

## 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 completing the registration form on the website under the Education & Community 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, Director of Education & Special Events on her cell phone at **(805) 235-3694**

**Issy Roberts, Director of Education & Special Events**  
**(562) 436-3203 ext. 228 or [iroberts@longbeachsymphony.org](mailto:iroberts@longbeachsymphony.org)**  
**[www.LongBeachSymphony.org](http://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.
- Leaving personal items at home or in the car is suggested as there is no secure place to store things during the concert.
- Enter through the WEST lobby doors and check in with security for access to the building.
- **If you do need to bring personal items please be aware that new security measures require that your bag will be searched by security at the door. Bags must be smaller than 12"x12" to be allowed entrance.**
- 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, tucked into their pants.)
    - Girls should have covered shoulders)
  - Nice, but 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 House Manager 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
  - 6:00pm Security checks begin and lobby opens
  - 6:30pm Seating in main arena opens
  - 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, Director of Education & Special Events 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
    - LBSO staff will have a list of tables with special requirements
  - Double check your 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!**

**\*\*\* New security measures require all bags and picnics to be checked at the door. \*\*\*  
All beverages must be factory sealed. Please refer to the Prohibited Items list.**