

Caught in the Act Co. of Transcona Memorial United Church  
proudly presents its 11th Annual Dinner Theatre

# VOLUNTEER HANDBOOK

Any questions, please contact:

Producer, Laura Fraser-Schau

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(204) 204-333-3244



Thursday May 2 - Sunday May 5, 2024

Play written by Michelle R. Davis and produced by special arrangement with PIONEER DRAMA SERVICE INC. Denver, Colorado

## VOLUNTEER INFORMATION

Thank you for volunteering your time to help make the Caught in the Act Co's dinner theatre production once again a huge success! This document includes information on volunteer roles & responsibilities and will answer questions that will help make your experience enjoyable and rewarding.

### ***What do I wear?***

Wear comfortable footwear and black pants and black tops if possible. If you are volunteering in the kitchen, it gets a little warm with the dishwasher so dress accordingly. Buffet servers and kitchen crew will be given aprons, hair nets and gloves to wear.

### ***Where do I park?***

If you're able, please consider parking on a side street so we can leave the closer spots for our guests. If you require a close spot, that's fine. Please try to park as tight as possible so we ensure we can fit as many cars on the street as we can.

### ***Where do I go once I arrive?***

Make your way up to the Hospitality Suite (2nd floor multi-purpose room). You will be able to hang your coat and leave bags in the adjoining Knox Lounge. Please do not bring any valuables.

### ***Will there be an orientation before my shift?***

**Please plan on arriving at least 15 minutes before your shift.**

If you're working in the kitchen, food server or dishwasher operator, the kitchen coordinator will meet you in Knox Lounge, give you direction, and take you downstairs for your shift.

If you're a ticket collector, greeter or front door/elevator attendant, Laura Fraser-Schau will meet you in Knox Lounge for a quick orientation.

All other volunteer positions are self-explanatory. If you have any questions, Laura Fraser-Schau will be on site or can be reached at (204) 333-3244.

### ***Will there be snacks or a chance to rest during my shift?***

Volunteers are invited to visit the Hospitality Suite for a snack, hot and cold beverages, and a chance to rest your feet.

### ***Will I be able to watch the play?***

As you will be kept pretty busy during your shift, we have a special offer just for our volunteers! Plan to attend the dress rehearsal on **Tuesday April 30 at 7:00 pm** for a sneak peek before everyone else! There will be an intermission with a sweet treat and beverage. Contact Laura Fraser-Schau at (204) 333-3244 for your ticket.

Also ... as a special thank you ... everyone who volunteers will have their name put in a draw to win two tickets to next year's performance!!

# VOLUNTEER ROLES & RESPONSIBILITIES

## Ticket Collector

Shift:

5:45 pm - 6:30 pm (Thurs - Sat)

3:45 pm - 4:30 pm (Sun)

Responsibilities:

- Sit at table located at the entrance to Yale Hall; welcome guests; collect tickets; check tickets to ensure the correct evening; direct guests to a greeter who will assist in finding their dinner table
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## Elevator and Front Door Attendants

Shift:

5:45 pm - 6:30 pm (Thurs-Sat)

3:45 pm - 4:30 pm (Sun)

Responsibilities:

- Open front door and direct guests to the stairs that lead to Yale Hall or the elevator, sit in elevator and operate, alert kitchen coordinator when food arrives
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## Greeters

Shift:

5:45 pm - 7:30 pm (Thurs-Sat)

3:45 pm - 5:30 pm (Sun)

Responsibilities:

- Greet guests and guide them to their dinner tables, assist with general inquiries, walk guests to Suthwyn Hall and assist with finding seats
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## Hospitality Room Hosts

Shift:

6:00 pm - 9:00 pm (Thurs - Sat)

4:00 pm - 7:00 pm (Sun)

Responsibilities:

- Host the Hospitality Room (2nd floor multi-purpose room); show where amenities are for the actors and volunteers; ensure food is available; replenish where necessary; clean-up area at end of shift

## Kitchen help / coffee & tea servers

### Shifts:

5:30 pm - 7:45 pm (Thurs - Sat)

7:45 pm - 9:15 pm (Thurs-Sat)

3:30 pm - 5:45 pm (Sun)

5:45 pm - 7:15 pm (Sun)

### Responsibilities:

- Serve tea, coffee and water; clear dirty dishes;; stack dishes for dishwasher; put away dishes; place desserts and buns/butter on tables; assist those who may need help with getting their food back to their table if they do not have a helper
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## Buffet Food Servers

### Shift:

6:00 pm -7:30 pm (Thurs - Sat)

4:00 pm - 5:30 pm (Sun)

### Responsibilities:

- Each volunteer will stand by one food item at the buffet and place food on the plate of the guest using the proper method with the correct amount as per the caterer. If not enough servers, you may be in charge of serving two menu items.
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## Evening Clean-up Crew

### Shift:

9:00 pm - 9:30 pm

### Responsibilities:

- Remove all linens and gather them in one spot for the laundry person; sweep/mop; tidy chairs; collect items to spot for set-up crew coming the next day. Sweep and tidy Suthwyn.
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## Table Setters

### Shift:

2:00 pm - 2:30 pm

### Responsibilities:

- Place table cloths; set out cutlery, napkins, glasses, cups, programs, response cards, salt/pepper

## Washroom Attendant

Arrive:  
at least 2 hours prior to open time

Responsibilities:

- Tidy all bathrooms on basement level; wipe down sinks; ensure there is toilet paper in all cubicles; notify Laura Fraser-Schau if there is a problem with any bathroom equipment
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## Laundry

Arrive:  
pick up at 9:30 pm, deliver before 2:00 pm

Responsibilities:

- Wash and dry all linens (table cloths, napkins(?), wash cloths, towels) and return to church the next day before 2:00 pm
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## Suthwyn Hall Set-Up Crew

**Sunday April 28**  
11:00 am - 12:00 pm

Responsibilities:

- Set-up all seating in Suthwyn Hall in proper rows; ensure labels are showing properly
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## Yale Hall Set-up Crew

**Wednesday May 1**  
7:00 pm - 9:00 pm

Responsibilities:

- Set-up tables and chairs, table cloths, place settings, centerpieces, programs, response cards
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## Final Clean-up & Take Down Crew

**Sunday, May 5**  
8:00 pm - 9:00 pm

Responsibilities:

- Pack-up chairs, tables, linens, decorations; throw out garbage and recycling; sweep/mop floors

## Kitchen Coordinator

5:45 pm (Thurs - Sat)

3:45 pm (Sun)

Responsibilities:

- Coordinate servers and kitchen staff; provide direction; receive the food at the front doors from caterers; assist in setting up food stations
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## Dishwasher Operator

7:00 pm - 8:30 pm (Thurs - Sat)

5:00 pm - 6:30 pm (Sun)

Responsibilities:

- Load and run the dishwasher