

**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.

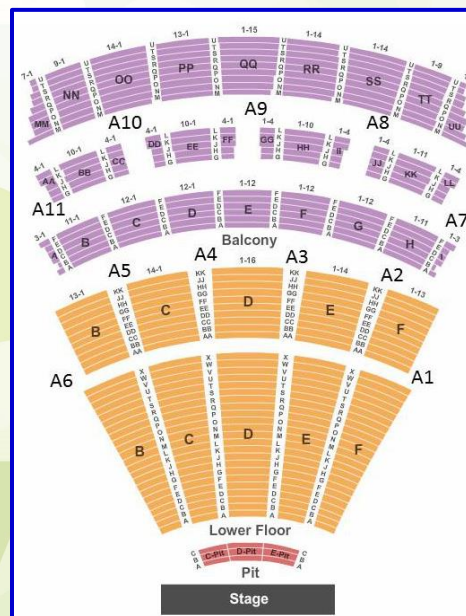
DSM produces, presents and promotes excellence in live
musical theatre with year-round performances for diverse
audiences of all ages, impacting the lives of children and
families through community outreach and education
and enriching the cultural landscape of Dallas/Fort Worth,
North Texas and the Southwest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

Volunteer Parking at Fair Park

DSM Ambassadors: use Gate 5



Map of Auditorium



Dallas Summer Musicals Ambassador Program

Serving the Arts!

The Music Hall at Fair Park

909 First Avenue

Dallas, TX 75210

(214) 421-5678

customerservice@dallassummermusicals.org

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.