

The Smith Center Volunteer Code of Conduct

As a volunteer at The Smith Center, I understand that my role is an important part of creating exceptional experiences for our guests, artists, and community. I am committed to supporting The Smith Center's mission and values through my actions, attitude, and service.

As a Smith Center Volunteer, I Will:

Support Our Guests and Team

- Provide a welcoming, courteous, and helpful experience for every guest.
- Understand that our primary focus is always the guest experience and that volunteer assignments are made based on operational needs.
- Recognize that there is no guarantee of placement inside a theater during a performance and be willing to serve wherever support is needed most.

Honor My Volunteer Commitment

- Serve as an Usher/Guest Experience Representative (GER) for a minimum of **60 volunteer hours per year**, including opportunities in Reynolds Hall, Myron's, Special Events, and other approved volunteer activities.
- Make every effort to fulfill the assignments for which I have volunteered.
- Notify Front of House Management and/or update Galaxy as soon as possible if I am unable to fulfill a scheduled assignment.

Live Our Values

I will demonstrate behaviors that reflect The Smith Center's core values:

- **Integrity** in all that we do
- **Respect** for all people
- **Inspiration** for artists and audiences
- **Service Excellence**
- **Education Through the Arts**
- **Sustainability**, both operational and environmental

Conduct Myself Professionally

- Represent The Smith Center and myself in a positive, professional, and courteous manner at all times.
- Treat guests, volunteers, staff members, performers, and partners with kindness, respect, and consideration.
- Foster a positive and inclusive environment where everyone feels welcomed and valued.
- Communicate respectfully and work collaboratively with others.

Follow Policies and Standards

- Follow all established policies, procedures, and safety guidelines.
- Comply with all uniform and appearance requirements outlined in the Volunteer Guidebook.
- Seek clarification from volunteer leadership or Front of House Management whenever I am uncertain about a policy, procedure, or expectation.

Our Shared Commitment

By volunteering at The Smith Center, I acknowledge that I am an ambassador for the organization. Through my service, professionalism, and dedication to exceptional guest experiences, I contribute to creating a welcoming and memorable environment for all who visit.

"Together, we help bring the performing arts to life through outstanding service, respect, and community engagement."