


**Arsht**  
**Volunteers**  
MAKE A WORLD OF DIFFERENCE

## Using Tessitura to Manage 350 Volunteers



## Volunteer Constituencies




**Ms. Nicole Smith**
Memb. L  
Memb. Expirz  
Ent  
On Acc

**#378290**  
 CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM

General | Names | Contact Details | Plans | Relationship

Attributes |  Interests |  Constituencies

Constituency	Code	Start Date	End Date
<b>Nicole Smith</b>			
★ <b>Culturist</b>	CUL	12/21/2016	11/30/2017
Administrative	ADM	09/26/2016	00/00/0000
Docent Assistant	DCA	01/25/2017	00/00/0000
Docent	DOC	12/05/2016	00/00/0000
Trainee	TRN	01/25/2017	00/00/0000
Usher	USH	01/19/2017	00/00/0000
Seasoned Usher	RUS	01/25/2017	00/00/0000
Volunteer	VOL	12/07/2016	00/00/0000
Arsht Center Employee	EMP	00/00/0000	00/00/0000

- VOL – indicates volunteer*
- RUS – Indicates highest level usher*
- USH – indicates usher*
- TRN- indicates trainees*
- DOC- indicates Docents*
- DCA-indicates Docent Assistants*
- ADM – indicates Admin. Volunteers*

# Volunteer assignment information is housed in Tessitura in the Custom/Volunteer tab



**Ms. Nicole Smith**

#378290

CUL, EMP, VOL, RUS, USH, TRII, DOC, DCA, ADM

Memb. Level: **750 Active**  
 Memb. Expiration: **11/30/2017**  
 Entered: **8/17/2011**  
 On Account: **\$0.00**

Last Performance: **11/25/16 The Havana Cuba All-Stars**  
 Next Performance:

Phone:  
 Email: **nsmith@arshtcenter.org**

**Nicole Smith**

- General
- Names
- Contact Details
- Plans
- Relationships
- Research
- Attributes
- History
- Connections
- Contributions
- Transactions
- Ticket History
- Orders
- Custom**

- Colonnade Stone
- Benefit Tracking
- Benefit Usage
- Volunteer
- Seat Plaques
- Photo

Service Date	Activity	Department	Performance	Position / Status	Hours Worked	created by	create date	last updated by	last update date
10/29/2014	Performance	Arsht Audience Ser	Cinderella - B102914EZ	Trainee	4.0	affelsk	10/28/2014	nsmith	10/15/2015
<b>Notes:</b>									
10/31/2014	Performance	Arsht Audience Ser	Cinderella - B103114EZ	Trainee	4.5	affelsk	10/28/2014	nsmith	10/15/2015
<b>Notes:</b>									
12/23/2014	Performance	Arsht Audience Ser	MCB The Nutcracker - M122314EZ	Cancelled (Last Minute)		nsmith	12/23/2014	nsmith	12/23/2014
<b>Notes:</b>									
12/30/2014	Performance	Arsht Audience Ser	Beauty and the Beast - B010215EZ	Trainee	.0	nsmith	12/23/2014	nsmith	10/22/2015
<b>Notes:</b> testing									
12/24/2014	Performance	Arsht Audience Ser	MCB The Nutcracker - M122414MZ	Cancelled (Advance)		nsmith	12/24/2014	nsmith	12/24/2014
<b>Notes:</b> test									
3/12/2015	Performance	Arsht Audience Ser	Mariinsky Orchestra - P020615EC	Trainee	.0	nsmith	1/9/2015	nsmith	10/22/2015
<b>Notes:</b> test									
1/21/2015	Performance	Arsht Audience Ser	Into the Woods Preview - E012115ES	Cancelled (Assignment)		nsmith	1/16/2015	rmendibl	6/4/2015
<b>Notes:</b> test									
8/8/2015	Performance	Arsht Audience Ser	Camp Broadway Family Finale - P080815MC	Cancelled (Advance)		nsmith	7/2/2015	CMorris	8/5/2015
<b>Notes:</b> test									
7/7/2015	Performance	Arsht Audience Ser	Lookingglas Alice Docent Train - T070715EZ	Cancelled (Advance)	.0	nsmith	7/7/2015	nsmith	10/22/2015
<b>Notes:</b> test									
8/16/2015	Performance	Arsht Audience Ser	Looking Glass Alice - P081615MZ	Trainee	.0	nsmith	8/15/2015	nsmith	10/22/2015
<b>Notes:</b>									
9/12/2015	Training	Arsht Administration	Volunteer Symposium - T091215AZ	Test	.0	nsmith	8/19/2015	nhoffson	9/6/2015
<b>Notes:</b>									
10/18/2015	Training	Arsht Administration	Volunteer Assessment - T091915EC	Volunteer Training	10.0	nsmith	8/20/2015	nsmith	10/22/2015
<b>Notes:</b>									

