

Overture Overview

Overture was created as an opportunity for exemplary Long Beach Symphony Volunteers to take more of a leadership role and expand their knowledge of Arts Management and Orchestra Operations while being exposed to world-class symphonic music.

OVERTURE CRITERIA

- Excellent Leadership skills
- Professional and responsible
- Served as a Long Beach Symphony Volunteer for at least one season
- Can commit to volunteering for at least 6 concerts

OVERTURE 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

OVERTURE GUIDELINES

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

Overture members are requested to commit to at least 6 of the Season Concerts. There are 6 Classical concerts in the Terrace Theater and 5 POPS! Concerts in the Long Beach Arena.

- Please indicate your availability by completing the registration form on our 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
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 CONCERT 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.**
- 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
 - 5:00 pm Overture members call time
 - 5:30 pm Overture members attend Front of House Orientation
 - 5:45 pm High School Volunteers call time
 - 6:00 pm An Overture member gives the Orientation for the High School Volunteers
 - 6:30 pm Lobby doors open
 - 6:58 pm After the second set of chimes, close all hall doors except #1 and #7
 - 7:00 pm Pre-Concert Talk begins. Close hall doors #1 and #7
 - Late entry for Pre-Concert Talk is okay in orchestra section only

- 7:30 pm Pre-Concert Talk ends
 - Open all hall doors
- 8:00 pm Concert
- 8:30 pm Excused, invited to stay for the remainder of the concert
- 10:00 pm 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
- DUTIES
 - Upon arrival at 5pm, check in with the Director of Education & Special Events
 - Take flowers from the loading dock to lobby
 - Place signs according to diagram provided by Director of Education & Special Events
 - Bring program books from backstage out to Terrace Lobby
 - Complete any program stuffing if requested
 - Familiarize yourself with the theatre, locate restrooms (including disabled restrooms), telephones, Assistive Listening Devices, exits, box office, patron services table, concessions, etc.
 - Inform Director of Education & Special Events of any issues that may need attention before opening doors– lighting, faulty seats, lost and found, etc.
 - Confirm that no boxes or personal articles are left in public areas
- ORIENTATION
 - The Director of Education & Special Events leads an orientation prior to each Classical Concert for Overture and House Ushers
 - This orientation includes information about the concert, timings, and late-seating instructions
 - One member of Overture will summarize the orientation for the other High School Volunteers
 - Another Overture member will distribute complimentary tickets, collect stubs and return any extra tickets to the patron Services table
 - After the orientation, Overture Members assign High School Volunteers to their location in the hall

- OPENING THE LOBBY

- At 6:30pm the lobby should be in readiness for the patrons, the House Manager will give the cue to open doors
- Remember: *First impressions are lasting impressions*. Please make eye-contact, smile and say “Good evening”
- At 6:45pm, the Orchestra level seating is available for the Pre-Concert Talk. Overture members will assist the House Ushers in opening both sets of doors at each of the Orchestra level entrances. For the pre-concert talk, patrons all allowed to sit in any seat of the orchestra section.
- Actively stand at the doors to the hall, smiling and ready to greet all incoming patrons
- After the second set of chimes at 6:55pm, please assist the House Ushers in closing all doors (inner & outer) except for the last outer set towards the back of the theater (Doors 1 & 7). Pre-Concert Talk will begin but late arriving patrons may still enter through the last outer set of doors
- During the Pre-Concert Talk, patrons may sit in the orchestra section only. Patrons waiting to be seated for the concert in the Loge or Balcony can wait in the Loge or Balcony lobbies until 7:30pm when regular seating begins
- At the end of the Pre-Concert Talk, House Ushers and Overture members should open all the hall doors on all levels

- 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 you hear the chimes, please inform patrons that the concert is about to begin and guide them through the doors to their seats
 - 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
 - 9:00 am Overture members call time
 - 9-10:30am Assist in dressing the House
 - 10:30am Break
 - 10:45-12:00pm Assist in dressing the House
 - 12:00 pm Overture members are released by Production Assistant
 - 6:00pm Security checks begin and lobby opens
 - 6:30pm Seating in main arena opens
 - 8:00 pm Concert
 - 10:00 pm 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
 - Place 10 water bottles on each table in a star pattern (refer to example tables)
 - Ensure that the table numbers are visible and can be seen from the entrance side of the Arena
 - Place 5 programs between water bottles 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 receive 2 complimentary tickets.

***** 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.**