



VOLUNTEER ENERGY FORUM

August 2010 Vol. 2, Issue IV

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

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A Message From Richard



Hello, everyone! The summer is about over, and cooler temperatures are on the way. The busiest season of all is just about here. Get ready for some great opera, ballet, concerts, and Broadway!

As we head into our third anniversary of Cobb Energy Centre's opening, we need to be mindful of why we are here – to continue to serve the patrons with polish, professionalism, and passion. I believe we have done that!

We have some great ushers who have been selected Volunteer of the Month, for which we are extremely grateful, it is time to review the standards used when selecting outstanding volunteers. Because we have so many outstanding volunteers, it has been difficult to select one for each month.

The Volunteer Committee recently met to discuss suggestions/criteria based on feedback from many volunteers. Some of the suggestions were to eliminate the Volunteer of the Month program as it is now and replace it with something different. The Committee is still considering options on what to change and what to expect from the volunteers in order to be considered for recognition. Stay tuned for further announcements. In the meantime, if you have suggestions, please feel free to send them to me or to any member of the Committee for further discussion.

We will also be more mindful of the uniform code: plain white shirt (no short sleeves, no embroidery/embellishments), plain black dress slacks COVERING the ankles, black socks/hose; black bow tie, and name tag. Going forward, any ushers out of uniform will not be able to usher that night. We frequently get great comments on how everyone looks very professional, and we want to maintain that image.

Inside this newsletter you will find some exciting news regarding the Usher Management System! The Volunteer Committee recently discussed UMS with Naveen (our computer guru) to enhance the system for the ushers. Hopefully, these additions will be implemented soon.

Finally, I want to thank everyone for working so hard this past year! You have made me proud, especially because you have been flexible in accepting usher assignments, as well as in processing all the quick changes from some of the artists. By going with the flow, the artists are highly complimentary of our usher staff. I know with the busy season ahead of us, this year can be even better!

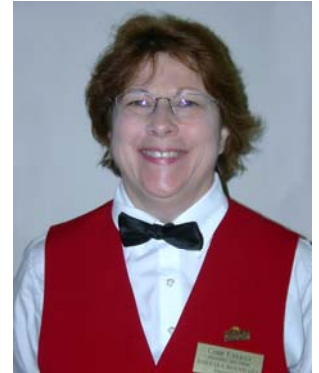
Richard Stevens
House Manager
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VOLUNTEER OF THE MONTH AWARD WINNERS

We congratulate these three volunteers for their outstanding customer service. They have been introduced at a pre-show meeting, have received free parking for one month in the parking deck, and will be eligible to be named Volunteer of the Year.

Barbara McNamara -- April 2010

Barbara is cited for consistently exemplifying all the qualities of a top volunteer: great attitude, handling each role responsibly, pitching in wherever she is needed and often without being asked, and always being considerate of patrons and volunteers. Barbara has been a volunteer since 2007, has achieved the Gold Level this year, and her favorite position is at a portal – she jokingly comments that “they named Portal B for Barbara”. While Barbara enjoys some of the shows, what motivates her to be here is being a volunteer, interacting with the patrons, and inviting them to come back. She is thrilled that people always seem to have a good time at the Cobb Energy Centre. Barbara has worked all of her life in the computer field, and has done lots of travel in connection with her various positions.



Art Eligado – May 2010

Art is a committed volunteer who accepts each challenge as an opportunity. He can be counted on to perform any extra duties, such as staying late or assisting in carrying materials. He is always warm and welcoming to the patrons, and shares his pride in the impressive architecture and wonderful acoustics. Art began his volunteer service in January 2010, and he has achieved the Gold Level in 8 months! He loves being able to see all the shows, but more importantly loves working with a group of people that he describes as family, and he takes great pride in being associated with the Cobb Energy Centre and upholding the high standards. Originally from the Philippines, Art moved to the U.S. after college, where he received a degree in chemical engineering. Art spent his career in sales in insurance and securities, and is now retired. He has five children and two grandchildren.

Linnette Hayward – June 2010

Linnette always has a smile on her face, and always goes “above and beyond” to deliver outstanding customer service and give the patrons what they want. She is a new volunteer, having joined us in March 2010, and is already at the Bronze level. Her favorite events have been Shen Yun, Tyler Perry, and “Fiddler on the Roof”. Linnette enjoys working with the staff and fellow volunteers, finding it a great experience and also a pleasant way to offset the stress of her professional career. She works in financial management for the Department of Health and Human Services, and is assigned to the CDC, but also does some work for the other 11 agencies in the group, and recently spent nine months on an assignment in Washington D.C.