# Position Status Determines the type of confirmation they receive



**Ms. Nicole Smith** Memb. Level: **750** **Active**  
**#378290** Memb. Expiration: **11/30/2017**  
**CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM** Entered: **8/17/2011**  
On Account: **\$0.00** Last F  
Next F

General Names Contact Details Plans Relationships Research Attributes H

Colonnade Stone  Benefit Tracking  Benefit Usage  Volunteer  Seat Plaques  Photo

Service Date	Activity	Department	Performance	Position / Status
10/29/2014	Performance	Arsht Audience Ser	Cinderella - B102914EZ	Trainee
<b>Notes:</b>				
10/31/2014	Performance	Arsht Audience Ser	Cinderella - B103114EZ	Administrative
<b>Notes:</b>				
12/23/2014	Performance	Arsht Audience Ser	MCB The Nutcracker - M122314EZ	Docent
<b>Notes:</b>				
12/30/2014	Performance	Arsht Audience Ser	Beauty and the Beast - B010215EZ	Docent Assistant
<b>Notes:</b> testing				
12/24/2014	Performance	Arsht Audience Ser	MCB The Nutcracker - M122414MZ	Backstage
<b>Notes:</b> test				
3/12/2015	Performance	Arsht Audience Ser	Mariinsky Orchestra - P020615EC	Usher
<b>Notes:</b> test				
1/21/2015	Performance	Arsht Audience Ser	Into the Woods Preview - E012115ES	Volunteer Training
<b>Notes:</b> test				
8/8/2015	Performance	Arsht Audience Ser	Camp Broadway Family Finale - P080815MC	Volunteer Training Admin
<b>Notes:</b> test				
7/7/2015	Performance	Arsht Audience Ser	Lookingglas Alice Docent Train - T070715EZ	Audio Describer
<b>Notes:</b> test				
8/16/2015	Performance	Arsht Audience Ser	Looking Glass Alice - P081615MZ	Event Volunteer - 30
<b>Notes:</b>				
9/12/2015	Training	Arsht Administrati	Volunteer Symposium - T091215AZ	Event Volunteer - 60
<b>Notes:</b>				
10/18/2015	Training	Arsht Administrati	Volunteer Assessment - T091915EC	Event Volunteer - 90
<b>Notes:</b>				
8/24/2015	Administrative	Arsht Audience Ser	Aria on the Bay - E090414EC	Seasoned usher
<b>Notes:</b> test				
9/2/2015	Administrative	Arsht Administrati	Administrative Project - E090215MZ	Program Inserts
<b>Notes:</b> test				

## Confirmation/Cancellation/Reminder emails:



Reply Reply All Forward  
Mon 1/9/2017 11:52 AM  
Volunteers <volunteers@arshtcenter.org>  
02/03/2017 VOL services show prep Matinee Confirmation

To

You have been scheduled to volunteer in the Administrative offices:

**Date:** Friday, February 3, 2017

**Briefing Time:** 12:00 PM

**Location:** Administrative Offices

**Dress Code:** Red Volunteer T-Shirt with "Volunteers Make a World of Difference" with jeans or black slacks.

**Parking:** Free parking is in LOT 49 under the 395 bridge- or Lot 51 if the guard directs!

**Emergency Contact:**

If you need to cancel within 48 hours of the assignment, please send an e-mail with your first name, last name, date, time, and name of the assignment you are cancelling to: [volunteers@arshtcenter.org](mailto:volunteers@arshtcenter.org).

**Thank you for donating your time!**

Volunteer Services

Reply Reply All Forward  
Fri 1/20/2017 8:03 AM  
Volunteers <volunteers@arshtcenter.org>  
Cancellation Request for 01/25/2017 Marketing Data Entry Morning

To Nicole Smith

Hello Ms. Nicole Smith,

You have been removed from the schedule for 01/25/2017 Marketing Data Entry Morning.

Thank you for your service.

Volunteer Services

Reply Reply All Forward  
Tue 1/17/2017 3:12 PM  
Volunteers <volunteers@arshtcenter.org>  
01/19/2017 Sensitivity Training Evening Reminder

To Nicole Smith

Hello Ms. Nicole Smith,

This is a friendly reminder that you have been scheduled for the following assignment:

**Training:** Sensitivity Training

**Date:** Thursday, January 19, 2017

**Briefing Time:** 6:00 PM

**Location:** Administrative Office

**Dress Code:** Please wear business casual.

**Parking:** Free parking is in LOT 49 under the 395 bridge- or Lot 51 if the guard directs!

**Emergency Contact:**

If you need to cancel within 48 hours of the training, please send an e-mail with your first name, last name, date, time and training you are cancelling to the emergency contact info listed above.

