*Friends of the PAC* Volunteer Usher Participation Pledge

**September 8, 2019 – September 2020**

Please read the terms and information on this pledge thoroughly. This pledge outlines the top priorities and needs required of those participating in the PAC Friends.

As a PAC Volunteer Usher, I will:

* Observe all policies, expectations, and guidelines as stated in this *Usher Manual* and by the House Managers, Floor Captains, and PAC Staff
* Be timely and thorough in completing all tasks related to and during my Usher shift
* **This includes:**
* **Being ready at the indicated report time**
* **Working at any level or location in the PAC**
* **Wearing the correct uniform**
* **Being physically able to stand, climb steps, and assist in evacuations**
* **Make the Patrons’ experience and safety my top priority**
* **Treat guests, staff members, and fellow volunteers with empathy and respect**
* **Make every effort to honor my commitment to the events for which I volunteer**
* Remain at my post and in the building until I am dismissed
* Uphold and maintain high standards of customer service
* Contact House Managers if I must cancel a shift as soon as possible
* Communicate clearly, concisely, and effectively both in writing and verbally
* Submit scheduling requests in the time frame given by PAC Staff
* Regularly use my email account and my account on [www.pacfriends.obispo.com](http://www.pacfriends.obispo.com)
* Pay 2019-2020 Dues of $25 by September 30, 2019
* I agree to pay these dues to retain my Usher Status if I am taking a leave of absence
* Attend and participate in at least one training or refresher session in during the Usher Year

For more information, please refer to the Usher Manual which can be found on [www.pacfriends.obispo.com](http://www.pacfriends.obispo.com)

To acknowledge that you have read and understand the pledge above, please sign, date, complete the availability form, and submit the following page.

I have read the information on the Volunteer Usher Participation Pledge and will participate in the *PAC* *Friends* Volunteer Program for the 2019 - 2020 membership year according to the terms listed in the pledge and in the *Usher Manual*. I understand that if I am not in compliance with the stated policies and procedures, I may be removed from the PAC Volunteer List.

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_