



STUDENT EMPLOYEE MANUAL

Andrews University
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howard.andrews.edu

Howard Center Staff Contacts

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The Building

Doors and Keys

Generally, interior doors are kept locked at all times, except during concerts. If you unlock a door, lock it when you are finished. The glass lobby doors are to be unlocked during business hours.

If you are the last to leave the building, all doors should be locked behind you. Pay close attention to making sure doors shut all the way behind you. Doors have the tendency to stick.

Outside doors are unlocked and locked by use of an allen wrench/hex key. All other doors are unlocked and locked by use of a regular key.

WAUS employees and Department of Music professors and student workers have keys, but keys are designed to open only appropriate parts of the building.

Lights

Lights should be turned off in rooms not being used. Lobby lights can be controlled by panels near each concert hall entrance on the main floor. Concert hall lights in particular should not be on unless the hall is in use.

The concert hall lights can be controlled by the audio techs during a concert or by panels located several places throughout the concert hall. There are four standard light settings in the concert hall:

- ◆ First button—guest arrival (stage dark, audience lit)
- ◆ Second button—pre-concert (stage bright, audience dim)
- ◆ Third button—during concert (stage brighter, audience dark)
- ◆ Fourth button—post-concert (stage and audience bright)
- ◆ Last button—off (stage and audience dark)
- ◆ Additional lighting adjustments can be made back stage in the stage right room

Lights in the restrooms are controlled by motion sensors and do not need to be turned on and off.

Tables

There are two sizes of round tables—5 foot and 3 foot, 12 of each. The 3-foot tables can be adjusted to two different heights. There are also at least 6 eight-foot long rectangular tables. The round tables are stored in the rear storage rooms and the rectangular tables are stored at the back of the coat room behind the dividers.

Chairs

There are colored plastic chairs in the rehearsal room that belong to the Department of Music. These chairs are to remain in the rehearsal room at all times, and are never to be used on stage.

The black padded performance chairs come in 3 different sizes (regular, short, and tall) and are kept in the stage left storage room for on-stage rehearsals and performances. These chairs are kept stored on 10 carts, 10 chairs per cart. The short and tall versions have designated, labeled carts. There is a numbered space for each cart in the storage room.

There are 200 banquet chairs are stored in the rear storage rooms. These chairs are to be stacked with eight chairs to a stack.

Kitchen

The kitchen is to remain locked at all times except when in use. The supplies in the cupboard are property of the Howard Center. Guidelines for kitchen use are posted on the kitchen wall.

The kitchen can be used for storing your food, etc. Your issued key will not open the kitchen. A spare kitchen key is in the assistant manager's office.

Cleaning

The building has a janitorial staff that cleans during the week and when needed during the weekends. Should there be a mess or a spill during an event, the janitor closet contains extra paper towels, toilet paper, and other needs. Vacuums are kept in the coat closet. Please take responsibility of spills and messes like you would in your own home, regardless if you made the mess or not.

Pianos

The two pianos are always stored with respective covers on. The older Steinway is stored in the rehearsal room. The older Steinway is to be used for any lobby events requesting a piano. The newer Steinway is stored in stage right piano storage when not on stage. This piano has two covers; both covers are to be kept on the piano when not in use.

Never move a piano without its cover.

Green Rooms

The Green Rooms are always kept locked and can be unlocked with the current code, or overridden by the master key. The green rooms are accessed by a code in the door panel. A record of the most current codes can be found in the office.

When locking up after an event always check the green rooms to make sure all the monitors and lights have been turned off, including the bathroom lights.

Alarms

Building alarms are controlled by plant services. If an alarm goes off, gates will automatically come down by the stairwells, enclosing them, and all magnetic doors will shut.

Curtain Settings

The curtains along the side and back walls of the concert hall are adjustable. For more reverberation (during smaller performances, such as recitals), curtains should be retracted, for less reverberation (during larger performances, such as full orchestra or wind symphony), curtains should be extended. Curtain settings can be changed in the stage right room by turning the knobs to the desired position (use diagram on machine as reference) and holding the red button until the green lights stops blinking.

Monitors

There are six closed-circuit televisions throughout the building—one in the administrative office, one in the rehearsal room one in each green room, and one in each room off the stage. When closing the building, all television monitors should be turned off.

Administration and Box Office

Work Schedules

Weekly calendars for 5 weeks in advance are hung on the office wall for general knowledge. Additionally, an "Upcoming Concerts and Events" list is printed at the beginning of each week. This list contains dates, times and names of events, as well as any pertinent ticketing information. Use this for easy reference for the events in the coming weeks.