**Thank you for donating your time!**

Volunteer Services

***After a performance, the respective House Manager enters the volunteer hours using our custom report “Volunteer Capacity by Performance New”***



7 Enter parameters to run Arsht- Volunteer Capacity by Performance New in the current window

Performance(s) .....(Optional)	(1 value selected)	<input type="button" value="OK"/>
Perf Start Date .....(Optional)	01/24/2017	<input type="button" value="Cancel"/>
Perf End Date .....(Optional)	01/24/2017	<input type="button" value="Next"/>
Volunteer Position .....(Optional)	(18 values selected)	<input type="button" value="Previous"/>
Update Hours? .....(Optional)	Yes	<input type="button" value="Clear"/>
Hours .....(Optional)	4.5	<input type="button" value="Report Help"/>
Hide Details? .....(Required)	No	

## Hours are displayed in the “Hours Worked” Column in the “Custom / Volunteer” Tab



**Ms. Nicole Smith**

#378290

CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM

Memb. Level: **750 Active**  
 Memb. Expiration: **11/30/2017**  
 Entered: **8/17/2011**  
 On Account: **\$0.00**

Last Performance: **11/25/16 The Havana Cuba All-Stars**  
 Next Performance:

Phone:  
 Email: **nsmith@arsht**

General Names Contact Details Plans Relationships Research Attributes History Connections Contributions Transactions Ticket Hist

Colonnade Stone
  Benefit Tracking
  Benefit Usage
  Volunteer
  Seat Plaques
  Photo

Service Date	Activity	Department	Performance	Position / Status	Hours Worked	created by	create date	last updated by	last update date
10/19/2015	Performance	Arsht Audience Ser	Elizabeth Gilbert - P101915EC	Greeter - 30	10.0	nsmith	10/15/2015	nsmith	10/22/2015
<b>Notes:</b>									
10/19/2015	Tours	Arsht Audience Ser	Scheduled Tour - E101915MZ	Docent Assistant	.0	nsmith	10/22/2015	nsmith	10/22/2015
<b>Notes:</b>									
10/19/2015	Event	Arsht Audience Ser	Elizabeth Gilbert - P101915EC	Event Volunteer - 60	10.0	nsmith	10/15/2015	nsmith	10/22/2015
<b>Notes:</b> TEST									
10/19/2015	Event	Arsht Audience Ser	Elizabeth Gilbert - P101915EC	Event Volunteer - 90	10.0	nsmith	10/15/2015	nsmith	10/22/2015
<b>Notes:</b> TEST									
10/18/2015	Performance	Arsht Audience Ser	Free Gospel - Marvin Sapp - P101815EC	Event Volunteer - 30	10.0	nsmith	9/8/2015	nsmith	10/22/2015
<b>Notes:</b>									
10/18/2015	Performance	Arsht Audience Ser	FGS Backstage Help - E1018115MC	Backstage	10.0	nsmith	10/15/2015	nsmith	10/22/2015
<b>Notes:</b>									
10/18/2015	Training	Arsht Administrator	Volunteer Assessment - T091915EC	Volunteer Training	10.0	nsmith	8/20/2015	nsmith	10/22/2015
<b>Notes:</b>									
10/17/2015	Tours	Arsht Audience Ser	Scheduled Tour - E101715MZ	Advanced Usher	10.0	nsmith	10/15/2015	nsmith	10/22/2015
<b>Notes:</b> TESTING									

**We use the “Research / Documents” tab to add in any paperwork that was filled out during orientation or certifications earned**



**Ms. Nicole Smith**

**#378290**

**CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM**

Memb. Level: **750** **Active**

Memb. Expiration: **11/30/2017**

Entered: **8/17/2011**

On Account: **\$0.00**

Last Performance: **11/25/16** The I

Next Performance:

- General
- Names
- Contact Details
- Plans
- Relationships
- Research**
- Attributes
- History
- Connections


- Notes
- Philanthropy
- Assets
- Schools
- Research
- Documents
- Rankings

Title	Notes	Document Type	Control Group
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**Nicole Smith**

Statement of 60 Day Probation	Microsoft Word Document	(Default Control Group)
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Volunteer Commitment Letter	Microsoft Word Document	(Default Control Group)
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***Volunteers earn 4 tickets for each 72 hours they volunteer. We use the custom report “Arsht - Current Available Tickets” to calculate this automatically.***



**Adrienne Arsht Center**

**Volunteer Current Tickets for: 2016 - 2017**

Customer No:	<b>378290</b>
Name:	<b>Ms. Nicole Smith</b>
Current Season Hours:	265
Actual Hours:	167
Lifetime Hours:	423
Tickets Earned:	12
Total Tickets:	(10)
Tickets Used:	3
Tickets Expiring:	0
Current Balance:	(13)
Yr End Balance:	(13)
Next Set of Hrs:	288