Chuck Angulo – February 2010

Chuck Angulo was the Volunteer of the Month in February 2010, but his photo was not available then, so we are publishing it now

POINTS AND AWARDS

Every event at the Cobb Energy Centre has a point value for the volunteers, and total points are tracked through the Usher Management System. The point tally begins each year on October 1, the beginning of our fiscal year, and continues through September 30. Based on points projected through September, we recognize the following volunteers for the hours they have contributed:

BRONZE LEVEL: 45 POINTS

Award: Recognition in the quarterly newsletter

Teresa Albert, Francis Belko, Linda Belko, Bill Blohm, Debra Blohm, Marianne Bogan, James Bohart, Sharon Bohart, Paul Michael Brady, Patricia Burditt, Judi Burke, Lois Cain, Diane Caldwell, Pi-Lien Cheng, James Cheshire, Loretto Cheshire, Caren Cobb, Betty Coleman, Cheryl Cripe, Brendy Daly, Nannette DaSilva, Ada Davis, Sondra Dillon, Camille Duncan, Anne Erlicht, Debbie Feury, FaithAnn Fletcher, Verona Forbes, Donna Freeman, John Frossard, Lori Frossard, Rita Fullick, Debbie George, Roni Gossett, Linda Greenhill, Bill Grubb, Linda Hargis, Thomas Hargis, Joan Harper, Judy Hartley, Linnette Hayward, Nancy Heflin, Brad Hill, Stephanie Hill, Mitzi Hinton, Eola Hovey, Ola Jackson, Judy Jascomb, Margaret Jenkins, Betty Jeter, Loraine Joyner, Dee Kennedy, Bev Kinsey, Susan Kolenko, Susan Kroll, Elena Krumenaker, Emma Lankford, Nancy Lebovitz, Robin Leigh, Steve Lineberry, Linda Longino, Kevin Lyday, Austin Mayfield, Kia McCullough, Susan McDonald, Melissa McLellan, Carolyn McNeel, Sonia Middlebrooks, Deborah Minor, Rita Neal, Sandi Nelson, Anita Nemeth, Edward Nemeth, Carolyn Padgett, Tamatha Papadeas, Kathy Privateer, Bobbi Reid, Parks Rice, Janice Ritt, Arlene Rocker, Patricia Rossman, Joyce Sample, Gordon Satkowiak, Bev Sauer, Owen Sauer, Rosalee Satkowiak, Debbie Savage, Terry Schaben, Linda Schreiber, Marilyn Schwartz, Jeanne Schwenk, John Sgrignoli, Roger Sheffield, Ann Sisk, Pat Smith, Yvonne Smith, Julie Springer, Joyce Story, Waymon Story, Shirley Suttle, Tama Tanowitz, Lennie Templeton, John Unverzagt, Kathy Unverzagt, Diane Urban, Holly Vaughn, Theresa Walker, Judy Watson, Mary Wellington, Richard Williams, Nancy Wilson, Lynn Womack, Elizabeth Zeide.

SILVER LEVEL: 100 POINTS

Award: Two tickets to a Cobb Energy Centre event (excluding Broadway shows)

Sherry Baker, Joan Baskin, Sandy Baskin, Bonnie Benson, Ann Bentsen, Bob Blalock, Jeanie Blalock, Sue Burgess, Anne Camery, Carol Castro, April Conaway, Georgianna Ferrero, Faye Flack, Estella Hewitt, Deborah Lundquist, Gordon Lundquist, Amy Mahle, Rae McKee, Judy McRoberts, Nancy Mobley, Nancy Murray, Ron Mussig, Karen Page, Sally Putney, Virginia Rainey, Lorraine Regitz, John Regitz, Gill Ritt, Sathy Shankar, Bob Snider, Pat Snider, Diane Weatherly, Hazel Wilson.

GOLD LEVEL: 160 POINTS

Award: A meal at the Chef's Table

Joanne Comerford, Art Eligado, Judy-Lynn Hoppe, Margaret Kleiman, Pat McGinnis, Barbara McNamara, Sandra McQueen, Linda Smith.

