

THE HISTORIC GILLIOZ THEATRE

in beautiful downtown Springfield, Missouri



Essential Personnel
Handbook

Phone: 417-863-9491
Email: ep@gillioz.org

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The Gillioz Center For Arts & Entertainment is a 501c-3 non-profit committed to preserving the past, celebrating community, and making memories through art, education, entertainment, & advocacy.



GILLIOZ CENTER FOR
ARTS & ENTERTAINMENT

325 Park Central East
Springfield, Missouri 65806
417 863 9491
gillioz.org

General Information



The Historic Gillioz Theatre opened in 1926 as a transition house, part vaudeville and part silent film. Since re-opening in 2006 the Gillioz has become the most awarded venue in the region and hosts a variety of live events and film.

The theatre is owned and operated by the Gillioz Center For Arts & Entertainment, a 501c-3 non-profit committed to preserving our past, celebrating community, and making memories through art, entertainment, education, and advocacy.

The Gillioz is located at the birthplace of Route 66 and is on the United States Congress Registry of Historic Places.

With a seated capacity of 1,015 and a General Admission (GA) capacity of 1,300, the Gillioz provides industry-leading service and amenities in a unique and intimate setting. The Gillioz is evidence the setting contributes to the show experience for patron and performer alike.

GILLIOZ ADMINISTRATION

A TEAM OF EVENTOLOGISTS

GEOFF STEELE EXECUTIVE DIRECTOR	JOY BILYEU-STEELE ASSOCIATE DIRECTOR	
SAMANTHA STEURY COMMUNICATIONS & DEVELOPMENT COORDINATOR	LACY BRIDGES OPERATIONS DIRECTOR	ANTONIA HERRON FRONT OF HOUSE MANAGER
STEFANIE NENTRUP COMMUNITY RELATIONS DIRECTOR	LAUREN SLAMB COMMUNICATIONS DIRECTOR	ADAM RUSH HOSPITALITY COORDINATOR
OLIVIA NENTRUP TICKETING & PROGRAMMING	TAHNIYA REDUS TICKETING SERVICE COORDINATOR	HAYLIE MASON FOOD & BEVERAGE MANAGER

GILLIOZ EXECUTIVE BOARD

TYLER HELLWEG, PRESIDENT
KAREN MCQUEARY, VICE PRESIDENT
KYLIE JACKSON, SECRETARY
BILL DUNTON, TREASURER
HEATHER HARDINGER
JOHN HOUSLEY
STUART LIPSCOMB
LOREN COOK II
NANCY DORNAN, EX-OFFICIO

It's All About The Culture



General Etiquette

- **SMILE** and engage patrons throughout your shift.
- When greeting patrons, say **"Welcome to the historic Gillioz Theatre"**
- Be mindful of your surroundings. If you see trash, please dispose of it properly.
- Be vigilant-
 - Watch for any potential damage to the theatre. People have taken signage, seat armrests, etc.
 - Do not permit feet on the walls when someone is leaning. Respectfully request they remove their feet from the historic Plaster.
- Cell phones, beverages, and personal items should remain in EP Central
- Remain at your station until released by a member of the Gillioz staff.

Vocabulary

- Always say **"Welcome"** initially. Each patron needs to be **"welcomed"** **at least 5 times before they reach their seat. If addressing someone beyond the initial greeting, you can say " Good Evening" or better yet, "Thank you for being here!"**
- The term is restroom or facilities-not bathroom .
- **"That's a great question!"**- never " I don't know" .



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Gillioz Essential Personnel Positions