# Volunteer Benefits are Calculated with the Arsht – “Current Fiscal Year Tickets” Report



## Adrienne Arsht Center

### Volunteer Current Tickets for: 2017

Customer No	Name	Email	Lifetime Hours	Hours	Tix Earned
7886	Mr. George L. Harvey	gcharvey@bellsouth.net	1,019	46	0
8195	Mr. Norman Duncan	norman.e.duncan@gmail.com	3	3	0
8251	Mrs. Enid Hernandez	enisher45@aol.com	1,057	112	4
8360	Judith Traum	jtraum@gate.net	2,711	246	12
10303	Mrs. Cathy Harvey	cathy.harvey71@gmail.com	996	46	0
10679	Ms. Jeannie Weiss	weisswell@aol.com	540	88	4
20395	Ms. Tammy Themmen	chaskest@bellsouth.net	580	56	0
28701	Ms. Blanche Nonoo	21nonoob@gmail.com	55	24	0
28749	Ms. Steffani Martin	steffanimartin@aol.com	2,092	164	8
28776	Ms. Sandra Darrall	spiritwo2@aol.com	1,569	7	0
29830	Mr. Max Fleischer	max@online2mailbox.com	899	41	0
30758	Ms. Lourdes M. Hernandez	lulihdez@yahoo.com	6,224	114	4
32441	Ms. Elaine DeLeonardis	elainede99@gmail.com	831	76	4
32945	Mrs. Marilyn Cohen	nehoc33@aol.com	785	31	0
35259	Ms. Gloria Villa	gloriamvilla@comcast.net	1,610	71	0
39674	Ms. Beth Collinsworth	bethcollinsworth@gmail.com	2,051	120	4

# Other Important Information



**Ms. Nicole Smith**  
**#378290**  
 CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM

Memb. Level: **750** **Active**  
 Memb. Expiration: **11/30/2017**  
 Entered: **8/17/2011**  
 On Account: **\$0.00**

Last P  
 Next P

- General
- Names
- Contact Details
- Plans
- Relationships
- Research
- Attributes**
- Hi

- Attributes
- Interests
- Constituencies

Attribute	Attribute Value	Created	Modified
VOL Emergency Contact			✘
Volunteer Referral			✘
Volunteer Limitations			✘
Parking Pass - Volunteer			✘

- Accessibility Challenges
- Carpel Tunnel
- Night Blindness
- Vegan
- Vegetarian
- Vertigo

# Daily / Weekly Reports



## Tessitura Reports

Arsht- Arsht- "No Show / Late" Report

Automatically emailed by the Tessitura Report Server <end>

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## Tessitura Reports

Arsht- Docent / Docent Assistant Staffing

Automatically emailed by the Tessitura Report Server <end>

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## Tessitura Reports

Arsht- Volunteer Usher Staffing Report

Automatically emailed by the Tessitura Report Server <end>

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## Tessitura Reports

Arsht- Extra Events Staffing Report

Automatically emailed by the Tessitura Report Server <end>

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### Adrienne Arsht Center

#### Volunteer Capacity Report

Parameters:

Start Date: 2016-12-19

End Date: 2016-12-26

Performance(s): (All)

Run By: nsmith

Run On: 12/26/2016 7:00 AM

Page: 1 of 8

#### Performance/Date

#### Regularly Scheduled Tour

Dec 19 2016 12:00PM

#### Docent (Total 2)

<u>Volunteer No</u>	<u>Lname</u>	<u>Fname</u>	<u>Limitation</u>	<u>Tag Number</u>	<u>Hours</u>
745244	Thieme	Mary	--	--	2.5
745244	Thieme	Mary	--	--	

#### Docent Assistant (Total 3)

<u>Volunteer No</u>	<u>Lname</u>	<u>Fname</u>	<u>Limitation</u>	<u>Tag Number</u>	<u>Hours</u>
810067	Katzen	Jonathan	--	--	2.5
705571	Romeo	Brenda	--	#395 CKXN52	2.5
702440	Williams	Derrrell	--	--	2.5

## Tracking



Create Date	Description ▲	Count	SQL	Dynamic	TMS	T-Stats
6/9/2015 12:47	AAC Interns 06-Current	301	✓	✓	○	○
11/5/2015 15:00	Arsht Current Volunteers 2016	760	✓	✓	✓	✓
11/16/2016 16:54	Arsht FY16 Volunteers no inter	274	✓	○	○	○
11/11/2014 09:08	Arsht Master Volunteer List	693	✓	✓	✓	✓
7/16/2015 12:55	Arsht Vol Active from Beginnin	9	✓	○	○	✓
11/16/2016 16:57	Arsht Volunteer FY 2012	815	✓	✓	✓	✓
6/5/2015 15:46	Arsht Volunteer FY 2013	435	✓	✓	✓	✓
6/5/2015 15:12	Arsht Volunteer FY 2014	421	✓	✓	○	○
6/5/2015 15:15	Arsht Volunteer FY 2015	302	✓	✓	○	○
11/5/2015 15:02	Arsht Volunteers FY 2016	311	✓	✓	✓	✓
9/9/2016 16:43	Arsht Volunteers Since January	0	✓	✓	✓	✓

