



SHAKESPEARE FESTIVAL ST. LOUIS

Friends of Shakespeare Festival St. Louis 2018 Shakespeare Glen Volunteer Manual

Festival Overview

Our Mission:

*To produce professional Shakespeare theatre,
culminating in a free production in Forest Park, and
to celebrate both Shakespeare's language and the artists he has inspired.*

We present Shakespeare and works inspired by Shakespeare. We are in the Schools, in the Streets, and in the Park. Our work seeks to better the community, facilitate a diverse conversation, and encourage collaboration across disciplines. We believe theatre is a powerful tool for social change and should be accessible to all.

Romeo and Juliet runs June 1 – June 24 in Shakespeare Glen, Forest Park, with previews on May 30 and May 31. Visit <https://www.sfstl.com/in-the-park/romeo-and-juliet-2018/> for full details.

Need for Volunteers: The mainstage Festival in Shakespeare Glen is a major undertaking. The only way we can bring four weeks of free, professional, outdoor theatre to St. Louis is with the help of over 600 volunteers each season. Volunteering in Shakespeare Glen is fun, social, rewarding, and a great way to support one of the area's leading arts institutions. Most importantly, volunteers help create a cheerful, safe, and friendly ambience.

What to wear:

- An SFSTL volunteer t-shirt. If the weather is cold, volunteers should layer under this t-shirt when possible. *NOTE: We are using the same green volunteer shirts as previous seasons.*
- Chinos, khakis, jeans, walking shorts, or skirts. (No short-shorts or micro-minis please!)
- Sensible walking or athletic shoes are recommended.
- Once the sun goes down it can get chilly in the Glen, so bring sweaters, jackets, blankets, etc.
- We recommend checking the weather forecast before heading out to the park!

What to bring

- Water bottle – to refill from the cooler in the Administration tent
- Sun glasses, brimmed hat
- Sunscreen, insect repellent
- Blanket or chair for the performance (see Performance Seating Options)
- Sweater, jacket, or blanket
- Picnic dinner (see Festival Dining Options)

Where to park: Volunteer parking is in the reserved **East Circle Drive** lot when available; otherwise, grab a parking pass or use your green shirt for free admission to the the Zoo North lot. Parking is also available in the West Circle Drive, and along the streets surrounding the Festival. On busy nights, if you find a spot on your way in, take it! 😊

When to arrive & where to check in: Every volunteer opportunity posted for Shakespeare Glen lists specific times; please check the sign-up form for details. Check in at the Gift Shop / Box Office / Information / Administration Tent.

How long to stay: Most Audience Services tasks end at 8:00 p.m. or shortly after. Some Specialist duties continue until the end of the performance.

Brief Timeline

4:00PM: Early Bird volunteers arrive to assist with nightly set-up

5:30 to 5:45PM: Audience Services volunteers arrive

5:45PM: Volunteer Orientation (as needed for new and inexperienced Friends)

6:00PM - 8PM: Nightly Pre-show Tasks begin (see Volunteer Roles)

8:00PM – 8:15PM: Pre-show Audience Services volunteers check-out and enjoy the show, OR continue handing out playbills to latecomers before heading to your seat. Let our front-of-house staff know when you check in if you want to continue past 8PM!

Beyond 8:00PM: Night Owls check in for Audience Services tasks that run throughout the performance.

End of evening: Help with light clean-up duties is always appreciated; approximately 10:45 – 11:00PM.

Volunteer Roles Volunteers must be 16 or older to be on their own; 15 and younger must be accompanied by an adult. Please refer to the *Shakespeare Glen Volunteer Time Lines* at the end of this document for full details on volunteer roles.

Performance Seating

- The Festival promotes [online seating reservations](#) as a fundraising opportunity.
- When available, volunteers can take advantage of reserved seating at no cost as a perk of volunteering; however, you can help the Festival maximize earned income on busy nights by bringing your own blankets, tarps, and/or lawn chairs to set up and reserve your space on arrival in the Glen for yourself, family, and friends.

Festival Dining

- You are always welcome to bring your own picnic to Shakespeare Glen.
- A water cooler for use by volunteers will be in the Administration tent.
- Concessions are open from 5:30 p.m. until the end of intermission. Your green volunteer t-shirt gets you a 25% discount on concessions!
- [Shakespearean Epicurean box dinners](#) are available for pre-purchase from our partners at Butler's Pantry.
- Especially on busy nights, we ask that volunteers either wait until they are seated for the performance to dine, or "tag out" with others to take turns dining before the show.

Contacts

- Roze Wolownik, Director of Operations: rwolownik@sfstl.com
- Colin O'Brien, Green Show & House Manager: ShakesFestHouseManager@gmail.com
- Bill Nelson, Audience Services Manager: williamln@aol.com

Thank you! The Board of Directors, staff, cast, and crew of Shakespeare Festival St. Louis thank you for your time and effort that you give to us, and to the people of St. Louis!

SHAKESPEARE GLEN VOLUNTEER TIME LINE – 2018 Season

Check in at the Gift Shop / Box Office / Information / Administration Tent 15 minutes before your shift, and pick up a t-shirt, nametag, and instructions. New volunteers and volunteer groups will receive a brief orientation session as noted below.