Ticket Scanners

- Greet each patron with “Welcome to the Historic Gillioz! May I see your tickets”.
- types of tickets that you may receive:
 - Tickets on the patrons’s phone: make sure their phone’s brightness is all the way up; the scanner will not scan if the brightness is down.
 - Red and white ticket stock from our box office.
 - **Blue and white print at home tickets**
- **How to use the scanner:**
 - The scanners will already be set up when you arrive.
 - Press and hold the yellow button, or the side buttons to scan a ticket.
 - On scanning, the screen will turn green and say, “Valid entry”. If the screen goes red and says “invalid”, verify the ticket is for the event. Human error can also cause an invalid read. Tickets will not scan twice. Verify that the ticket has only been scanned once.
 - If issues persist in scanning the patron’s ticket, manually enter the ticket number into the box above the submit button. Press submit when completely entered.
 - After the ticket is successfully scanned, say something along the lines of, “enjoy the show” or glad you are here”.
- **Things to remember:**
 - Each ticket must be scanned- you are an important line of “security” to make sure no one sneaks into the show. Be ready to answer any common questions regarding the theatre; refer to the FAQs section.
 - Our ticketing provider is ETIX; if they have ticket from any other ticketing provider, it could be a counterfeit ticket purchased from a ticket reseller.

Gillioz Essential Personnel Positions (continued)



Front of House Wristbanders

- Greet each patron with **"Welcome!"**
- Each wristband for entry needs to go on their **Left wrist**. Therefore, say something like, "may I please see your left wrist".
- The left wrist is designated for admission. Security looks to this wrist for ticket verification.
- If asked why they are receiving the wristband:
 - "We share a restroom with Dublin's. This identifies you paid money to be in this theatre rather than sneaking in and coming from Dublin's. This also allows re-entry.
- Once you have banded them, say "have a good night" or enjoy the show".
- **Things to remember:**
 - Everyone who has a ticket to a show requires a wristband. Don't let anyone passed you without getting their ticket scanned or without a wristband.
 - Fun fact: There are a couple of events that we do NOT wristband.
 - Example: Opera events
 - Wristbands should be snug and should not be able to be slipped off. Too tight or too loose are unacceptable.
 - Like the ticket scanners, YOU are one of the first people to greet our guests. Be friendly and ready to answer common questions (refer to the FAQs section).

Bar Wristbands:

- Make sure you say, "Welcome!"
- Ask each patron if they are purchasing alcohol; if they are not, they do not need a bar wristband.
- Check photo I.D. on everyone that is purchasing alcohol.
- The bar wristband is placed on the RIGHT wrist.
- You will be positioned at bistro table at the beginning of the bar line.

Gillioz Essential Personnel Positions (continued)



Orchestra Ushers

- Greet each patron with **"Welcome"**
- Ask each patron, "May I show you to your seat?" If they decline, thank them, and say, "enjoy the show".
- EP's will be stationed on the outside of both the middle sets of doors to the theatre, direct them to the appropriate usher- **do NOT leave your station.**
- **Check the patron's ticket to make sure their ticket says Orchestra; if it says balcony then direct them upstairs.**
- **If new to the position, you are provided a seating chart to ensure proper seating.**
- **This section also services ADA (American with Disabilities) seats; tickets will say ADA.** If there is a group of two, one in a wheelchair and one not, the patron that is not is provided a white folding chair located right next to the ADA seating area. If the seat is not there, advise a Gillioz staff member to secure the seat.
- Close the doors when the show begins and position yourself outside of the doors to provide patron assistance as needed.

Balcony Ushers:

- Greet each patron with **" Welcome!"**
- Ask each patron "May I show you to your seat?" If they decline, thank them, and say "enjoy the show".
- **Ushers will be positioned at the top of the stairs on each entrance.**
- If you notice that the patron's ticket has easier access on the other side of the theatre, direct them to the appropriate usher.
- **If new to the position, you are provided a seating chart to ensure proper seating.**
- **Verify the patron's ticket says balcony; if it says orchestra, direct the patron downstairs. Do NOT leave your post.**
- **There are also boxes in the balcony area.** The boxes closest to the stage are a 4 box (4 seats) and the box right behind each one is a 6 box (6 seats). if you are looking at the stage, it's right box on the right and left box on the left. It will say on their wristband, "4box R, 4 box L, 6 box R, or 6 box L."
 - These boxes will always be "Reserved". Everyone allowed in the boxes will have a ticket or wristband that says they are supposed to sit there.