# “Volunteer Room” Online Portal



Welcome, Nicole! [Logout](#) [My Account](#) [Donate](#) [Cart](#)  [SEARCH](#)

**Account**

- [My Pending Orders](#)
- [My Account](#)
- [My Profile](#)
- Volunteer Room**
  - [Volunteer Calendar](#)
  - [Review Tickets/Hours](#)
  - [Upcoming Schedule](#)
  - [Schedule History](#)

**Keyword(s)**  **Genre**  **Venue**  **Month**

**Z** ZIFF BALLET OPERA HOUSE
**K** KNIGHT CONCERT HALL
**C** CARNIVAL STUDIO THEATER
**O** Other Spaces at the Arsht
**A** Offsite Events

February 2017

M	T	W	T	F	S	S
30	31	<b>C</b> Sunday in the Park with George 7:30 PM	<b>C</b> Sunday in the Park with George 7:30 PM  <b>K</b> The Cleveland Orchestra: Sibelius Second Symphony 8:00 PM	<b>O</b> VOL services show prep 12:00 PM  <b>K</b> Cleveland Orchestra Miami: Yo-Yo Ma Plays Dvořák 7:00 PM  <b>C</b> Sunday in the Park with George 7:30 PM  <b>Z</b> Florida Grand Opera: Eugene Onegin 8:00 PM	<b>Z</b> Regularly Scheduled Tour 12:00 PM  <b>C</b> Sunday in the Park with George 7:30 PM  <b>Z</b> Florida Grand Opera: Eugene Onegin 8:00 PM  <b>K</b> The Cleveland Orchestra: Sibelius Second Symphony 8:00 PM	<b>C</b> Sunday in the Park with George 4:00 PM

***Volunteers can review how many hours they have worked for the current season, since day one, and how many tickets they have earned.***



### Review Tickets/Hours

#### Volunteer Current Tickets for 2016 - 2017

- Customer No: **378290**
- Name: **Ms. Nicole Smith**
- Hours: 290
- Total Tickets: -6
- Tickets Used: 3
- Current Balance: -9
- Tickets Expiring: 0
- Next Set of Hours: 360

#### Cumulative Volunteer Hours

- Actual Hours Earned: 192
- Total Lifetime Hours: 448

#### Adrienne Arsht Center

#### Volunteer Current Tickets for: 2016 - 2017

Customer No:	<b>378290</b>
Name:	<b>Ms. Nicole Smith</b>
Current Season Hours:	289
Actual Hours:	191
Lifetime Hours:	447
Tickets Earned:	16
Total Tickets:	(6)
Tickets Used:	3
Tickets Expiring:	0
Current Balance:	(9)
Yr End Balance:	(9)
Next Set of Hrs:	360

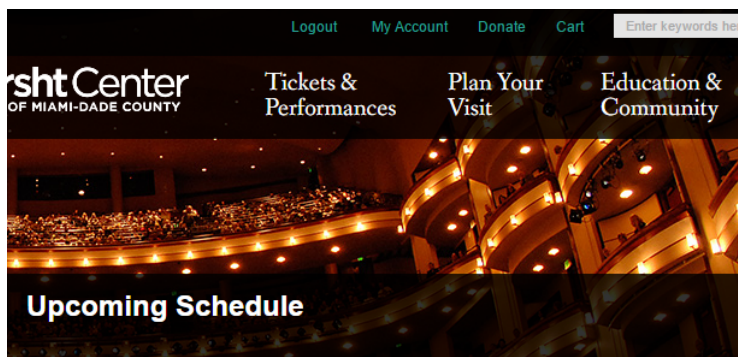


## Content Tab in Ticketing Setup



General	Pricing	Modes of Sale	Segments	Credits	Keywords	Content	Custom
Content Type		Value					Type
Arrive On Time		<font face="Arial" size="2"> Late seating is not guaranteed and v					Perf
Dining		<font face="Arial" size="2">Before the show, experience BRAVA					Perf
Performance Program		<font face="Arial" size="2"><a href="http://www.arshtcenter.org					Perf
Traffic Alert		<font face="Arial" size="2">There are traffic alerts for your perf					Perf
<i>Box Office Manager</i>		Javier Rhoden					Pr Seas
<i>Full Blurb</i>		Winner of the Pulitzer Prize for Drama, the Olivier Award for Best I					Pr Seas
<i>Presale - Member</i>		08/15/2016					Pr Seas
<i>Print at Home?</i>		Yes					Pr Seas
<i>Public On-Sale</i>		09/10/2016					Pr Seas
<i>Trainee Capacity</i>							2 Pr Seas
<i>Volunteer Capacity</i>							4 Pr Seas
<i>Marketing Manager</i>		Joanne Matsuura					Prod

**Selections automatically populate in the portal. In the “Custom Tab” under the “Created by” column, it will indicate “TessApi” which informs us that transaction was completed online.**



If you need to cancel your volunteer shift and the event starts within 48 hours, you will not be able to cancel. For a performance, contact [housemanagers@arshtcenter.org](mailto:housemanagers@arshtcenter.org). To cancel any other event or a event contact person listed in your "Reminder" e-mail.

