Welcome to the DSM Ambassador Program!
This brochure provides information to help you get started in this important customer relations role.
Thank you for spending your volunteer time at DSM.

VOLUNTEER BENEFITS
As a “Thank you!” to volunteers, you receive:
• Close parking in staff lot.
• A seat for the show that you work, when available.

Dallas Summer Musicals is the preeminent nonprofit presenter of Broadway theatre in North Texas.

DSM produces, presents and promotes excellence in live musical theatre with year-round performances for diverse audiences of all ages, impacting the lives of children and families through community outreach and education and enriching the cultural landscape of Dallas/Fort Worth, North Texas and the Southwest Region.

Volunteer Parking at Fair Park
DSM Ambassadors: use Gate 5

Map of Auditorium

The Music Hall at Fair Park
909 First Avenue
Dallas, TX 75210
(214) 421-5678
customerservice@dallassummermusicals.org

Dallas Summer Musicals
A NON-PROFIT ORGANIZATION
BEST OF BROADWAY

Serving the Arts!
FAQ’S ABOUT VOLUNTEERING

Check-in Time: one hour before curtain.
Volunteer Parking: park in the staff lot backstage.
Access: enter through Gate 5.
Volunteer Attire: white shirt; black slacks or skirt; an Ambassador vest.
Attendance: log in to Volgistics using the DSM computer in MGI reception area.
Pre-show: staff welcome desk area with a sign.
Volunteer ID: lanyard with Ambassador badge on one side; seating chart on other.
Intermission Duties: circulate all floors with an Ambassador sign held high.
Resources: paid staff or Guest Relations agent at the welcome desk to assist with questions.
Post-show Duties: at welcome desk or in lobby area, thank guests for coming.
Patron comment: record in notebook also kept at desk.
Parking escort: request a security escort.
In case of emergency: if unable to make an event for which you signed up, please email dsmAmbassador@gmail.com.

FAQ’S FOR PATRONS

Aisle Numbers: beginning at ticket takers opposite Box Office: Main floor 1-6; balcony floor, 7-11. See back of brochure.
ATM: after passing through ticket control, to the left, near Aisle 1.
Backstage Access: credentials required; see security guard at the Stage Door.
Stage Door: exit Upper Lot doors and bear right to the corner of the building.
Balcony Seating: balcony seats are accessed upstairs through Aisles 7-11 or elevator.
Elevator: the elevator is located around the corner past Aisle 6.
Booster Seats: available at counter outside Aisle 5 for $3.00.
Box Office Hours: 90 minutes prior to shows and closes after intermission.
M Dining Restaurant: outside Aisles 3 & 4; reservations recommended; open 2 hours before curtain.
Broadway Café: balcony level between Aisle 7 & 8; lighter fare; open 1.5 hours before curtain.
Emergency Event: follow the lead of MGI staff (Ushers and Security).
Hearing-Impaired Headsets: available at the counter past Aisle 5.

FAQ’S FOR PATRONS (CONTINUED)

Mobility Impaired: patron using a walker must surrender it to an usher once seated; usher will store it until needed during intermission or after the show.
Playbill: distributed by ushers or self-serve inside and outside aisle doors.
Refreshments: available on the main floor outside Aisles 2, 3 & 4 and Balcony.
Restrooms: for ambulatory guests: in the basement and Balcony level; mobility impaired patrons will find restrooms on Main floor (past Aisle 1 and past Aisle 6).
Show Merchandise: vendors will set up in alcove between Aisles 2 & 3.
Taxi: patrons needing a taxi may make arrangements with Guest Relations agent at welcome desk during intermission.
Ticket Exchange/Will Call: at Music Hall Box Office.
Usher Assistance: some ushers have radios and can call for assistance.
Wheelchairs: wheelchair-bound patrons will need a wheelchair space or surrender it to an usher, if they can transfer to a seat.