

Caught in the Act Co. of Transcona Memorial United Church
proudly presents its 12th Annual Dinner Theatre



Thursday April 24 - Sunday April 27, 2025

VOLUNTEER HANDBOOK

Any questions, please contact:

Producer, Cheryl Hadaller

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(204) 204-781-9171

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 a white top if possible. If you are volunteering in the kitchen, it gets a little warm with the dishwasher so dress accordingly. Buffet servers, beverage 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. Special thank you to the Transcona Christian Reformed Church, 131 Victoria West. They have offered us parking in their lot which is a block away and can be accessed via Yale Ave W. Park on the north side of the lot.

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. Also, pick up your nametag each time you volunteer.

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, please go directly downstairs for instructions by the kitchen coordinator Dorothy Fife, and obtain your nametag.

If you're working as a beverage server, serving coordinator Cindy Ostypyk/Aileen Chmeliuk 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, Cheryl Hadaller will meet you in Knox Lounge for a quick orientation.

All other volunteer positions are self-explanatory. If you have any questions, Cheryl Hadaller will be on site or can be reached at (204) 781-9171.

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

Volunteers are invited to visit the Hospitality Suite located on the 2nd floor, multi-purpose room for a snack, 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 22 at 7:00 pm** for a sneak peek before

everyone else! There will be an intermission with a sweet treat and beverage. Contact Cheryl Hadaller at (204) 781-9171 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

*** Numbers in () are the number of volunteers required each day***

Ticket Collector (1)

Shift:

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

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

Responsibilities:

- Sit at table located on the main floor, just past the elevators; welcome guests; collect tickets; check tickets to ensure the correct evening; direct guests to take the stairs or elevator to the basement (Yale Hall), where a greeter will assist in finding their dinner table
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Elevator and Front Door Attendants (3)

Shift:

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

3:45 pm - 4:45 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 (4)

Shift:

5:45 pm – 8:00 pm (Thurs-Sat)

3:45 pm – 6:00 pm (Sun)

Responsibilities:

- Greet guests at the doors and guide them to their dinner tables in Yale Hall, assist with general inquiries. During dinner, help fill beverage crafts, serve beverages, plate dessert, etc. After dinner, walk guests to Suthwyn Hall and assist with finding seats on the Theatre side
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Hospitality Room Hosts (2)

Shift:

5:00 pm - 9:00 pm (Thurs - Sat)

3:00 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 (paper plates/napkins, utensils); clean-up area at end of shift, wash any dishes that are needed.

Coffee, Tea, Water Coordinator (2) – Cindy Ostapky & Aileen Chmeliuk

Shifts:

5:45 pm – 9:30 pm (Thurs - Sat)

3:45 pm – 7:30 pm (Sun)

Responsibilities: greet volunteers each evening, give an orientation of job duties, ensure nametags are available for each volunteer, answer any questions, take them downstairs, walk them through responsibilities and when to do the tasks required. Assist at the beverage station.

Coffee, Tea, Water servers (9)

Shifts:

5:45 pm – 9:30 pm (Thurs - Sat)

3:45 pm – 7:30 pm (Sun)

Responsibilities:

- Serve beverages (coffee/tea); refill water crafts on the table. Assist those who may need help with getting their food back to their table if they do not have a helper.
 - Once guests finish their dinner, clear their dirty plates and remove the bun baskets from the tables and take to the kitchen.
 - Once guests are on the theatre side, assist with clean-up, using trolly's to load the dirty dishes and utensils, **do not remove any wine glasses from the table**, but do remove all dirty coffee cups; take them to the kitchen window, stack the dishes for dishwasher. Replace coffee cup with a clean one for the serving of dessert.
 - After tables are clears of dirty dishes, place the desserts on the table, make sure a fork is on the plate and a clean small napkin is beside the dessert. Should any coats or jackets have fallen, place them on their chairs and restock water crafts if needed.
 - When the guests return from the Theatre side after end of Act One, serve coffee/tea to guests. Assist with table clean up once guest have returned to their seats in the theatre side.
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Buffet Food Servers (14) – there will be 2 buffet serving stations, 7 servers at each station

Shift:

6:00 pm -8:45 pm (Thurs - Sat)

4:00 pm - 5:45 pm (Sun)

Responsibilities:

- Assist with distribution of buns, butter and creamers on each table as soon as the food arrives.
 - Each volunteer will stand by one food item at the buffet, SMILE, converse with guests and place food on the plate of the guest using the proper utensils with the correct food amount as per the caterer. If not enough servers, you may be in charge of serving two menu items.
 - Once food is distributed and guests are on the theatre side, assist with clean-up of the napkins, dirty plates and utensils. Leave all **wine glasses** on the table, even if dirty. Place the desserts on the table and make sure a fork is on the plate and a small napkin are in place. Put any coats or jackets on their chairs should they have fallen. Tidy up the tables. Remove the bun baskets from the tables and take to the kitchen. Serve coffee/tea to guests when returned from theatre side. You are welcome to stay to assist with table clean up once guest have returned to their seats in the theatre side.
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Food runners (2) - must be able to carry hot trays

