



VOLUNTEER ENERGY FORUM

October 2009 Vol. 2, Issue 1

A Quarterly Newsletter for and by the Volunteers at the Cobb Energy Performing Arts Centre

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A Message From Richard



As the new House Manager, I would like for us to continue to be the outstanding force for customer service, as noted through the mystery shopper reports and the many comments from our patrons. We consistently hear how friendly and helpful our volunteers are, with several volunteers mentioned by name. It is our commitment to excellent customer service that will continually shine on the Cobb Energy Performing Arts Centre. For this I am grateful, humbled, and proud to be a part of this organization. I thank YOU.

On November 3, 2009, we will have another orientation for our future volunteers. If you know of anyone who would like to be an usher, please advise them to go to the Cobb Energy Centre website to fill out an application and send it to me. I will send e-mails to invite them. I would like to thank you for your best wishes as I strive to lead a great group of volunteers. I hope to make you as proud as you have made me, and together we can continue our well-known reputation for great customer satisfaction.

Richard Stevens,
House Manager

Rstevens@cobbenergyCentre.com

Editor's Note: Richard Stevens continues in his position at Marietta Eye Clinic as he takes on his new responsibilities as House Manager. You won't be able to reach him by telephone during the day, but he will be checking e-mails. Be sure to sign your e-mail with your full name and telephone number.

VOLUNTEER OF THE YEAR

Congratulations to Carole Brooks, our Volunteer of the Year for 2008-09!

Carole was chosen for this honor by the Floor Captains, based on her consistently outstanding customer service; flexibility in accepting and performing a number of roles in an exemplary manner; her teamwork and interaction with the volunteers, floor captains, staff, and guests; and her professionalism. Carole can always be counted on to do the right thing, and she represents the highest standards of the Cobb Energy Centre. For her dedicated service, Carole receives free parking for one year. The award was announced at the Volunteer Appreciation Party.



Congratulations to all of our Volunteers of the Month for the nine active months during 2008-09 at the Cobb Energy Centre: Lynn Walley, October 2008; Faye Flack, November 2008; Lynn Camp, December 2008; Steve Campbell, February 2009; Pat Snider, March 2009; Pat McGinnis, April 2009; Margaret Kleiman, May 2009; and Owen Sauer, June, 2009.

Nomination forms for this honor are available in the room behind the Concierge Desk, along with a deposit box. You may also nominate someone for this honor by e-mail to Richard Stevens. Each month, floor captains choose the honoree, and the only volunteers not eligible are current members of the Volunteer Committee. We will recognize monthly winners at a pre-show meeting, and feature them in upcoming issues of this newsletter.

VOLUNTEER APPRECIATION PARTY

On Tuesday, September 29th, members of the Volunteer Committee welcomed volunteers and guests to the Volunteer Appreciation Party.



The program began with a welcome by Michael Taormina and included the introduction of the new House Manager, Richard Stevens, the presentation of the new members of the Volunteer Committee, and recognition of the Volunteers of the Month. Carole Brooks was named the Volunteer of the Year,



The Floor Captains performed a CEPAC version of **“Thanks for the Memories”** and then it was time for dancing and karaoke.



POINTS AND AWARDS

Here are the final standings on the points and awards earned during the 2008-09 year. The point tally begins each year on October 1, the beginning of our fiscal year, and continues through September 30.

A total of 101 volunteers achieved the various recognition levels this year. Congratulations to all!

(Remember, points were reset to 0 on October 1, and volunteer standings for 2009-10 will be reported in the January 2010 Newsletter.)

BRONZE AWARD 45 - 99 POINTS:

