

PILLOW BOOTH PROCEDURES 2016

	Season Chairs	Day	Night	Email
	Colleen Chambers	775.297.6582	775.297.6582	cocarson@hotmail.com
	Chris Christensen	503.819.0699	503.819.0699	urillaearp@me.com
	Web Updates			
	Linda Anderson	541.488.5640	541.944.3598	landerson77@mind.net
	Monthly Chairs			
Jun	Kathy Garrett-Canape	541-601-0686	541.482.6288	Bkgco2@aol.com
	Barb Oldfield	541.840.7107	541.840.7107	barboldfield@gmail.com
Jul	Sandy Schrovsky	541.890.2736	541.890.2736	sschorovsky@hotmail.com
	???			
Aug	Mona Stromer	941.586.1065	541.708.0857	Moelmo22@yahoo.com
	Alex Zaremska	415.971.7719	541.708.0060	zaremska@gmail.com
Sep	Janet Leifur	541.326.9903	541.326.9903	jaleifur@hotmail.com
	Laurie Schaaf	541.482.9622	541.621.3468	laurie.schaaf@gmail.com
Oct	Barb Ross	541.951.0178	541.951.0178	Rosfam4@hotmail.com
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(Note: Notification Chair is listed first, OnSite Chair is listed second for each month)

I. ARRIVAL & SETUP

1. **Arrival time:** Jun 7 – Oct 16

Arrive: 7:00 pm
House opens: ~7:15 pm
Play begins: 8:00 pm

Be sure to allow time to park.

2. **Enter the theater through the wooden gate at the far right corner of the bricks** and turn left to go up the steps to the booth area. Please wear your Soroptimist t-shirt. If you forget your t-shirt, please wear the Soroptimist aprons kept under the drawer. Great PR for the club!

3. **Do NOT drink or eat behind the counter & Do NOT wear open-toed shoes.** This is a requirement of the Oregon Health Department.

4. **The zippered start-up cash bag** is held by the folks running the food concession stand next door. Ask for it and unlock the bag using the large, single key found in the combination lockbox. **Scramble the tumblers on the lockbox to ensure it will lock!!!**

5. **Quarter BANK & \$5 BANK** can be found in start-up cash bag. These are banks for quarters and for \$5 bills ONLY WHEN NEEDED. For each roll of quarters you buy from this bank, leave \$10 in paper money in this bag. Purchase \$5 bills in the same way, replacing them with the same value in \$10 or \$20 bills. Put both banks inside of the start-up cash bag at the end of the night. Let monthly chair know when quarters are getting low (<3 rolls) or \$5 bills are low (fewer than 6). The money in this bag is NOT to be considered as part of the start-up cash for the next night. Nor is it the nightly deposit.

6. **Open all the cabinet doors** (except the one with pricing poster), open the rollup door, clean counter, and stack some pillows and blankets on the counter. Set out the signs on the counter. Be sure Soroptimist sign is hung above counter. Check to see that prices are showing. Be sure the large outside sign over the front of the booth says "Pillows and

Undated April 10, 2016

Blankets”. If it is not up or says “Pre-order pick-up”, remind someone at concessions to put our booth sign up. Locate the guest book – we encourage visiting Soroptimists to sign it.

7. **Arrange the starting cash in the cash tray** (found on the setup counter under the public counter). There should be \$200 in startup cash. If the start-up cash is <\$200, be sure you leave \$200 in it when you close.

8. **In the event of rain**, be prepared with ponchos and garbage bags kept in the cabinet under the cash drawer. If it is extremely cold, check the storage room for extra blankets to bring into the booth before courtyard doors open. The storage room is located under the staircase, across from the women’s bathroom. Unlock the door on the right hand side of the hall, under the stairs, with the key from the booth lockbox.

9. **Once the doors open**, the action moves quickly! Remind folks to leave the pillows and blankets on their seats after the show. Request smaller bills if possible. Have fun!

II. RENTING

1. Things move fast. **Take care to keep the bills in their assigned compartment** in the cash tray, so that change can be made efficiently and accurately.

2. **Place all \$20 or larger bills under the cash tray**—use them only for breaking up large bills. Discourage \$50 and \$100 bills, unless you have plenty of \$20s for change.

3. **COUPONS FOR PILLOWS AND BLANKETS**--The Festival gives coupons good for four (4) items to a certain level of patron. They must present the actual coupon so that SIA can be reimbursed.

3a. **If the patron redeems less than the 4 items**, mark the number of items received on the coupon. (Mark boldly anywhere on the OSF coupon). Ask if they would like a coupon for the remainder. If so, use our SIA coupons, filling in the # remaining, and initial it. They can fill in the rest.

3b.. **Coupons go under the cash tray.**

3c. Check notes below under Important Reminders about managing difficult situations with customers expecting free rentals but having no coupons.

4. **Be friendly, courteous, and efficient.** This is not a time to chat with friends.