Gillioz Essential Personnel Positions (continued)



Lead EPs

- Lead EPs are certified and selected from the EP roster. The main responsibility for a Lead EPs is to actively assist patrons while observing how other EPs are performing their assigned duties. Other responsibilities may include but are not limited to:
 - Ensure every patron is welcomed and given seating assistance.
 - Gently support and coach EPs through unusual situations.
 - Assist with patron issues i.e wrong seats, ADA seating, box seating, leg room.
 - Be available if/when an EP needs to leave their position.
 - Support bar wristbanders – wristband supply levels, etc.

Will Call Attendant

- Greet all customers with “Welcome to the Historic Gillioz Theatre”.
- Ask customer for photo ID.
 - “May I see your photo ID please?”
- Locate tickets based on alphabetical sorting.
 - Remove name tag and throw it away
 - Hand tickets to customer
 - Place envelope in envelope box below counter
- Food and drink are not to be consumed in view of the window.
- DO NOT use your cell phone when stationed at the window.
- Assisting the patron is your #1 priority.
- **This position is not used very much.**



Essential Information



Dress Code

You are essential to the experience of our guests, both patron and performer.

Please adhere to the following guidelines when dressing to serve:

- Black slacks or jeans (no holes), skirts/dresses.
- **Black or white shirts - no graphic tee's - (some activities will permit Gillioz apparel)**
- **Closed toe shoes.**
- No hats.
- Some events require more formal attire - EP email will advise.
- Masks MAY be required at certain events - no verb

Be mindful that you are in a venue with numerous stairwells. Skirt length and heel height are both factors in dressing appropriately for your shift. This dress code will adjust according to the type of event. More formal events will require a more set uniform. **This will include black or white.**

Check-in Procedure

"EP Central" is located on the first floor commons across from the restrooms.

This is where you will check in. A member of the Gillioz staff will be there to assist you with the check-in process. All materials needed for your shift will be located at the sign in table. All event information will be posted in EP Central.

Any personal belongings can be kept in the lockers; locks/key will be provided.

EP Central will be monitored and locked during your shift.

- Arrive AT your call time, not early or late
- Receive your assignment and show information
- **Check-in on EP Online (Kiosk will be set up)**

Policy Framework



Show sign-up policy

- **Email goes out the third Monday of the month for the following months opportunities.**
- Response is 48-72 hours after the email goes out.
- **Your show schedule (that you sign up for) will also be on your profile on the EP Online**
- If a show fills up, you will be placed on a waiting list.
- **6 months without a shift will require re-training.**
- **Want to see the show? Working is NOT the way**

Cancellation Policy

- Each Essential Personnel will be given a maximum amount of 3 no-shows per year of volunteering; at 3 no-shows you will be removed from the email list for 6 months.
 - No shows include:
 - Failure to appear for the event with no prior notification
 - Cancelling within 24 hours of an event
 - Example: If the event is on a Saturday, email by Thursday at midnight.
 - This excludes illness or death
- Inactivity for six months requires re-certification.

Security Policy

- **The Gillioz proactively coordinates with federal, state, regional and local law enforcement agencies concerning policies and procedures. Our policies are subject to change without notice and may differ from event to event.**
- **Our website maintains an updated list of prohibited items and procedural updates. It's a good idea to review periodically for changes that may occur.**
- Patrons are informed of restrictions through the ticketing process as well. A sample document is included here that represents what a patron receives with their ticket.
- **Under NO circumstances does any Gillioz personnel assume responsibility for a guest's personal items. We do not hold coats, purses or personal items. On occasion a coat check may be provided on a rental, but these are rare occasions.**
- There are police on property for most event.
- Procedures vary based on the event.
- We don't discuss specifics for a reason.
- **You are NOT expected to address security issues. (we've got folks for that!)**
- The Gillioz is a SAFE, TOLERANT place. Ultimately, kindness really DOES work!
- **Ultimately, kindness really DOES work!**

Key Reminders



Reward Program

- After you have taken the EP training session, attended a Gillioz history tour and completed 15 hours of service you are officially certified and on your way to earning rewards!
- These rewards include:
 - Certification pin at 15 hours of volunteering
 - At every hour served you receive \$1 in Gillioz Bucks. These may be used to purchase theatre merchandise or tickets to upcoming shows at the box office. (Not usable online)
 - **Total hours accumulated will run from January 1 to December 31 and will reset on January 1 each year**

Referral Program

Once certified, you are eligible for the referral program!

