

## Box Office

- Be at the theatre 45 minutes before the show starts.
- Your job will be to take admission money, free tickets, and performance cards (8 admission punch cards), and hand out programs.
- A board member or the director will ensure that you have access to the cash box.
- Ideally, you will be working as a pair with another volunteer. This is highly dependent on scheduling.
- The reservation list will come out of the multifunction inkjet printer on the west wall of the office without any intervention on your part. If the reservation list has not printed by the time you get to the theater, call the reservation service at the number on the phone. They will try resending it. If this does not work, please ask them to dictate the reservation list to you over the phone. Odds are it is an equipment malfunction on our end.
- Mark off each patron on the reservation list as they arrive.
- Admission on opening night is \$8 for all patrons. Any other night is \$10 for students, seniors, and military, and \$12 for general admission. No ID is required, though check it if a patron presents it.
- We accept checks, cash, and Visa, Mastercard, Discover, or Diner's Club credit cards. We also accept Visa, Mastercard, and Discover-branded debit cards run as credit.
- To accept a credit card, simply slide the card through the slot on the right of the credit card device, type in the last four digits of the card, press Enter, type the amount, and press Enter. A receipt to sign will print. Tear off, and press Enter to print a customer receipt. Put the signed receipt in the cash box.
- You may turn on the window air conditioner or space heater (seasonal) in the box office if needed. Please ensure it is off before the show starts.
- There are many ways to see a WCT show for free. Volunteers or friends of cast members will tell you if they are "comp"ed in. Patrons may also receive free tickets through our affiliates. These will be pre-printed, and will be surrendered at the box office.
- If the reservation list implies a sold-out show, ask each patron if they have a reservation. If they do not, they can put their names on a waiting list, and wait in the pass-through room (room across from the office). At 7:55 (or 6:55 on Sundays), all reservations that have not been picked up are available. Seat as many patrons as possible with the available seating.
- Hand each patron a program.
- Before the show starts, count the number of programs left. If the number is less than 70, email, call, text, or message the volunteer coordinator to ensure there are enough for the next performance.
- Turn off the office lights and shut the door. Ensure both outside double doors are unlocked for fire safety. Take your seat where available.
- On heavily attended nights, you may have to help at the Snack Bar at intermission. Please ensure your fellow volunteers aren't overwhelmed.