**Sunday in the Park with George**

Performance Date: 02/08/17

Briefing Time: 6:00 PM

**CANCEL SHIFT**

**Sunday in the Park with George**

Performance Date: 02/09/17

Briefing Time: 6:00 PM

**CANCEL SHIFT**

**Ms. Nicole Smith**  
#378290  
CUL, EMP, VOL, TRN, DCA, ADM

Memb. Level: **750** **Active**  
Memb. Expiration: **11/30/2017**  
Entered: **8/17/2011**  
On Account: **\$0.00**

Last Performance: **11/25/16 The P**  
Next Performance:

General | Names | Contact Details | Plans | Relationships | Research | Attributes | History | Connections

Colonnade Stone
  Benefit Tracking
  Benefit Usage
  Volunteer
  Seat Plaques
  Photo

Service Date	Activity	Department	Performance	Position / Status	Hours Worked	created by
2/9/2017	Performance	Arsht Audience Ser	Sunday in the Park with George - P020917ES	Trainee		TessApi
2/8/2017	Performance	Arsht Audience Ser	Sunday in the Park with George - P020817ES	Trainee		TessApi

**The hours added in are displayed on their “Schedule History” page**



Welcome, Nicole! Logout

**Schedule History**



**Ms. Nicole Smith**

#378290

CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM

Memb. Level: 750 **Active**  
 Memb. Expiration: 11/30/2017  
 Entered: 8/17/2011  
 On Account: \$0.00

Last Performance: 11  
 Next Performance:

General | Names | Contact Details | Plans | Relationships | Research | Attributes | History

Colonnade Stone
  Benefit Tracking
  Benefit Usage
  Volunteer
  Seat Plaques
  Photo

Service Date	Activity	Department	Performance	Position / Status	Hours Worked
1/25/2017	Event	Arsht Audience Ser	NYU Auditions - E012517AZ	Administrative	5.0
	Notes: 2				
1/24/2017	Event	Arsht Audience Ser	NYU Auditions - E012417PZ	Trainee	4.0
	Notes:				
1/24/2017	Event	Arsht Audience Ser	NYU Auditions - E012417AZ	Administrative	5.0
	Notes:				
1/23/2017	Event	Arsht Audience Ser	NYU Auditions - E012317PZ	Trainee	1.0
	Notes:				

**NYU Auditions**

Volunteer Date: 01/23/17  
 Volunteer Hours: 1.0

**Administrative**

Volunteer Date: 01/24/17  
 Volunteer Hours: 5.0

**NYU Auditions**

Volunteer Date: 01/24/17  
 Volunteer Hours: 4.0

**Administrative**

Volunteer Date: 01/25/17  
 Volunteer Hours: 5.0

**Volunteers can cancel a shift by clicking the “Cancel Shift” button.**



Welcome, Nicole! [Logout](#) [My Account](#) [Donate](#) [Cart](#)  [SEARCH](#)

**Adrienne Arsht Center**  
FOR THE PERFORMING ARTS OF MIAMI-DADE COUNTY

[Tickets & Performances](#) [Plan Your Visit](#) [Education & Community](#) [Membership & Support](#)

### Upcoming Schedule

**Account**

- [My Pending Orders](#)
- [My Account](#)
- [My Profile](#)
- [Volunteer Room](#)
  - [Volunteer Calendar](#)
  - [Review Tickets/Hours](#)
  - [Upcoming Schedule](#)
  - [Schedule History](#)

If you need to cancel your volunteer shift and the event starts within 48 hours, you will not be able to do so online. For a performance, contact [housemanagers@arshtcenter.org](mailto:housemanagers@arshtcenter.org). To cancel any other event or assignment, contact the event contact person listed in your "Reminder" e-mail.

<p><b>Sunday in the Park with George</b> Performance Date: 01/29/17 Briefing Time: 2:30 PM</p> <p><a href="#">CANCEL SHIFT</a></p>	<p><b>Sunday in the Park with George</b> Performance Date: 01/29/17 Briefing Time: 2:30 PM</p> <p><a href="#">CANCEL SHIFT</a></p>
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***They will receive an automatic cancellation e-mail. The cancellation will also show up on their "Schedule History" page***



### Schedule History

**Marketing Swag Bag Stuffing**

Volunteer Date: 10/03/16  
 Volunteer Hours: 0.0  
 Volunteer Position: Cancelled (Advance)

**FL Edu. Comm Bus. Roundtable**

Volunteer Date: 10/07/16  
 Volunteer Hours: 0.0  
 Volunteer Position: Cancelled (Advance)

