



Friends Of Lime Kiln (FOLKs) 2024 Volunteer Manual

On behalf of the Lime Kiln Board of Directors, thank you for volunteering to be one of our Friends of Lime Kiln (FOLKs). FOLKs are the backbone of our organization, helping to make every event run smoothly. We hope FOLKs receive at least as much enjoyment as they give in time, effort, and commitment. Lexington, Rockbridge County, and the region benefit from your hard work and generosity. Thank you for getting involved!

This manual provides general information about Lime Kiln Theater (LKT), as well as specific information about volunteering. When you volunteer on site, we trust that you have read and reviewed the information here. If you have any questions, please contact the Operations Director, Emily Laney, at volunteer@limekilntheater.org

General Information for FOLKs

Lime Kiln strives to provide a pleasant working environment for its volunteers. FOLKs will receive training for the tasks they perform either from LKT Staff, an LKT Board member, or an experienced volunteer. Different tasks require different levels of involvement, so some jobs are rewarded differently than others. For instance, event parking is a job that finishes just after the start of the show, which means FOLKs are able to enjoy most of that evening's performance. However, FOLKs who sign up for other tasks (e.g. beer and wine sales and the merch cabin) are not able to watch the show and instead receive a free ticket to a future performance. Please read the various job descriptions in this manual to determine which positions are a good fit for you.

The LKT Staff determines how many FOLKs are required for each station at each event. Please note that you may be reassigned to a position different from the one that you signed up for based on show staffing needs. We thank you for being flexible!

FOLKs serve primarily as Event Volunteers, but may be invited to take part in other service opportunities. After signing up as a FOLK, you can unsubscribe from our mailing list at any time.

A Guide to Volunteering

1. **Become a FOLK by signing up for our GivePulse page:** <https://www.givepulse.com/group/479094-Lime-Kiln-Theater>
2. **Read the FOLKs Manual** each year to stay informed about your role and responsibilities.
3. **All volunteers must be at least 16 years old.** You must be at least 18 years old to check IDs and wristband and at least 21 years old to serve alcohol.
4. **Sign-up for FOLKs positions:** Information about volunteer opportunities is communicated via the FOLKs email list. Volunteer positions are first-come, first-serve and are offered via the Lime Kiln GivePulse page.
5. **Show up early for your first shift:** For your first shift at Lime Kiln, please arrive at least 15 minutes in advance of your assigned time to familiarize yourself with your role and receive any needed training at that time.
6. **For each shift:**
 - a. **FOLKs must wear the official Lime Kiln FOLKs T-shirt.** Wear your orange shirt from a previous year/show, or ask for one at the start of your first shift.

- b. We recommend comfortable shoes, a water bottle, and bug spray, sunscreen, hat, and jacket as needed.
 - c. When you arrive, check in with the Volunteer Coordinator (or their assigned representative) at the Box Office.
 - d. Please do **NOT** reserve seats in the Bowl. First-shift volunteers are welcome to find seats and enjoy the show after their shifts have concluded.
 - e. Perform your job: Remain at your post for your entire shift OR until you are relieved. Flexibility is key, and you may be reassigned on site to accommodate the show's needs.
7. **In the event of inclement weather**, the show may take place under the tent in the Kiln venue. Our team will make the weather call by 12:00 pm on the day of a show, but you should still report to the Volunteer Coordinator at the start of your shift.
 8. **If you cannot make an event for which you signed up**, contact the Volunteer Coordinator at volunteer@limekilntheater.org and cancel your GivePulse registration no later than 72 hours before the event to allow time for a replacement to be found. If an emergency arises that prevents you from working your shift, please make every effort to inform us.
 9. **Volunteering with kids:** Lime Kiln Theater has been a source of many wonderful memories for folks who grew up in Rockbridge County, and we want to continue that tradition. You are welcome to bring your children along during your volunteer shift, provided:
 - a. Their presence does not interfere with your ability to perform your volunteer duties, and
 - b. If they are 6 years old or older, they have their own ticket to enter the venue.

No children are allowed to accompany FOLKs working in the Beer and Wine tent or on the Sponsor Deck.
 10. **Please do not bring an adult guest** or friend to your volunteer shift. Instead, encourage them to sign up for a shift with you – many positions are open to two or more people!

Emergency Procedures and Your Role as a FOLK

As much as we would like to hope that every show will go off without a hitch, we need to be prepared in the event of an emergency to ensure the safety of all FOLKs, patrons, Staff, Board, artists, and other guests. As a FOLK, you are not expected to handle these emergencies yourself, but we ask that you be aware and be on the lookout should anything happen. Here are some of the common situations we might need to respond to during a show:

1. Inclement weather, including lightning
2. Medical Emergency
3. Guest Altercation
4. Fire

We work hard to make Lime Kiln a safe and enjoyable space, and it is our hope that none of these situations arise. If they do, your first responsibility as a FOLK is to communicate the situation to a Board or Staff member. These people will be in and around every station you will be working as a FOLK, and will be dressed in a Lime Kiln polo.

