Ardrey Auditorium sits directly in the center of the NAU campus. Renovated 3 years ago, Ardrey has a seating capacity of 1330 seats, brand new sound and lighting boards, all new lobby and egress entrances and a stunning entrance ramp making the hall the focal point for performing arts on campus. It is our pleasure to manage and maintain this building for the university and the surrounding community and we look forward to an exciting and busy year!
NAU Policies and Procedures for Student Workers

The NAU Student Employee handbook is located on the NAU webpage under Financial Aid.
Ardrey Employee Manual and Requirements

- Employee Manual: You must read and return the last page signed to us before you begin to sign up for shifts.

- Sexual Harassment and Diversity: You must complete these two NAU required sections prior to being able to sign up for shifts

- NO EXCEPTIONS!!!
CERT Training

- [http://nau.edu/Affirmative-Action/Training](http://nau.edu/Affirmative-Action/Training)
- Click on Preventing Workplace Harassment Training
- This must be completed and cert turned into Brett prior to signing up for any shifts.
EMPLOYEE OATH:

All Crew Members Shall:

- Follow the written rules and regulations
- Ensure the safety of the public and fellow crew members
- Conduct him/herself in a professional manner
- Follow instructions
- Be informed of all policies and procedures of the auditoria
- Operate equipment safely
- Arrive on time and properly dressed
- Bring concerns, issues or requests directly to the Technical Director and/or the General Manager.
- Maintain the University’s Safe Working and Learning Environment Rules.
Student workers are ONLY allowed to work 30 hours a week when enrolled in classes. This also applies to summer classes.

Non–student workers can only work 19 hours a week unless approved by management.

If the hours are available, you are required to work a minimum of 6 hours a week.
Brett Kitch, Event Coordinator manages and enters all shifts in W2W per Jason Pickering’s direction.

Schedules are normally posted every Sunday at 8:00 pm
  ◦ (Do not harass Brett if he is a minute or two late)
UNIFORMS

- Uniforms are available in the main office
- The first shirt is $20.00 all others are $25.00
- You must also bring to every shift:
  - 8” adjustable wrench
  - Multitool
  - Flashlight
  - Work gloves
CONCERT UNIFORM ATTIRE

- Long black dress pants (no jeans!)
- Black Belt
- Black socks
- Black, closed toe, sturdy shoes/boots. (NO colored laces or shoes trim. BLACK. No heels)
- Shirts should be tucked in
Rehearsal Attire

- Dark jeans or pants
- Uniform shirt
- Close toed APPROPRIATE work shoes/tennis shoes
- No sandals, clogs, open back, heels, etc
Maintenance Attire

- Comfortable clothes you don’t mind getting dirty in. We will try to give you advance warning if there will be painting involved.
- No uniform required (if your uniform gets destroyed, you will need to purchase another shirt)
- APPROPRIATE close toed shoes!!!
Customer Service!!!

- Who are our customers?
- What is Customer Service?
- Appearance Counts!!!
- The power of a smile
- Staying positive
Identifying Customers Needs

- Understanding the problem
- Don’t jump to conclusions – stay objective
- Meeting basic needs
- Going the extra mile
WhenToWork:

- Know your schedule in advance! Don’t pick up 10 and drop 8
- Update weekly schedule by the final day to sign up for classes
- Utilize time off requests, otherwise I expect you to be able to work
- Barring medical/family emergencies, it’s on you to fill your shift
- Show up 15 minutes early
House Changes

- Cleaning checklist outside office upstairs

- House and HM trainings are on the W2W schedule.

- There will be other duties to be done during shifts when there is downtime. Your HM will advise you on the current “To Do” list.
Disciplinary

• 3 Strike Policy
• 15 minutes early is on time. On time is late
• If you’re going to be late because of unforeseen circumstances, call your shift manager to let them know or you WILL get a strike.
• We reserve the right to determine how many strikes are applied to a violation depending on the severity of the infraction
• Things that will get you a strike:
  • Being late
  • Not showing up (2 strikes!)
  • Inappropriate attire
  • Bad attitude
  • Not following instructions
  • Not following safety protocols
  • Leaving your post during a shift without alerting manager
  • Phone/computer violations
  • Intoxication (this can get you fired on the spot)
  • Inappropriate and unprofessional behavior
  • Food and drinks behind consoles
Cleaning !!! (Yes we do that)

