

PILLOW BOOTH PROCEDURES 2009



<u>SEASON CHAIRS:</u>	Cynthia Bennett	535-2528 (home)	324-8371 (cell)
	Kay Lynne Sherman	951-2763 (home)	482-3992 (business)
<u>MONTHLY CHAIRS:</u>			
June	Peggy Cossolias...552-9292		
July	Mavis Cloutier...488-0562/Caroline Johnson... 482-8882(h),201-4012(b)		
Aug	Kathy Mooney 488-6318 (h),601-5833(c), 488-2381(b)		
Sept	Wendy Ray...482-2041x229(b), 482-9361(h)/Judy Faulkner...488-2927(h),552-6753(b)		
Oct	Sara Brown...482-5561		

ARRIVAL

- 1. Arrival time is 7:30 p.m. (Be sure to allow time to park.)** The house opens at ~7:45 and play begins at 8:30. These times move up one-half hour on August 11th so you will need to be there by 7:00 p.m.
- 2. Enter the theater through the wooden gate at the far right corner of the bricks and turn left to go up the steps to the booth area.** Please wear your Soroptimist t-shirt. If you have forgotten to wear your t-shirt, please wear the aprons kept under the drawer. Great PR for the club!
- 3. Please do not drink or eat behind the counter.** You can drink outside the closed area on the bricks. This is a requirement of the Oregon Health Department.
- 4. The start-up cash bag** will be brought to the booth by the folks running the food concession stand next door. Ask for it and unlock the bag using the large, single key found on the hook hidden behind the top drawer to the left of the set up counter.
- 5. Quarter bank can be found in start-up cash bag.** This is a bank for quarters only when needed. For each roll of quarters you buy from this bank, leave \$10 in paper money in this bag. Put this bag inside of the start-up cash bag at the end of the night. Let monthly chair know when quarters are getting low (<3 rolls). The money in this bag is NOT to be considered as part of the start-up cash for the next night. It is separate from the start-up cash and separate from the nightly deposit.
- 6. Open all the cabinet doors,** open the rollup door, and stack some pillows and blankets on the counter. Set out the signs on the counter. Locate the guest book – we encourage visiting Soroptimists to sign it.
- 7. Arrange the starting cash in the cash tray** (found on the setup counter under the public counter). There should be \$200 in startup cash. If the count is off, make up for it when you replace the cash after you close the booth.
- 8. If rain is a possibility,** be prepared with ponchos and garbage bags in the cabinet under the cash drawer.

9. Once the doors open, the action moves quickly! Be sure to remind folks to leave the pillows and blankets on their seats after the show. **HAVE FUN!**

CLOSING

10. When the play begins, you will first **count out cash for the start-up bag.**
\$130 in fives and tens in ones
\$ 50 in ones
\$ 20 in quarters **\$200 total**
Make sure there is \$100 in the separate quarter bag. Lock the bag, give the bag to the food concession people, and replace the key on the hook. The rest of the money will be counted for the deposit bag.
11. You may find money in the drawer when you come in. That is what the concession people rented the night before at intermission. Add it to your deposit.
12. **Deposit slips and plastic deposit bags** are in the cash drawer or on the shelf below. Make out one deposit slip and put it into the deposit bag along with the night's receipts. Fold the plastic deposit bag in half and rubberband for safety. **Initial your names and record the amount of the deposit on the calendar** (in the red binder in the drawer). **If you sold out, mark whether pillows, blankets, rain ponchos, bags or all.** **Write in the number of coupons you collected.**
13. **Take the deposit bag to Key Bank** on Main Street across the street from the Varsity Theater. The night drop is to the left of the front door.
14. **If you have any problems, or notice that something is in short supply** (like ponchos or garbage bags), **please let that month's chair know as soon as possible.** If you have an emergency, you may use the phone in the hall by the door to the booths to contact your monthly chair, or the season chairs.

Henry VIII

Don Quixote

Much Ado About Nothing

IMPORTANT REMINDERS

TRADES AND/OR SUBSTITUTIONS--This is **YOUR** responsibility. **It is imperative that you call and record your trade with the Monthly Chair AND the Online Calendar** so they can change their calendar and the one at the booth. A co-chair may be able to give you the names of people willing to substitute. Any type of change must be given to the Monthly Chair to avoid no-shows at the booth.

COUPONS FOR PILLOWS AND BLANKETS (NEW AS OF 2008)--The Festival gives coupons good for four (4) items to a certain level of patron. They must present the actual coupon so that SIA can be reimbursed.

Since the patrons may not use all 4 items from the coupon, ask if they would like a coupon for the remainder. If so, just pull one of our SIA coupons and fill in the # remaining and initial it. They can fill in the rest.

If they don't have a coupon and feel they should have one, check to see if their name is on the OSF list in this binder (under "MISC"). If so and benefits are available, use one of the blank **OSF** coupons in the drawer. If there still is a question ask them to go to the Development Office the next day (open 9-5), or call 482-3880 to see why their name is not on the list. If someone insists they should have a coupon, write their name and address on a blank coupon and put it into the coupon envelope.

Take the coupon and put it into the envelope marked "Redeemed Coupons." Occasionally Festival people will be escorting special groups and will ask for pillows and blankets to give to the guests. Keep track of how many items they request and the name of the Festival employee requesting them — write a note and put it in the Coupon envelope.

WASHING PILLOWS AND BLANKETS—If a blanket or pillow is dirty, or a pillow needs mending, if possible please take it home and wash or mend, and return quickly. If you are unable to do this, please let a Seasonal or Monthly Chair know so that they can take care of the problem item.

SI Ashland will do **a pre-season and two mid-season** washings of all pillows and blankets.

ANSWERS TO COMMON QUESTIONS...

HOW COLD DOES IT GET DURING THE EVENING?

According to local sources, the average evening temperature will be in the low 60's to high 50's, but it does occasionally get into the 40's, especially during early June, late September and October. Since patrons are "just sitting there," some get cool even in warm temperatures.

DO YOU GIVE REFUNDS IF IT RAINS?

NO refunds are given as a general rule, for either pillows or blankets. Please use some judgment though. If a patron seems to be very upset, good will is valuable.

IF IT STARTS RAINING, WHAT SHOULD I DO WITH MY PILLOW AND/OR BLANKET?

Leave it on the seat.

WHERE ARE THE RESTROOMS?

The women's restroom is on our right (across the bricks) and the men's to our left.

WHERE ARE THE HEARING DEVICES?

The last booth (wine and beer) to the patron's left (around the corner) is where hearing devices are rented.

I'M A SOROPTIMIST FROM ANOTHER CLUB

Please have them sign our guest book under the cash drawer.

HOW LONG HAS THE FESTIVAL BEEN HERE?

Since July 4, 1935.

WHAT DOES YOUR CLUB DO WITH THE MONEY FROM THE BOOTH?

Half of the net proceeds are returned to the Festival. The remainder supports our service activities, including high school and college scholarships, the Community Health Clinic, Crisis Intervention Services, services for the elderly, services for children, women's health awareness projects and many more. [\(Hand them a brochure if they'd like more details.\)](#)

WILL YOU BE OPEN AT INTERMISSION?

NO. However, the food booth people sometimes will rent pillows and blankets as necessary and set the money aside for us. Patrons should be encouraged to get what they need before the play.