

# Pillow Booth Procedures

## ARRIVAL & SETUP

1. **Arrival time:**

|                   |                   |
|-------------------|-------------------|
| Arrive:           | 6:45 PM           |
| House opens       | ~ 7:00 PM         |
| Host in Courtyard | 7:00 PM           |
| Host in House     | 7:30 PM – 7:50 PM |
| Play begins       | 8:00 PM           |

Be sure to allow time to park.

2. **Enter the theater at front entrance. OSF personnel will unlock door. Please be on time!** Please wear your Soroptomist t-shirt. If you forget your t-shirt, please wear one of the Soroptomist aprons kept in the cupboard below the drawer. Great PR for the club!
3. **Do NOT eat or drink behind the counter**, except from a closed water container. DO NOT wear open toed shoes. This is suggested for your safety. Wear shoes at all times.
4. **The zippered start –up cash bag** is available from the food concession stand next door, if not already at the booth. Unlock the bag using the smaller key found in the combination lockbox. **Return keys to the lockbox for security and scramble the tumblers to secure the code.**
5. **\$1, \$5 and \$10 banks** are found in the cash bag to be used **only when needed**. Purchase \$1, \$5 and \$10 bills, replacing them with \$10 or \$20 bills. Put bags inside the start up cash bag at the end of the night.
6. The moneys in the banks are NOT considered as part of the start-up cash for the next night. Nor is it the nightly deposit. **Notify monthly chair IMMEDIATELY with the amount of each bank by phone, text if indicated, at the end of the night.**

7. **Open all cabinet doors**, and open the roll up door. To unlock roll up door turn knobs inward. Clean counters and stack some pillows and blankets on counter. Check to see that prices are showing. Hang Soroptimist sign found on the counter from the chains above counter, if not already hung. **Hang “cash only” sign from Soroptimist sign.**
8. **Arrange the start-up cash in the cash tray** (found in the drawer below the **public counter**). There should be \$260 in start-up cash. If the start-up cash is <\$260, be sure there is \$260 in start-up cash when you close.
9. **In the event of rain**, be prepared with ponchos and garbage bags kept on **the bottom shelf of far left cabinet**. If it is extremely cold, check the storage room for extra blankets to bring to the booth **before** the courtyard opens. Do this **BEFORE** you prepare the cash drawer. The storage room is located under the staircase, across from the woman’s restroom. Unlock the door on the right hand side of the hallway, under the stairs with key found in the lockbox.
10. **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!

## RENTING

1. **Things move fast**. Take care to **keep bills in their assigned compartment** in cash tray, to insure change is made efficiently and accurately. Do not open roll of quarters unless you are selling plastic bags.
2. **Place all \$20 bills or larger under the cash tray**-use them only for breaking large bills. Discourage \$50 & \$100 bills unless you have enough \$20 bills for change.

3. **Coupons for pillows & blankets** – The Festival gives coupons good for four (4) items to a certain level of patron. They must present the actual coupon so SIA can be reimbursed.

3a. **If the patron redeems less than the 4 items, mark boldly the number of items received anywhere on the coupon.** Ask if they would like a coupon for the remainder. If so, use our **yellow SIA** coupons, filling in the number of remaining items and initial it. The patron can fill out 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 the time to chat with friends.

## CLOSING

1. **Once the play begins, FIRST** count out \$260 cash for the start-up bag:

\$130 – fives (buy \$5s from the \$5 bank with \$10s or \$20s)

\$80 - ones (buy \$1's from \$1 bank)

\$40 – tens (buy \$10's from \$10 bank)

\$10 – roll of quarters

\$260 TOTAL

**IF YOU DO NOT HAVE CORRECT CHANGE** to make up the change bag even with member's cash or use of the banks, leave larger bills to total \$260 and call/text the monthly chair IMMEDIATELY and let her know exactly what is needed to make the start-up or the banks whole. Members are encouraged to bring extra \$1s, \$5s.

2. **Make the \$1s bank balance to \$200, the \$5s bank balance to \$200 and the \$10s bank balance to \$100 using larger bills used to purchase back up bills to balance start up cash.** Place bags in the larger start-up cash bag.
3. **Count the remaining money** – your “take” for the night. Make sure you retrieve all bills from under the cash tray. Both volunteers count to ensure accuracy.
4. **Deposit slips and manila deposit envelopes are in the binder in the bin in the lower cupboard on the left (facing the cupboards). Fill out one deposit slip, listing amount of each denomination on the back, and put in envelope along with cash.** Each person needs to initial the deposit slip on the front. (see example in binder). Extra deposit slips and envelopes are in bin.
5. **Open binder to the daily recap calendar for the day.** Initial and record amount of deposit. If you sold out, indicate whether pillows, blankets, rain ponchos, bags or all. Count and record number of coupons. Place coupons in envelope labeled for coupons.
6. **Lock the bag and give to the food concession people.** Replace the key in the lockbox, if not already done and scramble the tumblers.
7. **Take deposit envelope to Key Bank** located on Main Street across from Varsity Theater. Both people should walk to the bank. The night deposit is located to the left of the front door. Double check to make sure envelope went down the chute.
8. **If you have any problems** or notice that something is in short supply (for example; deposit slips, envelopes, ponchos or garbage bags) please let Colleen/Chris 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 the monthly or one of the season chairs.

## IMPORTANT REMINDERS

1. **Trades or Substitutions.** This is **YOUR** responsibility! After arranging with another Soroptomist to make a trade, submit the information by completing the “Trade or Substitution” section on the Pillow Booth website and notify the monthly chairs. If you are having difficulty finding someone contact the monthly chair for assistance.
2. **For customers expecting FREE pillows and blankets with no coupon.** Ask them to go to the Development Office the next day (open 9-5) or call 482-3880 to inquire as to why they did not receive their coupon. If they **INSIST** they are entitled to the coupon, **DO NOT ARGUE**, give them the items and have them fill out a green coupon. Place green coupon in redeemed coupons envelope. Occasionally Festival people will be escorting special groups and will ask for pillows and blankets for guests. Using the green coupon, keep track of items and the Festival employees name requesting the items indicating a special request and put in coupon envelope.
3. **Washing pillows and blankets** – If a blanket or pillow needs mending or is dirty, please take entire pillow or the blanket home to wash or mend and return quickly. If you are unable to do this, notify Colleen/Chris to take care of the problem item. Keep item separate from general inventory by placing it the far left cupboard under the counter. Note: SI Ashland will do a pre-season and 2 mid -season washings of all pillows and blankets.

## ANSWERS TO COMMON QUESTIONS

- **When did SI Ashland begin running the Pillow Booth?**  
1949 was the first year.
  
- **How cold does get in the evening?**

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

- **Do you give refunds if it rains?**  
NO refunds are given as a general rule, for either blankets or pillows. Please use some judgement though. If a patron is very upset, good will is valuable. Also explain the booth closes after the play starts.
- **If it does start to rain, what do I do with my pillow/blanket?**  
Leave it on the seat.
- **Where are the restrooms?**  
The women’s is to the right across the courtyard and the men’s is to the left.
- **Do you take credit/debit cards?**  
No, cash only.
- **Where is the closest ATM?**  
Wells Fargo or Bank of America located near Starbucks.
- **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 for the FAIRE Program. 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.
- **Are you open at intermission?**  
No