- Cleaning shifts will be going up as needed for Ardrey and Ashurst Hall
- Sweep and mop (yes, every shift) at the end of each day in Ardrey and Ashurst, or as needed in between events
- Have 2 spot vacuum the house & lobby before each show
- Swiffer tiles (inside and out, bathrooms and lobby)
- Use checklist regularly!
- Keep Backstage, Audio Room, Basement, Mop closet, and hallway leading to basement spotless and organized. Follow labeling. Put it back where you got it
Checklist vs. workflow sheets

- Items on the checklist will not be on the workflow sheet
- Nobody leaves until the entire checklist is done
- Do not expect the SM or HM to hold your hand. You can double check the list and stage yourself.
- Neglected items on checklist will result in disciplinary action.
- Problem areas – tools/trash left backstage, basement organization, audio room organization, hallway outside TD office, FOH catwalk, broom closet, house crew staging area outside office
Food and Drinks

- No food or drinks behind consoles.
- Water and coffee ok. Must be in spill proof container with lid closed when not being used. No cans, lidless cups, or to-go cups.
- Absolutely NO snacking at consoles.
Reading, Phones, Computers...

- You are expected to pay attention during shifts.
- Reading, phones, computers, homework is allowed during rehearsals as long as you are paying attention and ready to drop it when needed.
- No phones, computers, reading, homework, video games during concerts and events.
- Sloppiness, missed cues, and being distracted will result in a revocation of this privilege.
- Plan your schedule wisely. Having an assignment due is not an excuse to neglect your responsibilities. While your education takes priority, not planning your school/work schedule accordingly can result in disciplinary action if your performance suffers.
Those who show a strong work ethic, good attitude, and initiative will be rewarded with raises and promotions.

All Stage Crew are expected to review Tech Forms and Work Flow sheets before each event.

Don’t wait to be told what to do – take initiative and ask the SM/HM or TD.

Communicate with your SM/HM and fellow crew members.

It is your responsibility to take it upon yourself to learn the art of stagecraft beyond the basics learned in the trainings if you want to advance.

The bare minimum is not acceptable. We encourage you to be a part of the team and work hard.

All tasks and responsibilities are crucial to the smooth operation of this facility. The lighting operator is not more important than the person mopping the stage. Extra responsibility will not be awarded until we know you can handle the menial tasks.
Downtime To Do List

- When you are clocked in you are expected to be working
- When set up and projects are complete, work on the Downtime To Do List
- The list consists of maintenance cleaning/repair that continually needs to be stayed on top of.
- If the TD isn’t having to point out things that need doing, you’re doing what you should automatically be doing.
Training Areas

- Stage
- Lighting
- Sound
- Fly Rail / Rigging
- House
Employee Tiers

- Maintenance / Training – New Hires

- Tier 1
  - Are able to perform and understand basic stage operations concepts including basic operations of equipment

- Tier 2
  - Are able to perform advanced operation including programming of audio and lighting consoles and rigging systems

- Audio / Lighting Leads
  - Are able to design and perform advanced lighting, sound, and rigging operations as needed for special performances

- Supervisors
  - Are able to lead and train other crew members during work calls and performances.

- Stage Managers
  - Are able to supervise the running of the technical elements of a concert or event and call the cues.
General

- Safety is our #1 Priority
- Be professional and courteous
- Respect your coworkers and the space
- Be prepared
- If you don’t know, then please ASK – we like questions
- While there will be opportunities to work on homework – do not plan on completing assignments at work
- Show initiative
Random Stuff

- Label broken equipment and put in appropriate location
- Close the door from backstage to the sound hallway before leaving. It’s a fire door and is required by code.
- Turn off backstage blues before leaving
- Turn on CAEMs before leaving
- Check messages and bulletins on W2W. You are responsible for knowing all information in those bulletins – no excuses
- New organization – Audio Room, Basement, Mop Closet
- Did we mention keeping everything clean and organized?
- Projects assigned on Work Flow sheet
- If our guests ask you to deviate from standard cue protocols, accommodate them if it is feasible and safe to do.
- Management reserves the right to make exceptions and deviate from the plan, otherwise do what you are trained to do.
IF EVERYONE:

- works together and performs like a team
- shows initiative and eagerness to advance
- comes to work prepared and work hard
- does tasks and extra projects without being told
- encourages others to work as part of the team
- Shows professionalism and respect for others in everything they do...
COMPENSATION!!!!!!!

- New Hires/trainees: 8.50–9.50 Hourly
- TIER 1: 10.00–11.00 Hourly
- TIER 2: 11.50–12.50 Hourly
- Supervisor: 13.00–15.00 Hourly
Have fun and be safe!!