FOLK Responsibilities, Perks, and Positions

During your volunteer shift, you are representing Lime Kiln Theater. Our guests will look to you for guidance, so while you're "on duty," please display a positive and friendly demeanor, be mentally present, and refrain from eating at your station. FOLKs who work an entire show are encouraged to take breaks for meals, restroom, etc. If there is an urgent matter of any kind, contact any Board or Staff member immediately. You are always welcome to contact a Board or Staff member with any question or concern. Board and Staff members on duty wear black Lime Kiln polos.

Common questions FOLKs should be able to answer during an event:

- What time does... the parking lot open? ... the box office open? ... concessions open? ... seating begin? ... the show start?

Gates to the parking lots open approximately 2 hours before the start of the show.

The box office and concessions open 1.5 hours before the start of the show.

Seating begins 1.5 hours prior to the start of the show OR when the sound check is finished.

All shows start at either 7:30 or 8:00 pm. Please confirm the start time for each show.

- Is the show sold out?
Answers vary depending on the event. Check at the Box Office for details.
- In which venue will the performance will be held?
Performances will be held in The Bowl in good weather and in The Kiln in the event of rain.
- Are photographs/cameras allowed?
This is on a show-to-show basis, but not always. Flash photography is never allowed.
- Are outside food, beverages, or coolers allowed?
Outside food and drink is allowed in the parking lots, but NOT in the venue itself.
- Can lawn chairs and blankets be brought in?
Guests are welcome to bring their own chairs/blankets for concerts held in The Bowl.
- What facilities are available for disabled persons?
There is handicapped parking and a small vehicle to transport persons into the venue. We also have designated accessible seating in The Bowl and The Kiln.
- To whom should a guest speak if they have a complaint?
Any on-duty Lime Kiln Board or Staff member (those wearing Lime Kiln polos.)

Perks of Volunteering

- A complimentary ticket to another show during the season
 - The following shifts do NOT qualify for a comp ticket as they are only first shifts. (You're welcome and encouraged to stay for the remainder of the show after your shift finishes!):
 - Parking
 - First Shifts in the Box Office
 - The following shifts also do not qualify for a comp ticket:
 - Sponsor Deck (Please enjoy the music while you're volunteering!)
- An orange FOLKS T-shirt
- One complimentary meal from our food vendor[s] during the show worked, to be redeemed during a 30-minute meal break
- One free alcoholic drink ticket to use during the show worked (you must be 21 years old)
- Free bottled water

FOLK Positions

1. Parking (First Shift)

The gates to the parking lot open approximately two hours before show time, so volunteers should arrive 2.5 hours prior to the start of the show. A Board member will be on-hand at the start of this shift to offer training and answer questions. This Board member will be reachable by walkie-talkie throughout your entire shift.

Parking Protocol:

- You will be provided with a walkie-talkie and an orange safety vest
- Coordinate with one another who will stand where, along with a general idea of where volunteers will shift as the spaces fill up; this is fluid and flexible based on need.
 - Entrance to the Cedar Lot
 - Warmly welcome each guest as they arrive and direct them onward
 - Junction of the Meadow Lot & the road that continues to the Quarry Lot
 - Ask early arrivals if they have a parking lot preference and accommodate
 - When a vehicle with handicap designation arrives, direct the driver to continue toward the Quarry Lot and park in the designated handicapped spaces to the right of the road. Ask if they need assistance getting into the venue and, if so, radio ahead to the designated Board member.
 - Barring a parking preference, direct larger vehicles to the Meadow Lot and smaller vehicles to the Quarry Lot
 - Try to alternate vehicles to the Meadow and Quarry to give those in each lot time to park and to prevent a traffic backup

- Meadow Lot
 - Ask all drivers to back into their spot
 - Leave the middle of the Meadow Lot clear – it is a fire lane
- Cedar Lot, T-Lot
 - Ask all drivers to back into their spot
 - Be mindful to have small cars back into the short spaces as they arrive.
 - Stay in the lot until 30 minutes after showtime to direct late arrivals.

2. Box Office (2 Shifts; Early and Full)

This is the “front line” of meeting and greeting Lime Kiln guests. These volunteers should have a welcoming disposition, be responsible, work efficiently, enjoy interacting with a variety of people, and be comfortable with or willing to learn how to operate our Mobile Box Office units. Sometimes a line forms before the Box Office opens. Be friendly and courteous with those in the line while everyone waits for the Box Office to open. Before the end of the first shift, provide a break to the FOLKs working the entire show so they may eat and use the bathroom.

