

# 2025 POPCORN VOLUNTEER INSTRUCTION SHEET

Thank you for joining us. We could not make this happen without your time and support! This is a huge fundraising effort, and all proceeds from the concession sales will go directly to the Indianapolis Symphony Orchestra.

**Attire** Dress in comfortable attire! It is a good idea to also wear comfortable shoes; you could be on your feet for up to 3 hours. Aprons are also provided by ISO.

**Parking** Groups/individuals are responsible for their own parking. There are many downtown options; the closest and most convenient is the Express Parkway, located on the southwest corner of Market & Pennsylvania Streets. This lot is connected by a covered walkway to Hilbert Circle Theatre. The garages at Circle Centre Mall with entrances on West Washington, Maryland and Georgia Streets are also convenient. Check with the parking lots for prices. Parking may also be found at parking meters, which are free on Sundays. Please allow ample time for parking. We do recommend carpooling, if possible, to save costs.

**Arrival** Please arrive at the Hilbert Circle Theatre 2 hours prior to the concert time, which will be the call time you were given when you signed up! (We open the doors to the public one hour before concert time). Upon arrival, you will sign in with your popcorn supervisor, who will ask you to sign a volunteer liability waiver and then will then direct you to the popcorn stations. There you will begin prepping the station with supplies. Once everyone has arrived, you will receive instructions and position assignments from your Popcorn Supervisor. Volunteers should be in place when the doors open to our patrons one hour before performance.

**Staffing** Volunteers will be assigned to the main floor or to the second floor. Positions include working a very user-friendly POS (point of sales) system, popping and scooping popcorn, or “passing” which helps keep up stock of products such as candy and water. If you have questions, please ask your Popcorn Supervisor. PLEASE: no eating or drinking in the Lobby in front of patrons.

**Prices** We are now a cashless venue and only accept credit card or mobile pay (apple, google, etc). Prices will be posted on the tables.

## SELLING TIMES

**Pre-Concert** Sales start when the doors open, one hour before performance time (**remember to arrive at your designated call time**), through the start of the performance. At the 2-minute warning, the lights will be dimmed. Patrons are allowed to take concessions into the performance.

**Intermission** Concessions are also on sale during the 20-minute intermission, which begins approximately 50 minutes into the program. You should return to your post at the point in the show designated to you- it is critical that you are in your position on time

and that you are ready to serve patrons efficiently. Be prepared to get people through the lines as quickly as possible!

**Closing**

After intermission is over, please make sure all tables are clean, supplies are put neatly away and check in with your supervisor before you leave. You are also more than welcome to stay for the end of the performance if you'd like!

**Seating**

If capacity allows, an ISO usher will seat you, but priority and consideration is given to our ticketed patrons, and you must wait until latecomer seating. Due to the popularity of the concerts, while our ushers will do their best, you may not necessarily be able to enjoy the concert from a seat. However, you may watch through the glass from the Main Lobby.

Thanks again for volunteering and supporting the ISO! We look forward to working with you!