addition, a team of Ambassadors serve as hosts for the picnic greeting cast, crew and staff, assisting with set up, serving food and helping with cleanup after the event. This is a wonderful way to meet and greet the performance team and to thank them for their hard work.

**10 Volunteers needed to serve the meal. Numerous volunteers needed for assistance with providing food for the event.**

## **Day Star Office Assistants**

Throughout the year, Starlight has various administrative projects that need office assistance. Activities can range from data entry, mailing assembly, phone assistance, or filing. Ambassadors who prefer to commit to a specific day of the week are able to coordinate with the staff to have projects available then. In addition, there will be opportunities for a group of designated volunteers who can be available on an as needed basis.

**Volunteer needs will vary.**

## **Day Tours**

Daytime tours take place at various times throughout the year. Generally, these tours are given to children and students in the spring and summer. Tours are scheduled through the Starlight Administrative Office. The tour takes approximately 45 minutes. A script is provided for the tour guide.

**2-3 Volunteers needed on an on-call basis as Day Tours are scheduled.**

## **Gala**

The annual Gala is Starlight's premier benefit event. The entire event is organized by a volunteer force of civic and business leaders with proceeds going to support Starlight's operations. Ambassadors assist prior to the Gala with invitation package preparation and delivery. On the day of the event, Ambassadors assist the Gala Team in setting up tables, making favors, cleaning, running errands, etc. During the night of the Gala, Ambassadors handle check-in and help with various event activities. **10 Volunteers needed the day of the event to assist in setting tables, others may be needed on a project basis.**

## **Membership / Hospitality**

This team is responsible for assisting the Community Relations Director in maintaining Ambassador Information and Activity Reports. Members of this team will make contact with new members to answer questions and assist in getting involved in Ambassador Activities. They will send information to interested community volunteers and make follow-up contacts. In addition, this team will conduct random surveys to assist in evaluating the effectiveness of the programs and activities. **3 Volunteers Needed.**

## **Recruitment**

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. **1 Activity Captain. All Ambassadors are asked to serve on the recruitment team.**

## **Special Events / Promotions**

Ambassadors assist at events scheduled by the various Starlight departments. These activities range from the annual Blue Star Awards, to public relations, tours, ushering or other miscellaneous duties. Special events are scheduled throughout the entire year either inside or outside the stage. Promotional events are designed to publicize Starlight's upcoming season. The Ambassadors help by handing out marketing materials and answering questions about the upcoming season and ticket options available. Time commitments for this team vary as promotional opportunities become available. **Volunteer needs vary on a project basis.**

***Enjoy the Stars!***