Will Call & Ticket Sales (Full Show)

- You will be provided:
 - One Mobile Box Office unit per volunteer
 - A cash box with change
- Confirm price of tickets for the show (including any service fees)
- Make sure you have sufficient change for cash transactions
- When a guest arrives, ask if they have pre-purchased a ticket
 - If so, check/scan them in via the Mobile Box Office
 - If not, ask how many tickets they would like and their form of payment
 - All purchases (debit, credit, and cash) are logged using the Mobile Box Office
- After the early FOLKs’ shifts end, do the following for the remainder of the show:
 - Consolidate all items to one table
 - Put extra items into the plastic bin
 - Ensure that no one leaves the venue with alcohol
 - Ensure that anyone entering the venue already has a wristband
- **This shift receives a free COMP Ticket to a future show**

Guest List & Season Tickets (Early Shift)

- You will be provided:
 - One Mobile Box Office unit per volunteer
 - Paper list backups (Season Pass, Sponsors, Guest List)
 - Sponsor packets
 - Walkie-talkie
- As guests arrive, ask if they have a Season Pass, are a Sponsor, or are on the Guest List
 - Check/scan each patron in via the Mobile Box Office
 - Distribute Sponsor Packets: including wristbands, meal tickets, and drink tickets

Wristbands (Early Shift) – MUST BE AT LEAST 18 YEARS OF AGE

- You will have two sets of wristbands: a bright color for guests over 21 years of age, and white for guests under 21. The over-21 color varies from show to show. (Sponsor Deck wristbands are a different color than general admission wristbands.)
- Give a white wristband to all those under 21, those without an ID, or those who do not wish to drink

3. Drink Tickets & Merchandise (Full Shift)

Volunteers will assist LKT Board and Staff in the sale and distribution of concessions, drink tickets, and merchandise from the Lime Kiln cabin. All FOLKs who sell beer and wine tickets must be 21 years of age or older.

- You will be provided:
 - An iPad
 - A cash box and change
 - Merchandise (apparel, stickers, coozies, car magnets, posters, etc.)

- Those purchasing alcoholic beverage tickets **MUST** have the appropriate color wristband
- Never sell a drink ticket to someone with a white wristband. Confirm wristband color for those over 21 before your shift!
- Notify a Board or Staff member immediately if someone does not have a wristband
- Sell Lime Kiln merchandise using the iPad for transactions
- **This shift receives a free COMP Ticket to a future show**

4. Beer & Wine Tent (Full Show)

As a revenue generator, beverage sales are a vital part of Lime Kiln's operations. This can be a busy job, so it is important to work as efficiently as you can. All volunteers serving alcohol must be 21 years of age or older.

- You will be provided:
 - Cups for wine
 - Bottle openers and corkscrews
 - Signage for beverage choices/descriptions
 - Containers for depositing beverage tickets
 - A donation jar
- Determine which volunteers will take orders and tickets, and which will restock drinks.
- Only serve guests with the over-21 wristband
 - White wristbands always indicate those who should **NOT** be served
 - The color for over-21 changes from show to show. Confirm wristband color for those over 21 before your shift!
 - Notify a Board or Staff member immediately if someone does not have a wristband
- Take the guest's order, then take their drink ticket directly from them
- You **MUST** open all beverage cans and wine bottles before giving them to guests
- Wipe up any spills when there is a lull
- At the end of the night, give the tickets and donation jars to the Operations Staff
- **This shift receives a free COMP Ticket to a future show**

5. Sponsor Deck (Full Show)

This volunteer position requires checking Sponsor Deck wristbands (only Sponsors with the appropriate wristbands are permitted on the Sponsor Deck) and pouring/opening drinks for guests. At least one Board member will also be on the deck, so please notify him or her if you have any questions or require a bathroom break. Please do not leave your post without checking in with the Board member on duty. All volunteers serving alcohol must be 21 years of age or older.

6. Show Ops Floater (Full Show)

These floaters will be very helpful throughout the night, and will assist with various tasks as assigned by the Volunteer Coordinator or their designated representative.

- **This shift receives a free COMP Ticket to a future show**

2024 Season

Emily Laney, Operations Director is the Volunteer Coordinator for each show. If you have any questions or concerns at any time, please contact Emily at volunteer@limekilntheater.org. If you are unable to fulfill the commitment for which you signed up, please notify us and cancel your GivePulse registration at least 72 hours before the start of the show.

Volunteer sign-up takes place at GivePulse.com:

- Click the link to the show for which you'd like to volunteer
- Sign up for a specific shift
- You must hit "Save" to sign-up for a specific shift

You will receive a confirmation email shortly after you sign up. One to two weeks before each show, you will receive an email reminder of your volunteer commitment. You will also receive any additional details about your volunteer shift at that time and/or on site the day of the show.