- Refer a friend, family member, co-worker or whoever you think would be a great addition to our Gillioz family
- Receive 10 Gillioz Bucks when your referral completes their certification
- Including:
 - Training session
 - History tour
 - 15 hours served

26 Club Concessions

- Located in the first floor Commons
- Services provided:
 - Premium liquor menu options
 - Pick up ONLY
 - **Membership perk**
 - Miss the line - Not the show!

Things NOT to do

- Arrive early or late for your shift
- Shop or hover at tour merchandise tables
- Give out false information - either at or away from the venue
- Discuss procedures or processes during show operations

EP Success Keys

- Complete orientation processing - information sheet and photo
- Take the tour - explore the building and its' history
- Sign up for at least one event a month
- Join our social media group
- Share Gillioz events from your social media **INVITE FAMILY AND FRIENDS** to be part of the Gillioz family!
- You will get out of this what you invest in it
- **Make sure to complete you EP Online Profiles!**

Important Highlights



Security Letter

- Security: The world continues to create challenges in this area. The Gillioz coordinates with local, regional, and national Law Enforcement in reviewing and modifying security on an ongoing basis. Often the artist we are hosting may have specific requests that we accommodate as well. Your patience in the process is appreciated. You can help speed the process by following these basic guidelines:
 - NO Weapons
 - NO masks of full paint
 - NO signs
 - NO outside food or beverage is permitted
 - ALL events are subject to security search, including but not limited to metal detection and a bag searches
 - **We do use EVOLV Security System**
 - **QUESTIONS?** You can visit online at gillioz.org or call our box office at (417).863.9491

Planning with this knowledge will speed the entry process, and ensure you have a great experience in the venue that has been providing quality entertainment in the Ozarks since 1926. We'll see you at the show!

Sincerely, Your Historic Gillioz Staff.

Codes of Conduct

There is a standard we want our Essential Personnel to exhibit to our guests. Below are examples of behavior that is expected from our Essential Personnel.

- Take care of all equipment and do not use unless instructed to do so.
- Be respectful to all Board of Directors members, employees, and other Essential Personnel of the theatre.
- Follow dress code.
- Unannounced show information or any performance information discussed between Gillioz employees is confidential and should not be discussed outside of Gillioz Theatre employees (Information on whiteboard wall).
- Maintain and support the reputation of the Gillioz Theatre.
- Work with staff to listen and learn the goals of the theatre.
- Extend the same degree of courtesy and respect to fellow workers you would expect to receive.
- If you receive a question that you do not know the answer to, say something along the lines of, "That is a good question, let me get that information."

It is difficult to list all behavior that is considered unacceptable in the work environment. **Below are examples of violations that are considered unacceptable and will resort in immediate dismissal of position.**

- Violent physical contact
- Sexual harassment
- Theft of property
- Working under the influence of illegal drugs or alcohol
- Unauthorized absence from work station
- Smoking in prohibited areas
- Violation of safety or health rules
- Falsification of timesheet records
- Possession of dangerous or unauthorized materials, such as knives or firearms
- Language that discriminates against any religion, gender, race, ethnicity, sexual orientation, age, will not be tolerated

Important Highlights (continued)



Safety, Security, and Procedures

Weather

- Adverse weather includes many different conditions such as rain, lightning, snow, hail, and tornadoes. If adverse weather conditions arise, the safety of our employees and guests is our first priority. The Executive or Associate Director will advise employees and guests where to go in order to ensure their safety.

Injury

If a serious injury occurs, it may cause the location to be blocked off until the individual is removed. All injury situations should be handled as follows:

- Talk to the guest to see if they are ok and what happened and to make sure they are comfortable.
 - Do not apologize to them for the injury
- If necessary, block off the area around the guest so that other people are not crowding around them.
- Call or ask for assistance from Gillioz Staff Members, Security, or any other personnel. Do not move the injured person unless instructed to.
- Once some of the above personnel arrive, give them the details.