Award: Recognition in Newsletter

JOAN BASKIN, SANDY BASKIN, HARVEY BECK, MARION BECK, BONNIE BENSON, BOB BLALOCK, JEANIE BLALOCK, BILL BLOHM, DEBRA BLOHM, DAVID BOCKMAN, SHARON BOCKMAN, MARIANNE BOGAN, PAUL MICHAEL BRADY, PATRICIA BURDITT, SUE BURGESS, JUDI BURKE, LOIS CAIN, DIANE CALDWELL, STEVE CAMPBELL, CAROL CASTRO, CAREN COBB, BRENDA COCHRAN, BETTY COLEMAN, SHARON COLEMAN, JOANNE COMERFORD, APRIL CONAWAY, SANDY DALKAS, ADA DAVIS, SONDRALILLON, ANNE ERLICHT, GEORGIANNA FERRERO, FAYE FLACK, FAITHANN FLETCHER, DEBBIE GEORGE, THOMAS HARGIS, CAROLYNE HENLEY, BRAD HILL, STEPHANIE HILL, NANCY HODGES, JENNY HOHMAN, JUDY-LYNN HOPPE, BEV KINSEY SUSAN KROLL, ROBIN LEIGH, STEVE LINEBERRY, LINDA LONGINO, KEVIN LYDAY, AMY MAHLE, SUSAN McDONALD, DORIS McKOWN, BARBARA McNAMARA, SANDRA McQUEEN, RON MUSSIG, RITA NEAL, SANDI NELSON, ROSE-MARIE ORPEN, CAROLYN PADGETT, KATHY PRIVATEER, SALLY PUTNEY, VIRGINIA RAINEY, PARKS RICE, GILL RITT, REGINA ROBUCK, BEV SAUER, OWEN SAUER, MARILYN SCHWARTZ, SATHY SHANKAR, ROGER SHEFFIELD, HOWARD SIVERMAN, SUZANNE SILVERMAN, JANA SINCCLAIR, PAT SMITH, BOB SNIDER, PAT SNIDER, JOYCE STORY, WAYMON STORY, SHIRLEY SUTTLE, JOHN UNVERSAGT, KATHY UNVERZAGT, SUSAN WALTER, MARY WELLINTON, TERRY WILSON, SUSAN WOODSELL.

SILVER AWARD 100-159 POINTS

Award: Pair of Tickets to a Show

SHERRY BAKER, ANNE BENTSEN, ESTELLA HEWITT, PAT MCGINNIS, JUDY McROBERTS, NANCY MOBLEY, NANCY MURRAY, KAREN PAGE, JOHN REGITZ, LORRAINE REGITZ, SUSAN ROWE, LINDA SMITH, LYNN WALLEY, HAZEL WILSON, SALLY ZENKER

GOLD AWARD 160-219 POINTS

Award: A Meal at the Chef's Table

ANNE CAMERY, DEE KENNEDY, MARGARET KLEIMAN, SUSAN LEVY

PLATINUM AWARD 220 POINTS

Award: A Brick in the Rotunda

CAROLE BROOKS & LYNN CAMP

NEW NAME BADGE AND UNIFORM POLICY

Beginning on January 1, 2010, every usher will be REQUIRED to have a name badge, and to wear it whenever they are volunteering at Cobb Energy Centre. They will also be REQUIRED to meet all the uniform dress code standards. It is important that everyone presents a polished, professional image.

Here is how the new policy will work:

- Dress code standards will be prominently posted at the Cobb Energy Center, on the bulletin board in the room behind the concierge desk and in the volunteer locker room, and announcements will be made at the pre-show meetings.
- Beginning January 1, 2010 if you arrive and are not appropriately attired, you will be counseled by your Floor Captain. The second time this happens, the counseling will be with House Manager Richard Stevens and you will be dismissed for that event, and the points you would have earned will be deducted.
- We will make it as easy as possible to obtain your badge. If you have previously ordered one, they will be in envelopes at the concierge desk. The volunteer staffing the desk will find your badge and have you sign for it. Once you pick it up, it is your responsibility to bring it and take it home each time you usher. No name badge storage will be provided at the Centre.
- New Volunteers will purchase a package for \$10 that includes the name badge, a bow tie, and flashlight. This will happen at orientation.
- Current volunteers who do not have a name badge must order one at the concierge desk. Envelopes will be available to use in placing your order; print clearly on the envelope:
 - Your full name
 - How you want your badge to read (either full name or first name)

Then:

- Place \$5 in cash or a check for \$5 made out to ALPHA AWARDS in the envelope
- Give the envelope to the person on duty at the concierge desk. It will be logged in by name and date.

Turnaround time on name badges is generally 2 weeks or less. Check at the concierge desk to see if your badge has arrived.

Volunteers who already have a name badge will be able to purchase a black bow tie and/or flashlight at the concierge desk. Details will be announced soon on availability and prices.

NEW CONCESSION FOOD POLICY

A new policy for volunteers is in effect now at the concession stands. Plated food (sandwiches, salads, appetizers, and pasta) will now be available AT FULL PRICE for patrons and volunteers until the beginning of the show. Once the theatre doors close for the show, plated food items still remaining will be HALF PRICE for volunteers if you hurry! The concession stands will only be open about 10 minutes after the show begins. Soft drinks will be available to volunteers ANY TIME at half price -- \$1. (Just remember, no eating or drinking in front of our patrons!)

