

High School Volunteer Overview

Volunteering with the Long Beach Symphony is a fun and easy way to gain valuable experience in Arts Management and Orchestra Operations while being exposed to world-class symphonic music!

CRITERIA

- Excellent Leadership skills
- Professional and responsible
- Can commit to volunteering for at least 4 concerts

BENEFITS

- Valuable professional experience for a resume
- Documented and supervised Volunteer Service Hours
- 2 Complimentary concert tickets for all volunteer service dates
- Letters of recommendation upon request

GUIDELINES

Volunteers are Ambassadors of the Long Beach Symphony and are expected to be professional, prompt, courteous and helpful to everyone.

- Please indicate your availability by completing and returning the attached form or complete it on the website under the Education tab. The week prior to each concert, you will be sent a reminder email to re-confirm your availability along with the concert details and schedule.
- If you will be late or have to cancel **on the day of service** for any reason please call Issy Roberts, Manager of Operations & Education on her cell phone at **(805) 235-3694**

Issy Roberts, Manager of Operations and Education
(562) 436-3203 ext. 228 or iroberts@longbeachsymphony.org
www.LongBeachSymphony.org

PATRON SERVICE GUIDELINES

S = SMILE

E = EYE CONTACT

R = RESPECT

V = VALUE THE PATRON'S EXPERIENCE

I = INITIATE CONTACT: ASK, "MAY I HELP YOU?"

C = CREATE SERVICE SOLUTIONS

E = END WITH A THANK YOU!

CLASSICAL CONCERTS PROCEDURES

- Arrive on time and properly attired, be sure to pay close attention to the Usher briefing.
- Familiarize yourself with the area that you are assigned to and the House Ushers that are working near you.
- Know where the restrooms, elevators, box office and concession stands are located.
- Smile and greet patrons with a friendly “*Good evening,*” or “*Welcome to the Symphony*”
- If you have a patron with a ticket or seating issue, please refer them to a LBS House Manager, House Ushers or direct them to the Patron Services table in the middle of the lobby.
- If a patron needs any kind of physical assistance, find a House Manager or House Usher to help them. DO NOT touch them.
- If there is an emergency in your section, notify a House Manager, House Usher or any Long Beach Symphony staff immediately.

CLASSICAL CONCERT SCHEDULE

- 5:45pm High School Volunteers call time
- 6:00pm Orientation
- 6:30pm Lobby doors open
- 7:00pm Pre-Concert Talk begins
- 7:30pm Pre-Concert Talk ends, assigned seating begins
- 8:00pm Concert begins
- 10:00pm Approximate Concert end time
- PROFESSIONAL ATTIRE
 - Black pants or black skirt (Skirts should no shorter than 2” above the knee)
 - Black or white shirt (Boys should wear collared shirts. Girls should have covered shoulders)
 - Nice, comfortable, black shoes with black socks or nylons/leggings (No sneakers)
 - Prepare your clothing by ensuring it’s clean, pressed and without holes or unraveled seams
 - Wear an accurate watch if possible
- ORIENTATION
 - Upon arrival at 5:45 proceed to the lobby for Orientation
 - Listen carefully for procedures and your assignment
 - Ensure that you are familiar with the locations of restrooms, door numbers, and seating sections
 - Find the House Usher that you will be working near and introduce yourself
- DUTIES
 - At 6:30pm once given the cue by the House Manager, open doors for patrons
 - *First impressions are lasting impressions.* Smile and greet patrons, distribute programs
 - Seating is permitted in the orchestra section anytime during the Pre-Concert Talk (7:00-7:30pm)

- If a patron requires assistance or asks a question that you can't answer please refer them to a House Manager, House Usher or Staff member or direct them to the Patron service table in the center of the lobby
- **PATRON SEATING**
 - Unless otherwise noted, all concerts are ticketed with reserved seating
 - Actively meet the patrons and ask them if they need assistance finding their seat
 - If they need help, read their tickets out loud before escorting them to their seat
 - Quickly return to the entrance area and look for the next patron to arrive
 - If a seating problem occurs remain calm and helpful and do one of the following:
 - Contact a House Manager or House Usher
 - Refer the patron(s) to the Patron Services table in the center of the lobby
 - Food and beverages are not allowed in the performance hall. Politely ask patrons to dispose of food and beverage prior to entering the performance hall
 - Notification Chimes
 - There are 3 sets of chimes sound in the lobby before the concert notifying patrons the concert will soon begin: 15, 10 and 5 minutes prior to the concert start time
 - After the second set of chimes, at 10 minutes to curtain, please inform patrons that the concert is about to begin and guide them through the doors to their seats
 - Do the same at the 5 minute chimes
 - As soon as the Concertmaster enters to tune, all doors should be closed

After assisting the House Ushers in closing the Theater doors, please go to your seats and enjoy the concert, at the intermission check with the Manager of Operations and Education to see if you are needed.