Fire

All fires should immediately be reported to Security and Gillioz Staff Members, so the appropriate authorities can be called in.

When possible, an attempt shall be made by employees at the scene to extinguish the fire with a portable fire extinguisher only when safe for that individual, by using the P.A.S.S method.

- P- Pull the pin out from the handle
- A- Aim the funnel at the base of the fire
- S- Squeeze the handle
- S- Sweep the funnel from side to side until the fire is extinguished

When reporting, identify the area and block it off from guests and other employees. If an evacuation is necessary, advise guests and employees to exit through the closest exit to them and to stay away from the fire.

Building Evacuation

- The Executive or Associate Director or the Gillioz Staff Member in charge of the event will be responsible for initiating the emergency evacuation procedure. Security will be directed to help guests out of the Theatre. Staff members are to help guests find the closest exit and help them out of the building in a calm and orderly manner. All Essential Personnel are to go directly to the sidewalk on the south side of Park Central East in front of the building for a head count. Once all Essential Personnel and guests have been accounted for, wait for further instructions from the Director or staff member and the appropriate emergency personnel.



Frequently Asked Questions



Where are all the bars located?

The main bar is located in the first-floor commons, across from the restrooms. Bar locations may change based on programming and anticipated attendance.

Where is the Box Office or “Will Call” at Gillioz Theatre?

The Box Office and Will Call are located directly outside the theatre’s front entrance on Park Central East street. The Box Office is open Monday-Friday from 10:00 AM – 5:00 PM. Will call opens one hour before door time. Tickets can be purchased at the box office, by phone at 417-863-9491 or online at www.gillioz.org

Where are my seats located?

Your ticket will have a row (letter) and corresponding seat number. Seat 1 is on House Right and the rows start on row A and go back to row V in the orchestra; the balcony has rows A-Q.

What does General Admission mean?

If you purchased a GA ticket, you did not purchase an assigned seat. At a general admission show, seating/standing room is first come first serve.

What do I do if I lose my tickets?

With proof of purchase and a picture ID, we will re-print tickets at the box office. Purchasers requiring ticket re-printing will incur a \$5 fee.

Is the Theatre handicapped accessible?

We will accommodate anyone with special medical needs to the best of our abilities. We do have handicap seating available by request for every show but you must call 417-863-9491 to reserve them.

Does my child need a ticket?

Unless otherwise stated, all guests are required to have a ticket.

Are the balcony seats wheelchair accessible?

No.

How do I find out who’s coming to play at the Gillioz?

There are numerous ways to stay up to date with events coming to the theatre. The most frequently updated sources for information include our Facebook and Twitter accounts, followed by our website. We highly suggest signing up for our newsletter to receive show announcements and to retrieve special pre-sale offers. We also have our 26-club membership that includes presale opportunities, and other added benefits.

Frequently Asked Questions (continued)



What time do the doors open?

Varies. Traditionally, it is 90 minutes prior to showtime and is always subject to change.

Where can I park?

The Gillioz does not have a designated parking area. There are over 6,000 parking spaces located within walking distance of downtown Springfield, MO including 2 garages located one block away on McDaniel and four FREE Lots on Olive just north of the theatre.

I am interested in renting the theatre for my own event, who do I talk to?

First you should check out our rental page, fill out the "get in touch" info and follow up by calling 417-863-9491.

Who do I contact about lost and found?

If you believe you have lost something in the theatre, please call 417-863-9491 or email info@gillioz.org as soon as possible. If you are at the theatre go to guest services in the 1st floor commons.

What forms of payment do you take?

We accept visa, Mastercard, Discover, American Express and cash for tickets and at our refreshment centers.

What is the seating capacity of the Gillioz?

1015 for seated shows, and 1300 for GA.

May I bring recording equipment (video or audio) or a camera with me to the show?

Unless otherwise stated, cameras, video and audio recording equipment are not allowed inside the theatre.