Shift:

6:00 pm -7:45 pm (Thurs - Sat)

4:00 pm - 5:45 pm (Sun)

Responsibilities:

- Monitor the food amounts on each food station and when a food item is low, using proper oven mitts, go to the food warmer, and transport food to where the food needs to be replenished. Take the empty tray to the kitchen. Assist where needed once all food is disbursed to the guests. Remove all empty trays once dinner is served and take to the kitchen.
 - Be aware of mop in case of spills. You might require the key to the janitor's room. Check with Cheryl on the key location. Please return the key to Cheryl at the end of each evening.
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Evening Clean-up Crew (5)

Shift:

9:00 pm – 10:30 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. Take all garbage to the garbage bin outside each evening. Check recycling bins, and if need to be emptied.
 - When removing the tablecloths, place the centerpieces and S&P shakers on a chair by each table. The next day, the table setters can put the tablecloths on the table, then place the centerpieces and S&P shakers on the table.
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Table Setters (4) @ Laurie Chudley

Shift:

10:00 am – 11:15 am (Fri - Sat)

11:00 am – 12:15 pm (Sun)

Responsibilities:

- Place table cloths; printed placemats, set out cutlery, plates, napkins, plastic water cups, coffee/tea cups, response cards, salt/pepper on tables, restock candies if needed.
- Extra table setting items will be kept in the elevator room.

Washroom Attendant (1)

Arrive:

at least 2 hours prior to open time

Responsibilities:

- Check hand cleaner, paper towel and toilet paper supply. (There are some supplies of each upstairs in the little closet by the Sanctuary door/elevator.). Note: The narrow paper towel goes in the downstairs bathroom. The wide paper towel goes in the bathroom off multi-purpose room and in the kitchen.
 - Clean all bathrooms on the basement, sanctuary and hospitality levels; wipe down sinks; ensure there is toilet paper in all cubicles; notify Cheryl Hadaller (204-781-9171) if there is a problem with any bathroom equipment
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Laundry (2)

Arrive each night

(Thursday, April 24th, Friday, April 25th, Saturday, April 26th)

Pick up laundry at 9:30 pm, deliver to the church the next day by 9:30 am

(Sunday, April 27th)

Pick up laundry at 8:00 pm, deliver to Dorothy Fife the next day

Responsibilities:

- Wash and dry all linens (table cloths, wash cloths, towels) and return to church the next day before 9:30 am
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Suthwyn Hall Set-Up Crew (10) – Boy Scouts Group are doing this!

Thursday - April 17th

6:30 pm – 8:00 pm

Responsibilities:

- Set-up all seating in Suthwyn Hall in proper rows; ensure labels are showing properly
 - Black curtains will need to be put up at the back of the hall. These help with lighting as well as sound in Suthwyn. (They are located in a trunk upstairs in the props room). They are strung on a wire along the back, there are hooks on the wall already in place.
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Yale Hall Set-up Crew (10)

Wednesday - April 23, 2025

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 (14)

Sunday, April 27

8:00 pm - 9:00 pm

Responsibilities:

- Pack-up chairs, tables, linens, decorations; throw out garbage and recycling; sweep/mop floors, take down the black curtains and place in truck in prop room
- Table decorations to be taken up to the multi-purpose room, using a trolley. Yale hall needs to be completely empty and available for the next day.
- Clean all trolleys and give to Dorothy Fife to return to Oakbank at the end of the evening.

Kitchen Coordinator (1) – Dorothy Fife

5:45 pm (Thurs - Sat)

3:45 pm (Sun)

Responsibilities:

- Coordinate food servers and kitchen staff; provide direction; receive the food at the front doors from caterers; assist in setting up food stations, set up serving stations, food warmers or table projectors if needed and provide direction to food servers. Make, restock and set up coffee, tea and water stations each evening. Take inventory of kitchen items needed, coordinate dishwasher activities and restock kitchen needed supplies for each evening or as needed.

Dishwasher Operator (1) x 4 evenings – this position is already filled.

7:00 pm – 10:00 pm (Thurs - Sat)

5:00 pm – 9:00 pm (Sun)

Responsibilities:

- Load and run the dishwasher, stack plates in plate holders and utensils, cups on a trolley for next day set-up. Monitor supplies and notify Cheryl Hadaller (204-781-9171) if more supplies are needed.