PLATINUM LEVEL: 220 POINTS

Award: A Brick in the Rotunda

Carole Brooks, Susan Levy

USHER MANAGEMENT SYSTEM UPDATE

Naveen Dittakavi, the Usher Management System webmaster, attended the August 2 Volunteer Committee meeting, and shared plans for updates to the Usher Management System. Watch for an announcement of when these changes will be implemented.

- Each volunteer and floor captain will now see separate lists of their confirmed events and waitlisted events.
- Sign-ups for events will be more user friendly, clearly listing those events which the user is eligible for based on availability and point requirements.
- Problems with points related to cancellations and the wait list will be fixed.
- The current system of e-mail notification when the user is wait-listed and a spot becomes available, giving them 24 hours to accept the position, will be continued up until 72 hours before the show. At that time, Richard Stevens will control the sign-ups, and will determine how many additional volunteers and floor captains are needed.
- Volunteer cancellations must still be submitted by 5 p.m. the day prior to the event, or the volunteer will be penalized. (The penalty is deduction of the points which would have been earned PLUS three points.) Floor captains must submit cancellations 72 hours before the event.
- The system will automatically send out event reminders to all volunteers and floor captains signed up for each event, listing the reporting time.
- The partner feature will be implemented, allowing a volunteer to designate one partner and sign up for both of them, assigning them to the same location. Each partner may still sign up for two events in a 24-hour day. Each partner will receive notification, and may cancel individually.
- The website will be updated with links to the current newsletter, the Cobb Energy Centre photograph, and the Volunteer Handbook (with a table of contents allowing access to specific topics). Other document links can be added as needed, and obsolete items will be automatically deleted.

Also under consideration is a calendar for those who also volunteer at the Fox Theatre, Ferst Center, and/or the Rialto. They will be able to see a calendar listing their activities at all venues.

VOLUNTEER COMMITTEE REPORT

The Volunteer Committee met on Monday, August 2, and discussed the following topics:

- Naveen Dittakavi, the Usher Management System webmaster, shared plans for updates to the UMS.
- Richard Stevens announced that the next new usher Orientation would be held on Tuesday, August 24, at 6:30 p.m.
- The Committee discussed the Volunteer of the Month program, and decided to end it after this year, citing the overall excellence of ALL our volunteers, their commitment to outstanding customer service, and their professionalism. Volunteers will be recognized in the future, with the new Volunteer Committee (taking office in October) setting the criteria, process, and awards.
- It was agreed that the Volunteer Handbook will be updated as necessary, and portions of it posted online at the UMS website.
- The August newsletter plan was reviewed.
- The plan for electing new members to the Volunteer Committee was reviewed and approved.
- The annual Volunteer Appreciation Party was discussed, and a special meeting was called for Monday, September 13, to finalize party plans.

VOLUNTEER APPRECIATION PARTY

Mark your calendar and save the date: TUESDAY, OCTOBER 12, 2010.

That's when we will celebrate our third year at the Cobb Energy Performing Arts Centre. The party will include refreshments, entertainment, door prizes, the announcement of the newly elected members of the Volunteer Committee, and the announcement of the 2009-10 Volunteer of the Year!

You'll receive an e-mail from Richard with all the particulars, and each volunteer may bring one guest.

VOLUNTEER COMMITTEE ELECTION

Please watch for an e-mail from Richard Stevens announcing the election of new members of the Cobb Energy Centre Volunteer Committee. Nominations will be due by Friday, September 10.

The Volunteer Committee is made up of eight volunteers and two floor captains, and they each serve a two year term, from October 1 through September 30. Half are elected each year, so that there is continuity. Richard Stevens serves as an ex-officio (non-voting) member, along with a historian and a newsletter editor.

This advisory board meets quarterly and provides important assistance and guidance to the Centre management by:

- Relaying comments and suggestions from the volunteers
- Advising on all communications, including the newsletter
- Recommending programs that highlight volunteer appreciation and recognition
- Assisting in the development of policies and procedures as they relate to the volunteers

If you are an active volunteer, consider serving on the committee. This is an excellent opportunity for you to become involved in moving the volunteer program forward, while getting to know the administrative staff and your fellow volunteers on a more personal level.

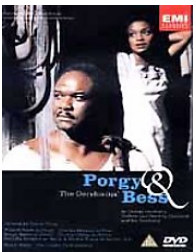
Retiring members are Regina Robuck, Linda Randall, Teresa Hines-Parker, Debbie George, Margaret Kleiman, Kevin Lyday, Parks Rice (historian) and Linda Bailey (newsletter editor). Current members who will serve one more year are Carole Brooks, Anne Camery, Karen Page, and Linda Smith.