**Volunteer Services Show Prep**

Volunteer Date: 10/07/16  
 Volunteer Hours: 0.0  
 Volunteer Position: Cancelled (Advance)

**Arsht Campus Birthday Shift 3**

Volunteer Date: 10/08/16  
 Volunteer Hours: 0.0  
 Volunteer Position: Cancelled (Advance)



**Ms. Nicole Smith**

#378290

CUL, EMP, VOL, RUS, USH, TRN, DOC, DCA, ADM

Memb. Level: **750** **Active**  
 Memb. Expiration: **11/30/2017**  
 Entered: **8/17/2011**  
 On Account: **\$0.00**

Last Perfo  
 Next Perfo

General Names Contact Details Plans Relationships Research Attributes Histor

Colonnade Stone  Benefit Tracking  Benefit Usage  Volunteer  Seat Plaques  Photo


Service Date	Activity	Department	Performance	Position / Status	Hour
10/10/2016	Administrative	Arsht Administrati	Financial Literacy Rocks - E101016MC	Cancelled (Advance)	
<b>Notes:</b>					
10/10/2016	Administrative	Arsht Administrati	21770	Event Volunteer - 90	
<b>Notes:</b>					
10/8/2016	Administrative	Arsht Administrati	Arsht Campus Birthday Shift 3 - E100816NZ	Cancelled (Advance)	
<b>Notes:</b>					
10/7/2016	Administrative	Arsht Administrati	Volunteer Services Show Prep - E100716MAD	Cancelled (Advance)	
<b>Notes:</b>					
10/7/2016	Event	Arsht Audience Ser	FL Edu. Comm Bus. Roundtable - E100716AC	Cancelled (Advance)	
<b>Notes:</b>					
10/3/2016	Administrative	Arsht Administrati	Marketing Swag Bag Stuffing - E100316MAD	Cancelled (Advance)	
<b>Notes:</b>					

# Managing Interns in Tessitura



**Interns are considered  
Volunteers so their hours are  
also tracked in the  
“Custom/Volunteer” tab**





**Ilana Gray**  
#676566  
IT2, RTV

Memb. Level:  
Memb. Expiration:  
Entered: **8/29/2014**  
On Account:

Last Performance: **01/10/17 Minnesota Orchestra**  
Next Performance:

Ilana Gray

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General

Names

Contact Details

Plans

Relationships

Research

Attributes

History

Connections

Contributions

Transactions

Ticket History

Orders


**Custom**

Colonnade Stone
  Benefit Tracking
  Benefit Usage
  Volunteer
  Seat Plaques
  Photo

Service Date	Activity	Department	Performance	Position / Status	Hours Worked	created by	create date	last updated by	last t
11/7/2014	Internship	Arsht Administrator		Intern	142.5	CMorris	11/13/2014	CMorris	
<b>Notes:</b>									
12/17/2014	Internship	Arsht Administrator		Intern	82.0	CMorris	1/13/2015	CMorris	4
<b>Notes:</b>									
2/13/2015	Internship	Arsht Administrator		Intern	42.5	CMorris	2/13/2015	CMorris	
<b>Notes:</b> 1/9 - 2/4									
4/29/2015	Internship	Arsht Audience Ser		Intern	116.0	nsmith	4/29/2015	nsmith	4
<b>Notes:</b> 2/5 - 4/29									
12/7/2016	Internship	Arsht Administrator		Intern	26.0	CMorris	12/7/2016	CMorris	
<b>Notes:</b>									
					<b>Total Hours Worked:</b>	409.0			

# Resumes etc. are housed on the “Research / Documents” Tab





**Ilana Gray**  
#676566  
IT2, RTV

Memb. Level:  
Memb. Expiration:  
Entered: **8/29/2014**  
On Account:

Last Performance: **01/10/17 Minn**  
Next Performance:

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History

Connections

Contributions

Transactions

Ticket History

Orders

General

Names

Contact Details

Plans

Relationships

**Research**

Notes  
  Philanthropy  
  Assets  
  Schools  
  Research  
  Documents  
  Rankings

Title	Notes	Document Type	Control Group
<b>Ilana Gray</b>			
doc01936020140903123124.		Adobe Acrobat Document	Arsht Center
ILANA GRAY PAPERWORK.1		Adobe Acrobat Document	Arsht Center
Ilana Gray Mid Term Perform		Adobe Acrobat Document	Arsht Center
Ilana Gray Midterm Evaluatic By Student		Adobe Acrobat Document	(Default Control Group)
Ilana Gray Resume.pdf		Adobe Acrobat Document	Arsht Center

# Track their school on the “Research / Schools” Tab



**Caroline Prangley**

**#822183**

**INT, VOL, ADM**

Memb. Level:  
Memb. Expiration:  
Entered: **1/5/2017**  
On Account:

