



AECT Volunteer Positions Concessions Helper



The AECT board sells concessions during performance intermissions (most shows have a 15-20 minute intermission). Concessions are sold as a fundraiser to support AECT initiatives. There will always be a board member or other “captain” to assist with set-up and tear-down, show volunteers how to use the Square app (we provide devices, no need to log in on your own), and staff one of the three sales stations. Helpers assist with sales before the show and during intermission. You can volunteer for this position and still watch the performance. Following is some information to help you decide if being a concessions helper is a good fit for you. Thank you for volunteering!

Concessions Helper Duties

Before Run

1. Nothing!

During Run

1. Sign up to volunteer for two or more show dates (AECT will send out a sign-up link to families involved in the current show and will also post on social media for others who might want to jump in).
2. Arrive at the scheduled time (about an hour before the show begins—the time will be clearly listed on the sign-up) to help set up the concessions area. Concessions are sold for half an hour before each show and during intermission.
3. Help set up the concessions area as needed prior to the show, then staff one of the three sales stations in the half hour leading up to the show.
4. Immediately when the house lights come up for intermission, or better yet, during the last scene (if you’re watching the show), head for the concessions area because the line will form quickly!
5. Assist in serving customers, entering orders on the Square app, taking cash or cards, making change, and so on. Each sales station has a cash box and Square card reader. Item prices are listed on various signage and also in the Square app.
6. At the end of the intermission, you can return to watch the show! If you are not in the audience, you can ask the board member if they would like help putting things away.

After Run

1. Nothing!

Our Thanks to You

- Concessions Helpers will receive a voucher for one free drink and one free food item per shift worked (a shift is one show performance), which can be used that day or at any future show.
- Concessions Helpers receive free admission to the show on the day they are working, if desired.

Supplemental Information

- Concessions are generally about the same from show to show and include soda and water, a variety of candy and chocolate, and a variety of chips and other salty snacks. There may be a featured item that relates to the show's theme in some way as well.
- This job is best for people who are comfortable working under pressure, handling cash and credit cards, and quickly calculating correct change.

Concessions FAQs

- **What time do I have to show up?**
 - Your start time will be clearly listed in Sign Up Genius and the reminder email you'll receive. (Typically we begin set-up 60 minutes before curtain.)
- **What do I have to do?**
 - Take orders behind the concession stand. We will provide you with a Square tablet or phone (you don't have to provide your own device) and you punch in orders and collect cash or swipe cards.
- **What if I want to watch the show?**
 - It's fine to watch the show! In fact, you get free admission on the day you volunteer! Just make sure you sneak out a little before the first act ends so you're ready for the rush at intermission. Once intermission is done, your shift is done.
- **Do I need retail experience?**
 - Nope. We make it easy by using the Square app. Just punch in the items and give them the total. There's no mental math involved! We accept card and cash, and the tablet does all the work.
- **Do you really need my help back there?**
 - Absolutely! The concession stand "helps keep the lights on," and sales are a consistent source of income for AECT. All revenue goes directly back to AECT and enables us to continue letting youth have that professional theatre experience. The only way the concession stand runs smoothly is with your help!