RESIDENT COMPANIES

Our resident companies have announced their 2010-11 season:

THE ATLANTA OPERA opens its season with Puccini's beloved **LA BOHÈME**. This incomparable opera classic tells the tale of six penniless artists in Paris, full of idealism, beauty, and unbridled love.

Performances: **October 2 through 10, 2010**



The second opera is George Gershwin's American Classic **PORGY AND BESS**, depicting the people of Catfish Row in Charleston as they struggle with hard work and tough times, and yearn for a better life and great love.

Performances: **February 26 through March 6, 2011**

The final opera will be Mozart's funny and poignant **COSÌ FAN TUTTE**, telling the story of two officers who boast of their girlfriends' faithfulness, only to have a clever friend put it to the test.

Performances: **April 9 through 17, 2011**



Season tickets are available now at \$75 to \$459, depending on seating location and performance day; go to www.atlantaopera.org. Single tickets go on sale September 16 at the Bank of North Georgia Box Office at the Cobb Energy Centre.



THE ATLANTA BALLET opens its 81st season with **MOULIN ROUGE®-THE BALLET**, capturing the bohemian world of Paris in its heyday at the most famous cabaret in history.

Performances: **October 22 through 31, 2010**

THE SLEEPING BEAUTY is a magical journey to an enchanted kingdom, the classic fairytale of Princess Aurora and her heroic prince, set to the splendor of Tchaikovsky's score.

Performances: **February 11 through 13, 2011**





LAMBARENA is a blending of traditional African rhythms and dance with melodic passages from Johann Sebastian Bach, paired with a **WORLD PREMIERE** by Christopher Hampson.

Performances: March 25 through 27, 2011

Season tickets are \$80 to \$356 (student \$60 to \$324) at www.atlantaballet.com. Single tickets are available at the Bank of North Georgia Box Office at the Cobb Energy Centre and at Ticketmaster outlets or ticketmaster.com.

THE GAS SOUTH BROADWAY SERIES begins with an original new musical extravaganza **CIRQUE DREAMS HOLIDAZE**, when ornaments come to life as costumed characters who perform astonishing feats that celebrate the holiday season.

Performances: November 30 through December 5, 2010

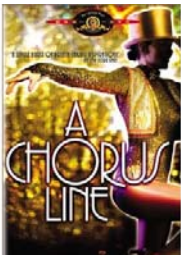
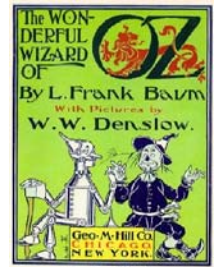


OKLAHOMA is the classic American musical that won the Pulitzer Prize, two Academy Awards, a Grammy and a special Tony Award, and launched the remarkable collaboration of Richard Rogers and Oscar Hammerstein. It is the love story of Curly, a handsome cowboy, and Laurey, a winsome farm girl, set in turn of the century Oklahoma against a backdrop of the rivalry between farmers and cowboys.

Performances: January 6 through 9, 2011

The wonderful WIZARD OF OZ twists its way into Atlanta, and the entire family will be captivated as they travel down the Yellow Brick Road in this lavish production featuring breathtaking special effects, dazzling choreography, and classic songs.

Performances: February 3 through 6, 2011



A CHORUS LINE is the story of 17 dancers auditioning to dance in a Broadway musical and fulfill their lifelong dream. Winner of nine Tony Awards including "Best Musical", this singular sensation is the longest-running American Broadway musical in history.

Performances: March 17 through 20, 2011

Season tickets are \$89 to \$273, and a new Producer's Club offers VIP seating, drink tickets, free parking, and a reception for \$255 to \$323. Single tickets go on sale September 10. Tickets at Bank of North Georgia Box Office at the Cobb Energy Centre, or Ticketmaster.

REMINDERS

- Make sure your attire meets Cobb Energy Centre uniform standards
- Bring your bow tie, name tag, and flashlight
- Be on time! That means you are there for the beginning of Richard's meeting. When you are late, it is a problem for Richard, the floor captains, the other volunteers, and the patrons
- 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 or emergency. Please note that this phone line is only manned for two hours prior to the event.

Except in emergencies, you must cancel your volunteer assignment on the Usher Management System by 5 P.M. THE DAY BEFORE THE EVENT TO AVOID LOSING POINTS.