In addition to your weekly box office schedule, all employees are expected to work at least two weekends per month. Work schedules for concerts and events are made at least one month in advance. A full listing of all upcoming events will be emailed to all workers and will also be posted on the wall in the office and on the student worker website. Any slot highlighted in yellow indicates a need for workers. After checking your personal schedule you are to sign up for the dates and times you are available to work. Once all workers have indicated their availability, a final work schedule will be drawn up and posted.

If, due to illness or unplanned emergency, you are unable to make it to an assigned shift or scheduled event it is your responsibility to notify the manager and to find another worker to fill in for you.

Please take all time off requests to the manager before finalizing any personal plans.

Dress Code

Student employees at the Howard Performing Arts Center are to represent the Andrews's look outlined in the bulletin. During the week dress is relaxed, but you are expected to look presentable. Please refrain from wearing athletic shoes, casual sandals, or flip flops on the weekends. Concert dress is black and white or black dress pants or skirt with the Howard polo or sweater. Jeans are not allowed on weekends for concerts. If you have a question about dress code address the Manager with your concerns.

Website

The Howard website is found at howard.andrews.edu. The direct link to the events page is howard.andrews.edu/events.

Website, continued

Only users registered as an assistant webmaster for the website have rights to update the website. If you have been asked to update the website, you can access webmaster pages by typing howard.andrews.edu/admin, and entering your Andrews login.

There is now a webpage especially for our student workers: howard.andrews.edu/students. Here you can access work schedules, sign up to work for concerts and events, see any important information the managers need to communicate to you, and find a copy of the student worker manual.

Phones and Voicemail

Phone calls should always be answered professionally, identifying yourself. People most often call to purchase tickets over the phone. Others want general information. Always help them, but also recommend they visit our website: howard.andrews.edu.

There are four extensions. Extension 3561 and 3554 are the manager and assistant manager's lines, respectively. Extension 3560 is the Box Office. The volunteers have their own extension: 3562.

If Erica or Eileen are out of the office or on the other line, answer their line "Erica Griessel's office" or "Eileen McMillen's office" if they receive a call. You may give that person the option of holding for Erica or Eileen, or leaving a voicemail.

To transfer a call to another line, push the button under "Transfer" on the phone screen, dial the extension, then push the button under "Connect" on the phone screen.

Passwords for voicemails change several times a year. Please ask for the most current numbers.

Work Areas

The work area in the box office is shared by all the student workers. Please be mindful of others and keep this space neat and clean.

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Work Areas, continued

If necessary, you are welcome to sit at the assistant manager's desk during a concert or event when she is not there. However, remember that this is not your workspace—please leave everything the way you found it, namely putting pens, etc. back, leaving it free of trash and mess, and leaving the computer turned on. You can log out and switch users, but do not turn the computer off as there may be unsaved files or open web pages on the desktop that will be lost if turned off.

Archives and Recordings

Our sound technicians make audio recordings of all concerts and recitals. Recordings are saved in the G drive and labeled accordingly.

Typically, only one recording is given to the performer at their request. For music department concerts such as the Symphony Orchestra, Wind Symphony, or Choirs, one recording is made and given to Averil Kurtz in the music department.

Additional blank CD's and mailing envelopes are stored in the flipper inside the assistant manager's office.

After each concert, place two programs in a plastic sleeve and place in the appropriate month and year in the archive drawer.

Tickets

The Wintix program is used for all ticket sales. Tickets can only be printed on the two Boca printers. Place printed tickets in a ticket envelope and file alphabetically under the appropriate concert in the metal tray located in the box office.

If the patron requests that the tickets be mailed, place the tickets in a ticket mailing envelope, along with the customer label and purchase receipt, and place the envelope in the outgoing mail tray. Tickets are only mailed to patrons for Howard Center Presents... concerts, and are only mailed up to one week before the concert.

Never issue ticket refunds without the assistance of a manager.

General Information

Driving directions, seating charts, information for rental and reservation requests, and tour instructions can all be found in the assistant manager's office.

Extra tickets, brochures, pamphlets, envelopes, letterhead, etc. are all stored in the supply cabinet in the box office. Each drawer is designated with a label on the outside of it for easy organization and access.

Anytime you mail something, please print addresses directly on the envelope or onto an adhesive label. Never mail something that is hand-addressed.