HOLIDAY CHARITY

We are currently reviewing various charities' needs for the upcoming holiday season, and will soon announce how you can help the selected organization with a contribution through the Cobb Energy Performing Arts Centre. An e-mail will be sent out when the decision is made, and also posted on the bulletin board in the room behind the concierge desk and in the volunteer locker room.

2009-10 VOLUNTEER COMMITTEE



Regina Robuck
Chairperson



Anne Camery
Vice Chairperson



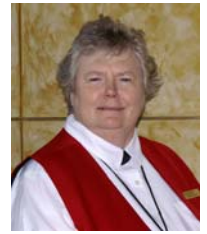
Margaret Kleiman
Secretary



Parks Rice
Historian



Linda Bailey
Newsletter Editor



Linda Randall

Congratulations to the new members of the Volunteer Committee: Carole Brooks, Anne Camery, Karen Page, and Linda Smith. They were elected in September to serve two-year terms. The committee held its first meeting on Monday, October 5, and the first order of business was to elect new officers. Our leadership team for the coming year will be Regina Robuck, Chairperson; Anne Camery, Vice Chairperson; and Margaret Kleiman, Secretary.

The Volunteer Committee meets quarterly to provide important assistance and guidance to the Centre management by relaying comments and suggestions from the volunteers, advising on all types of communications including the newsletter, recommending programs that highlight volunteer appreciation and recognition, and assisting in the development of volunteer policies and procedures.



Teresa Hines-
Parker



Debbie George



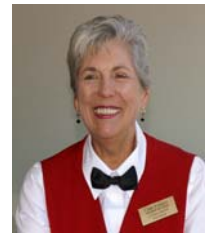
Mark Weber



Carole Brooks



Karen Page



Linda Smith

USHER MANAGEMENT SYSTEM UPDATES

Naveen Dittakavi, developer of our Usher Management System, continues to work on the system with Richard Stevens and Floor Captain Linda Randall. We have had excellent response to the "two events per day" sign up policy.

Progress is being made on:

- The wait list feature, currently being tested
- Posting the newsletter and other notices to the site

Still in the works are:

- Cancelling on-line. Even though you receive a message that you need to contact an administrator, this IS working. Test it by checking the next time you log on to the system – the event should be removed from your list.
- We are adding a fifth option for requested location when you sign up. You will have the choice now to work in any available position for a show. When you select that option, you **MUST AGREE TO WORK WHEREVER YOU ARE ASSIGNED**. If there is a location you do not want, or cannot work, do not use this option.
- We are still working on adding the feature to link two people and allow you to sign up for both.

If you have questions or comments on the UMS, or problems signing on, please e-mail Richard Stevens.

VOLUNTEER NEWS

Knowing their love for the Cobb Energy Centre, the family of Anne and Jack Camery held a surprise 70th birthday party for them at the Centre on August 29, following the Alton Brown show. Their oldest daughter Jennifer Jordan-Lock and her daughter Maggie hosted the party, and arranged for all the family to be there: daughter Katie Clarke flew in from San Antonio, son Matt Jordan drove in from Charlotte, along with stepdaughter Meredith Poteet and her children Reagan, Logan, and Britt from Marietta. Anne and Jack were totally surprised, and everyone enjoyed twin birthday cakes and ice cream. Margaret Kleiman created a giant birthday card with the message spelled out in candy bars.



In the future, we will devote this space in the newsletter to volunteer stories on a specific topic. The first topic will be HOBBIES. Do you have an unusual hobby? If so, please watch for an e-mail inviting you to submit a short story and photo for the January issue.

REMINDERS

Please remember to:

- Bring your flashlight each time you volunteer.
- Be on time when you volunteer! "On time" means you're there for the beginning of Richard's meeting. When you're late, it's a problem for Richard, the Floor Captains, the other volunteers, and the patrons.
- Wear your name badge, and be sure your uniform meets Centre standards.
- Be professional at all times when patrons are in the house: no cell phones, no chewing gum, no sitting down or leaning, no eating or drinking.
- Call the Concierge Desk at 770-916-2840 if you are delayed or unable to attend due to illness or family emergency. Please note that this phone line is only manned for two hours prior to an event.