

STANDARD OPERATING PROCEDURES FOR CULTURAL CENTER EVENT COMMUNICATIONS

PRE-EVENT HOUSE/THEATRE COMMUNICATIONS

45 minutes prior to the event – Play music in the lobby that fits the theme of the event.

30 minutes prior to the event - House lights set to 75% as guests enter.

BEFORE opening the House - Play the monthly video that will be provided to you by Ricardo (this video should loop until the playing of the INTRO video).

BEFORE opening the House – VOLUNTEERS are in place to scan QR codes, hand out programs, greet, and/or assist in finding seats. All ticketing concerns should be addressed at the Box Office.

BEFORE opening the House – all house door locks have been unlocked to prevent door opening and closing noise during the event.

25-30 minutes prior to the event - Open the House Doors.

5 minutes prior to the event – CHIME 4 times.

2 minutes prior to the event – CHIME 2 times.

Cultural Leader on site will cue the theatre technician that the lobby is clear (do not start the event any later than five minutes from the start time).

House lights come down to 25%.

Transition the monthly video to the INTRO video (this INTRO video will be played at all events, including rentals).

House lights to BLACK-OUT immediately following the INTRO video.

At least one volunteer or staff member is outside the house doors monitoring the doors – attendees going in and out.

IF THERE IS AN INTERMISSION

Volunteers in place to open the house doors.

House lights immediately go up to 75%

10 minutes – CHIME 4 times

13 minutes – CHIME 2 times

Volunteers close the house doors.

POST-EVENT HOUSE/THEATRE COMMUNICATIONS

Keeping the house lights in BLACK-OUT, play the CLOSING AUDIO ANNOUNCEMENT.

House Lights to 75% immediately after the CLOSING AUDIO ANNOUNCEMENT.

Volunteers open the house doors and encourage attendees to follow us by scanning the QR code on the banner and handing out collateral.

15 minutes post event – all house doors are closed and return to locking mode.

30 minutes post event – Stop lobby music.

Strike the stage/set-up.