Customer Service

Customer service is of the utmost importance at the Howard Center. Our patrons are to be treated like you would treat guests in your own home. Please greet every patron with a smile and remember that you are representing both the Howard Center and Andrews University with every interaction. Management will provide additional customer service training.

Weekday Procedures

- ◆ Upon arrival swipe in to the time card system down the hallway of WAUS.
- ◆ Unlock the two front doors to the Howard Center (using hex key).
- ◆ Turn on lobby lights, hallway lights, unlock office door and turn on lights if you are the first one to arrive.
- ◆ Open Box Office window and start up computer to be able to sell tickets. Always have Wintix open and ready.
- ◆ Check Voicemails: 3560 and 3562
- ◆ Return calls of individuals requesting tickets no matter what the message says- we want them to know we received their message.
- ◆ Check calendar on the wall to be aware of what is going on for the day/week.
- ◆ If there is an event in the lobby inquire on what is needed (chairs, tables, stands, etc.)
- ◆ If you work until the end of the day or the last event make sure ALL doors are locked. Do a sweep of the building checking every door and making sure *every light and TV monitor is off*. (Sometimes other individuals use the rooms whether you unlocked them or not.)
- ◆ Lock safe and office storage room door
- ◆ When leaving office make sure all computer monitors and CD player are shut off and the lights are off.
- ◆ Lock all doors in office

Pre-Concert Check List

- ◆ Arrive one and a half hours before a concert begins or at the time scheduled by manager.
- ◆ Swipe in at time clock
- ◆ Unlock office and put on Name Tag
- ◆ Turn backstage hallway lights and front hallway lights on
- ◆ Turn lobby lights on brightest setting
- ◆ Unlock stage entrance doors on each side
- ◆ Unlock rehearsal room doors (External and Internal doors), turn lights on
- ◆ Unlock hallway doors between front of building and back hallways on House Right (WAUS hallway)
- ◆ Unlock front-center doors and parking lot side front doors with hex key
- ◆ Unlock lobby concert hall doors (Main floor AND Balcony) unless instructed otherwise
- ◆ Unlock WAUS and turn on conference room lights for volunteer pre-concert meeting
- ◆ Be ready to assist volunteer coordinator(s)

Pre-Concert Check List

- ◆ Get programs and volunteer flashlights ready for volunteer pre-concert meeting
- ◆ Give door stop container to volunteer coordinator(s)
- ◆ Put up any signage needed (Tickets Here, Will Call, etc). Only use poster putty to post signage
- ◆ Set up small round table on tall leg setting with sign for Will Call if needed
- ◆ Alphabetize any will call tickets
- ◆ Generally, the box office opens one hour prior to the concert start time
- ◆ Get cash box out of safe
- ◆ Print tickets ahead of time (Quick Sale- Cash) if expecting many customers at the door
- ◆ Stay in box office at all times unless assisting performers or otherwise told
- ◆ Check voicemail for ext. 3560 and reply to messages
- ◆ Check voicemail for ext. 3562—Volunteer Hotline.
- ◆ When concert has started, turn lobby monitor to TV setting and turn sound on in lobby

Post-Concert Check List

- ◆ When concert has finished turn lobby monitor back to HDMI 1
- ◆ Put cash box in safe and lock safe and storage room
- ◆ Collect extra programs and reserve two for our records
- ◆ Put volunteer flashlights and door stops away, if necessary
- ◆ Walk through performance hall, pick up obvious trash on the floor
- ◆ Assist with clearing stage, if necessary
- ◆ Lock concert hall doors on both sides, main floor and balcony
- ◆ Straighten Loge and Gallery chairs in concert hall
- ◆ Lock all four concert hall doors including main level and balcony.
- ◆ Turn off lights and monitors stage left and stage right rooms
- ◆ Lock back stage side doors on stage left and stage right
- ◆ Turn off back hall way lights, lock all rear doors and performer's entrance with hex key
- ◆ Check both green rooms: turn off lights and monitors, turn off bathroom lights, and pick up used towels and take to main office
- ◆ Lock internal and external doors to rehearsal room

Post-Concert Check List

- ◆ Turn off lights and monitor in rehearsal room and cover piano
- ◆ Lock hallway doors that join backstage hallways and front hall ways
- ◆ Take down and put away any tables or chairs. Put away signage and easels.
- ◆ When people have left performance hall, turn out lobby and hallway lights and lock all three sets of front doors with hex key
- ◆ Turn off monitor in lobby
- ◆ Make sure kitchen door is locked
- ◆ Turn off office lights and monitor and lock office doors