4:00 to 6:00 pm: Early Birds

ASSIST WITH SET UP

- Assist front-of-house staff to pick up trash, open tents, clean and organize rental chairs, prep programs w/inserts, place signage & barricades, check / supply restrooms, etc.

VIP PARKING

- Monitor the VIP (East Circle Drive) lot, admitting only those on the nightly parking list and handicapped motorists with proper identification (license plate or hang tag)
- Use radio to communicate w/ Festival staff as needed.

5:30 to 8:00 pm: Pre-show Audience Services – Friends and Group Volunteers

5:30 pm: Arrive and check in

5:45 pm: Volunteer orientation (*please note that experienced Friends may skip orientation*)

6 pm: Audiences services tasks begin

VIP PARKING

- Monitor the VIP (East Circle Drive) lot, admitting only those on the nightly parking list and handicapped motorists with proper identification (license plate or hang tag)
- Use radio to communicate w/ Festival staff as needed.
- Between 7:45 – 8PM the parking lot is opened to the public, and the volunteer is dismissed

FRONT ENTRANCE (bike path @ Fine Arts Drive)

- Welcome audience members as they arrive; provide programs; remind cyclists to walk their bikes in the Glen and direct them to bike parking; provide info and assistance as needed.

VIP ENTRANCE (sidewalk from VIP / East Circle Parking)

- Welcome audience members as they arrive; provide programs; remind bikers to walk their bikes in the Glen and direct them to racks; provide info and assistance as needed.

BIKE PATH MONITORS (7-8PM)

- Two volunteers guard each end of the bike path to ensure backstage remains secure
- Uses radio to communicate w/ Festival staff.

STAGE SIDE MONITORS (6-8PM)

- Two volunteers guard each side of the stage to ensure areas are secure
- Can also distribute playbills from this position

USHERS (6-8PM)

- Welcome audience members as they arrive on the Festival grounds; distribute programs throughout the audience seating area; assist patrons in keeping the audience area neat and within the lines demarking the seating section. On busy nights, help keep the seating as compact/efficient as possible to ensure comfortable space for all.
- Assist staff as needed with pre-show donation collections at 7:45PM.
- Pre-Show Audience Services Volunteers may sign out at 8PM to enjoy the performance. *However, volunteers are encouraged to stay until 8:15 PM to distribute playbills to latecomers*

5:30 to 11:00 pm: NIGHT OWLS AND FRIENDS SPECIALISTS – various shifts, see below. In addition to these tasks, Specialists act as leaders and mentors to other volunteers. Email volunteers@sfstl.com to learn more!

GIFT SHOP, BOX OFFICE & INFORMATION (5:30 - 9:30PM)

- Provide information, assist with chair rentals, reservations, will call, gift shop, and lost & found.

BIKE PATH MONITORS (8:00 – end of night)

- Two Specialists guard each side of the bike path to ensure backstage remains secure and patrons are re-directed behind dressing trailers
- Uses radio to communicate w/ Festival staff.

ON CALL / ROVING SHIFT 1 (5:30 – 8:00PM)

- Support the audience services team in managing and engaging the audience
- Roves the Glen and audience areas checking on and providing support to nightly volunteers
- Assist with pre-show donation collection

ON CALL / ROVING SHIFT 2 (8:00 – 11:00PM)

- Support the audience services team in managing the audience
- Roves the Glen and audience areas checking on and providing support to nightly volunteers
- *If possible, arrive early to assist with pre-show donation collection at 7:45PM*

Frequently Asked Questions

Here are a list of questions that you may be asked while volunteering in the Glen:

- Q. Where are the restrooms, green show stage, house stage, hospitality tent, or other places in Shakespeare Glen?*
- A. Refer to the map of Shakespeare Glen in the Playbill or on the Plan Your Visit Page on our website. Wayfaring signs are located throughout the glen.
- Q. Where are the Jewel Box, Munny, or other places in Forest Park?*
- A. Refer to the map of Shakespeare Glen in the Playbill or on the Plan Your Visit Page on our website. A Forest Park wayfaring sign is located where the bike path meets Fine Arts Drive, near Concessions.
- Q. What time does the performance begin?*
- A. 8:00 Nightly (except Tuesdays)
- Q. What time does the performance end?*
- A. The performance should end around 10:30 – 10:45, depending on the runtime.
- Q. Is this performance free?*
- A. Yes!
- Q. How long does SFSTL run?*
- A. June 1 – June 24 (with previews May 30 and May 31), nightly, except Tuesdays.
- Q. What is Shakespeare Festival St. Louis?*
- A. Shakespeare Festival St. Louis is a non-profit theatre whose mission is “to produce professional Shakespeare theatre, culminating in a free production in Forest Park, and to celebrate both Shakespeare’s language and the artists he has inspired.” We present Shakespeare and works inspired by Shakespeare. We are in the Schools, in the Streets, and in the Park. Our work seeks to better the community, facilitate a diverse conversation, and encourage collaboration across disciplines.