General	Names	Contact Details	Plans	Relationships	<b>Research</b>
<input type="radio"/> Notes <input type="radio"/> Philanthropy <input type="radio"/> Assets <input checked="" type="radio"/> Schools <input type="radio"/> Research <input type="radio"/> Documents <input type="radio"/> Rankings					
School		Major		Degree	Start Year
<b>Caroline Prangley</b>					
Univ. of Miami					

# Track who they interned for on the “History / Activities ” Tab



**Caroline Prangley**

#822183  
INT, VOL, ADM

Memb. Level:  
Memb. Expiration:  
Entered: **1/5/2017**  
On Account:

Last Performance:  
Next Performance:

General	Names	Contact Details	Plans	Relationships	Research	Attributes	<b>History</b>	Connections
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Memberships 
  Activities 
  Events 
  Premiums 
  Planned Gifts 
  Purchase History

Date	Activity	Worker	Performance	Status	Attendees
<b>Caroline Prangley</b>					
01/12/2017	Intern - Vol Services	Nicole Smith (378290)		Accepted	
Notes: <input type="text"/>					

# Intern Output Set



7 Enter parameters to run Execute an Output Set in the current window

Output Set .....(Required)	NS-Intern Info	OK
List .....(Required)	AAC Interns 06-Current	Cancel
Mailing Date ..... (Optional)	00/00/0000	Next
Address Purpose ..... (Optional)	(None)	Previous
Salutation Type .....(Optional)	(None)	Clear
Label Address .....(Optional)	(None)	Report Help
Electronic Address Type .....(Optional)	(None)	
Electronic Address Purpose ..... (Optional)	(None)	
EAddress Market Only ..... (Optional)	(None)	
Membership Organization ..... (Optional)	(None)	

# Intern Attributes



Tessitura Live Production Server 12.5.1 - [Constituents - Ms. Nicole Smith]

File GoTo Constituents Tools Window Help

**Ms. Nicole Smith**  
 #378290  
 CUL, EMP, VOL, TRN, DCA, ADM

Memb. Level: 750 Active  
 Memb. Expiration: 11/30/2017  
 Entered: 8/17/2011  
 On Account: \$0.00

Last Performance: 11/2  
 Next Performance:

General Names Contact Details Plans Relationships Research **Attributes** History

Attributes  Interests  Constituencies

Attribute	Attribute Value		Created	Modified
<b>Nicole Smith</b>				
ACX Home Mkt Val	\$50,000 - \$74,999	✗	Created: 6/29/2016 14:33:06 by dbo at PACPC212 Modified: 6/29/2016 14:33:06 by dbo	
ACX Prop Type Detail	Condo	✗	Created: 6/29/2016 14:31:41 by dbo at PACPC212 Modified: 6/29/2016 14:31:41 by dbo	
ACX Vehicle Interest	Mid-Size / Small	✗	Created: 6/29/2016 14:34:02 by dbo at PACPC212 Modified: 6/29/2016 14:34:02 by dbo	
Corp Insider Promo Code	ARSHTSTAFF	✗	Created: 1/27/2017 03:30:03 by dbo at TESSITURA-DI Modified: 1/27/2017 03:30:03 by dbo	
Merged ID	320358		Created: 7/24/2012 03:00:03 by dbo at TESSITURA-DI Modified: 7/24/2012 03:00:03 by dbo	
NScan EMail	nsmith@arshtcenter.org	✗	Created: 11/1/2013 15:21:13 by NKeating at PACPC02 Modified: 11/1/2013 15:21:13 by NKeating	
NScan Mobile	3057468919	✗	Created: 1/17/2014 19:11:47 by MUsaqa at PACPC085 Modified: 1/17/2014 19:11:47 by MUsaqa	
RFV Segment by rank	20		Created: 10/4/2016 07:47:32 by TessPost at TESSITUI Modified: 10/4/2016 07:47:32 by TessPost	
VOL Status	Active	✗	Created: 11/16/2016 17:48:36 by eheitzer at PACPC04 Modified: 11/16/2016 17:48:36 by eheitzer	
Birthdate_1	03/19/9999	✗	Created: 9/11/2014 18:09:04 by jcastro at PACPC122 Modified: 9/11/2014 18:09:04 by jcastro	
Intern Restrictions	<input type="text" value="Discharged from Program"/> <input type="text" value="No Call/Email List"/> <input type="text" value="Vacated Program"/>	✗		

Add  Group by Constituent

Ready

**Adrienne Arsht Center**  
FOR THE PERFORMING ARTS OF MIAMI-DADE COUNTY



**Arsht**  
**Volunteers**  
MAKE A WORLD OF DIFFERENCE

Adrienne Arsht Center  
★ **ARSHT**INTERNS ★  
Internship Program

***Thank You!***

***Nicole Smith***  
***Manager, Volunteer / Internship Services***

***[nsmith@arshtcenter.org](mailto:nsmith@arshtcenter.org)***