

Matthews Playhouse Volunteer Script

1. Make Eye Contact and Smile!
2. Great each guest with a “Good Morning, Good Afternoon, Good Evening, or Welcome to Matthews Playhouse!”
3. Anticipate guest needs and approach guests who appear to be in need of assistance. (If you do not know the answer to a guest’s question, ask the house manager or other staff.)
4. Maintain approachable body language and a pleasant expression (Avoid sitting down, crossing arms, scowling, etc)
5. Keep conversation show-related around guests.
6. Please refrain from checking your phone and if you must take a phone call excuse yourself from the upper lobby.
7. Replace the phrase “I don’t know” with “I will find out”.
8. Save food and gum for during intermission and after the performance.
9. Thank each guest for coming as they leave!