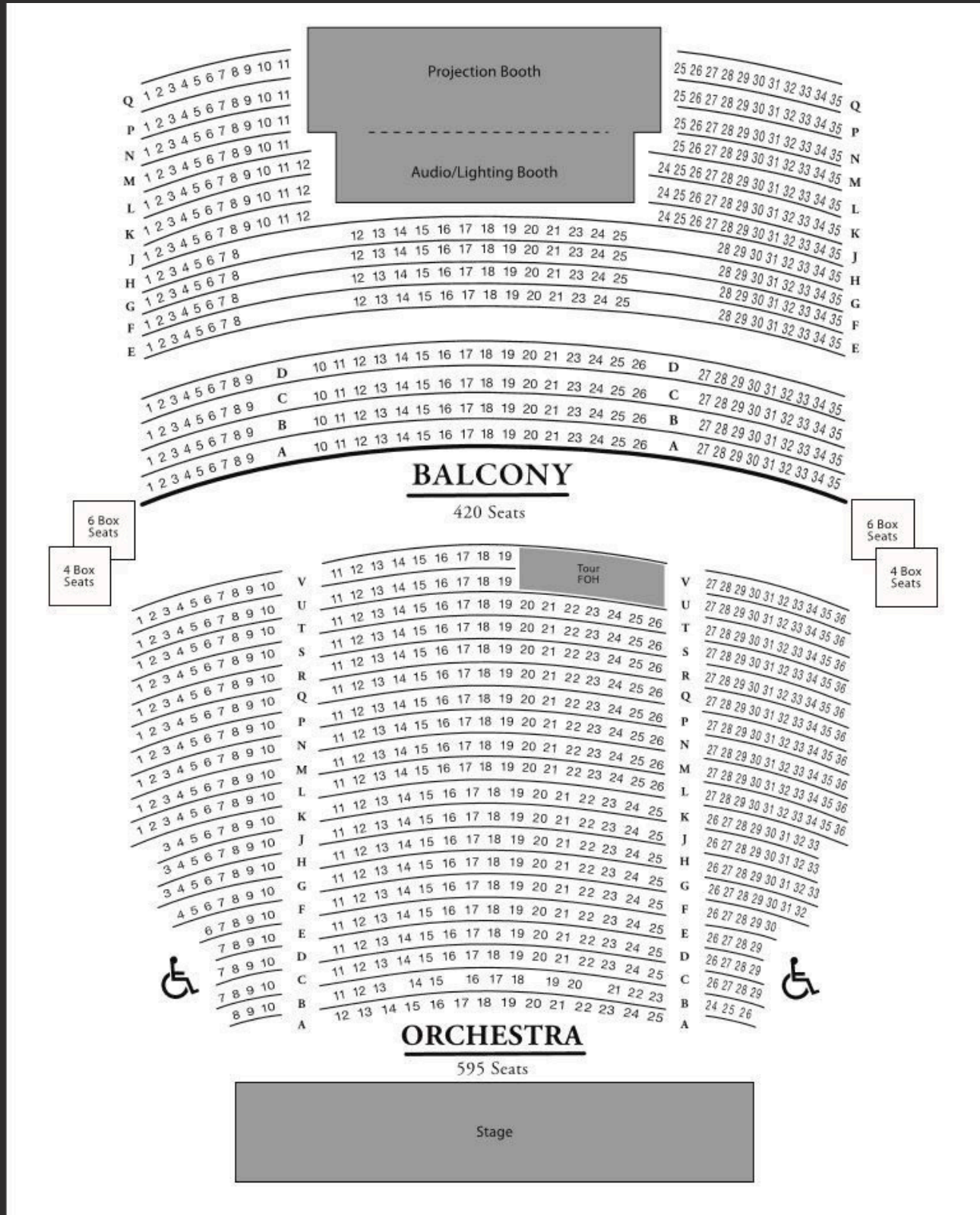
What types of food and drinks are offered at the Gillioz?

We have a variety of candy, popcorn and soda as well as alcoholic beverages.

Where are the restrooms located?

The restrooms are in the 1st floor commons just outside the final set of doors to enter the theatre.

Seating Layout



You are essential!
Thank you for your service!



We're stronger because of you!



Phone

417-863-9491
Antonia's extension: 1006

Website

<https://gillioz.galaxydigital.com/>

Email

ep@gillioz.org

Address

325 Park Central East
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