POPS! CONCERTS PROCEDURES

- **POPS! Concert SCHEDULE**
 - 9:00am High School Volunteer call time
 - 9-10:30am Assist in dressing the House
 - 10:30am Break
 - 10:45-12:00pm Assist in dressing the House
 - 12:00pm High School Volunteers are released by Production Assistant
 - 6:30pm Lobby doors open for picnicking
 - 8:00pm Concert
 - 10:00pm Approximate concert end time
- **GUIDELINES**
 - If you will be late or have to cancel on the day of service for any reason, please call Issy Roberts, Manager of Operations and Education on her cell phone **(805) 235-3694**
 - Dress comfortably with comfortable shoes, you will be on your feet and moving around

- Enter the Arena through the Loading Dock by using the Service Road off of East Shoreline Drive next to Rainbow Lagoon
- Upon arrival at 9am, sign in with the Production Assistant, Kristina Rakosh, at the front of the stage
- DUTIES
 - Place table cloths evenly on correct tables using the table chart
 - Place table rings and numbers on correct tables using the seating chart
 - Ensure that the table numbers are visible and can be seen from the entrance side of the Arena
 - Place 5 programs on each table
 - Count chairs and check for any special seating needs in your section
 - LBS staff will have a list of tables with special requirements
 - Double check you tables for accuracy and cleanliness
 - Confirm that no boxes or personal articles are left in public areas
 - The Production Assistant will excuse you and have you sign out

If you would like to return for the concert, submit your name to the Production Assistant to be included on the reservation list, your two complimentary tickets will be held at will call for the evening performance!

The Long Beach Symphony sincerely thanks you for your service; we could not successfully produce our concerts without the help of volunteers like you!

Eckart Preu, Music Director



Irv Miller, President

Kelly Ruggirello, Executive Director

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High School Volunteers of the Long Beach Symphony

Please mark all the concerts for which you are available.

- _____ **Classical I – Opening Night! – Saturday, October 1, 2016**
Benjamin Rous, conductor and Doug Tornquist, tuba
- _____ **Pops I – Monster Mash Up! A Halloween Dance Party! - Saturday, October 15, 2016**
Matt Catingub, conductor and Steve Moretti, drums
- _____ **Classical II – Rachmaninoff with Joyce Yang - Saturday, November 19, 2016**
Me-Ann Chen, conductor and Joyce Yang, piano
- _____ **Pops II – A Broadway Holiday with Ana Gasteyer - Saturday, December 10, 2016**
Larry Blank, conductor and Ana Gasteyer, vocals
- _____ **Classical III – *Symphonie fantastique* - Saturday, February 4, 2017**
Eckart Preu, Music Director
- _____ **Pops III – The Nat King Cole Songbook - Saturday, February 18, 2017**
Stuart Malina, conductor and Denzal Sinclaire, vocals
- _____ **Classical IV – Beethoven and Dvořák - Saturday, March 4, 2017**
Paul Polivnick, conductor and Rong-Huey Liu, oboe
- _____ **Pops IV – Symphonic Spectacular: See the Music! - Saturday, March 11, 2017**
Michael Krajewski, conductor
- _____ **Classical V – An Evening of Mozart - Saturday, April 29, 2017**
Robert Istad, conductor and Long Beach Camerata Singers
- _____ **Pops V – Up All Night: Music of the 80’s - Saturday, May 13, 2017**
Suart Chafetz, conductor and Nicole Parker and Aaron Finley, vocals
- _____ **Classical VI – A JoAnn Falletta Homecoming - Saturday June 10, 2017**
JoAnn Falletta, conductor and George Li, piano

I acknowledge that I have read and understood the High School Volunteer Overview and agree to follow the guidelines and procedures.

Volunteer Signature

Date

Volunteer Name (printed)



High School Volunteers of the Long Beach Symphony

CONTACT INFORMATION

FIRST NAME: _____ LAST NAME: _____

HIGH SCHOOL: _____

GRADE: _____

STREET ADDRESS: _____

CITY, STATE & ZIP: _____

HOME PHONE: (_____) _____

CELL PHONE: (_____) _____

EMAIL: _____

PARENT/GUARDIAN'S NAME: _____

PARENT/GUARDIAN'S CELL PHONE: (_____) _____

EMERGENCY CONTACT: _____ RELATIONSHIP: _____
(OTHER THAN ABOVE)

EMERGENCY CONTACT NUMBER: (_____) _____