



VOLUNTEER HANDBOOK

Welcome to The Granite in Georgetown, Connecticut!

1. WELCOME & THANK YOU

Welcome

Thank you for volunteering with **The Granite**. Our venue thrives because of dedicated volunteers who give their time, skills, and passion to support the performing arts and our community.

This handbook is designed to:

- Explain how our venue operates
- Clarify expectations and responsibilities
- Help you feel confident, prepared, and supported
- Outline opportunities for growth and leadership

We are grateful to have you as part of our community.

2. OUR MISSION, VALUES & COMMUNITY ROLE

Mission Statement: *Our mission is to preserve the historic Granite Church as a gathering place for all, connecting generations through community building, learning, and creativity.*

Vision Statement: *Our vision is to restore the cherished space as a cornerstone for cultural life in the greater Georgetown area. We aim to transform it into a vibrant and accessible gathering place that nurtures artistic expression, strengthens community engagement, and hosts dynamic events and performances.*



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3. HOW THE GRANITE OPERATES

Volunteer-Driven Model

Our operations are **volunteer-supported**, including:

- Greeting & Ticketing
- Concessions/Bar
- Setup/Breakdown
- Hospitality

Staff & Leadership

- Paid staff oversee coordination and compliance
 - Volunteer leaders support training, mentoring, and daily operations
 - Collaboration is key to everything we do
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4. VOLUNTEER ROLES

Overview of Opportunities

- **Front of House:** Ambassadors, concessions, guest services
 - **Box Office:** Ticketing and patron assistance
 - **Visual Arts:** Gallery sitting, art intake, curation + pickup
 - **Facility Team:** room setup & light cleanup of building
 - **Street Team:** Community event + Flyer distribution
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5. THE GRANITE'S SPACES

Spaces:

- Sanctuary – Main Hall
- Meeting Room Upstairs – Next to main hall with bar
- Sunshine AV Meeting Room & Gallery – Lower Level
- Granite Underground – Lower Level
- Backyard – outdoor stage and picnic tables



5. EXPECTATIONS & CODE OF CONDUCT

General Expectations

- Be punctual and reliable
- Please dress appropriately; personal sparkle welcomed!
- Communicate clearly and respectfully
- Follow safety procedures
- Represent the theatre positively
- Treat patrons, staff, and fellow volunteers with respect

Professional Conduct

- Harassment or discrimination of any kind is not tolerated
 - Substance use during volunteer shifts is prohibited
 - Confidential information must be respected
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6. TRAINING & DEVELOPMENT

Required Training

All volunteers must complete:

- Core Venue Orientation
- Safety & Emergency Procedures

Mentorship & Advancement

- Shadowing for new volunteers
- Opportunities to become:
 - Team leads
 - Trainers
 - Coordinators



7. SAFETY & EMERGENCY PROCEDURES

Safety First

Your safety and the safety of our patrons is a priority.

Emergency Procedures

- Know exit locations
- Follow instructions from staff or emergency personnel
- Report incidents immediately

Incident Reporting

- Inform your supervisor
- Complete an incident report if required

8. COMMUNICATION & SCHEDULING

Scheduling

- Shifts are scheduled through your Neon Account
- Confirm shifts in advance
- Update availability regularly

Communication

- Primary communication: *Neon Account*
- Respond to messages in a timely manner
- Reach out if you have questions or concerns



9. BENEFITS OF VOLUNTEERING

Volunteer Benefits

- One comp ticket for every 2 volunteer shifts
- Invitations to Volunteer appreciation events
- On-going training and skill development
- Letters of recommendation (upon request)

Personal & Professional Growth

- Resume-building experience
- Leadership opportunities
- Networking within the arts community
- Being part of a creative, collaborative environment

10. FEEDBACK & CONTINUOUS IMPROVEMENT

Your Voice Matters

We value volunteer feedback and encourage you to:

- Share ideas
- Participate in feedback sessions
- Complete surveys and evaluations

Conflict Resolution

- Address concerns early
- Speak with your department lead or staff liaison
- We aim to resolve issues respectfully and constructively

Thank you!



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