III. CLOSING

1. **Once the play begins**, FIRST count out \$200 cash for the start-up bag:
\$130 - fives and tens (if need be, buy \$5 from the \$5 bank with \$20s)
\$50 - ones
\$20 - quarters (if need be, buy quarters from the Quarter Bank)
\$200 TOTAL

If you do not have enough smaller bills to make up the change bag even with the members extras, leave larger bills to total \$200 and call the on site monthly chair as soon as you get home and let her know exactly what is needed to make the change correct. Members are encouraged to bring extra \$1s, \$5s and quarters.

2. **Make the quarter and/or \$5s banks balance to \$100 each if they are incorrect.** The quarter bank is a combination of quarter-rolls (\$10 each) and paper money. The \$5s bank is a combination of \$5 bills and larger bills that were used to *purchase* \$5 bills. Place both *banks* in the larger startup cash bag.
3. **Lock the bag**, give the bag to the food concession people. Replace the key into the lockbox. Make sure to scramble the numbers on the tumblers so our “secret code” is not visible.
4. **Count the remaining money**—your “take” for the night. Make sure you retrieve all of the bills placed under the cash drawer. Both of you count the deposit to ensure accuracy.
5. **Deposit slips and manila deposit** envelopes are in the drawer or on the shelf below. Make out one deposit slip and put it into the deposit envelope along with the night’s receipts.
6. **Open the binder in the drawer to the calendar** for the day. Initial your names and record the amount of the deposit. If you sold out, mark whether pillows, blankets, rain ponchos, bags or all. **Count number of coupons received & record in the calendar** and place the coupons in the envelope so labeled in the drawer.
8. **Take the deposit envelope to Key Bank** on Main Street across the street from the Varsity Theater. The night drop is to the left of the front door. Both people should walk to the bank.
9. **If you have any problems** or notice that something is in short supply (like low on quarters, ponchos or garbage bags), please let that monthly chair know as soon as possible. If you have an emergency, you may use the phone in the hall by the door to the booths to contact your monthly chair, or the season chairs.

IV. IMPORTANT REMINDERS.....

1. **TRADES AND/OR SUBSTITUTIONS**--This is YOUR responsibility. After arranging with another Soroptimist to make a trade (if you have difficulty finding someone, contact the monthly chair for ideas), submit that information by completing the “Trade or Substitution” section on the Pillow Booth website page. If you are making this trade 1-2 days prior to the date in question, **ALSO contact the monthly chairs.**
2. **For customers expecting Free PILLOWS AND BLANKETS with no coupon**, check to see if their name is on the OSF list in this binder (under Coupons). If the patron's name is on the list, use one of the blank OSF coupons in the drawer to document the items they receive so we can be reimbursed.. If their name is not on the list, ask them to go to the Development Office the next day (open 9-5), or call 482-3880 to see why their name is not on the list. If someone **INSISTS** they should have a coupon, (don't argue, just give them items requested), and write their name and address on a blank coupon and put it into the envelope marked “Redeemed Coupons.” Occasionally Festival people will be escorting special groups and will ask for pillows and blankets to give to the guests. Keep track of how many items they request and the name of the Festival employee requesting them—write a note and put it in the Coupon envelope.

3. **WASHING PILLOWS AND BLANKETS**—If a blanket or pillow is dirty, or a pillow needs mending, please take it home and wash or mend, and return quickly. If you are unable to do this, please let a Seasonal or Monthly Chairs know so that they can take care of the problem item. In this latter case, keep the item separate from the general inventory by placing it in the far left lower cabinet.

NOTE: SI Ashland will do a pre-season and two mid-season washings of all pillows and blankets.

V. ANSWERS TO COMMON QUESTIONS...

When did SI-Ashland begin running the Pillow Booth?

1949 was our first year.

How cold does it get during the evening?

According to local sources, the average evening temperature will be in the low 60's to high 50's, but it does occasionally get into the 40's, especially during early June, late September and October. Since patrons are "just sitting there," some get cool even in warm temperatures.

Do you give refunds if it rains?

NO refunds are given as a general rule, for either pillows or blankets. Please use some judgment though. If a patron seems to be very upset, good will is valuable.

If it starts raining, what should I do with my pillow and/or blanket?

Leave it on the seat.

Where are the restrooms?

The women's restroom is on our right (across the bricks) and the men's to our left.

Where are the hearing devices?

The last booth (wine and beer) to the patron's left (around the corner) is where hearing devices are rented.

Do you take credit/debit cards?

No, only cash

I'm a Soroptimist from another club

Please have them sign our guest book under the cash drawer.

How long has the Festival been here?

Since July 4, 1935.

What does your club do with the money from the booth?

Half of the net proceeds are returned to the Festival. The remainder supports our service activities, including high school and college scholarships, the Community Health Center and various other programs to assist and educate women and girls. (Hand them a brochure if they'd like more details.)

Will you be open at intermission?

No.