

Overture Overview

***High School Volunteers are subject to the Symphony's Health & Safety Guidelines. Current guidelines are updated in accordance with state/local recommendations & can be found on our website homepage at longbeachsymphony.org**

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, responsible, and reliable
- Served as a Long Beach Symphony High School Volunteer for at least one season
- Can commit to volunteering at least 5 concerts

OVERTURE GUIDELINES

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

Overture members are requested to commit to at least **5 of the Season Concerts**. There are 5 Classical concerts and 1 Family concert in the Terrace Theater, and 5 Pops Concerts in the Long Beach Arena in the '22-'23 season.

- Please indicate your availability by completing the High School Volunteer registration form on our website, longbeachsymphony.org, 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. **YOU MUST RESPOND, EVEN IF YOUR AVAILABILITY CHANGES.**

Classical Concerts

TERRACE THEATRE
5:45 to 8:00 pm Saturday Evenings

October 1, 2022
November 19, 2022
February 4, 2023
March 11, 2023
June 3, 2023

Pops Concerts

LONG BEACH ARENA
9:30 am to 12 pm Saturday Mornings

October 29, 2022
December 17, 2022
February 25, 2023
March 25, 2023
May 20, 2023

Special Events Concert

TERRACE THEATRE
October 2, 2022 – Family Concert (12 to 3:00 pm)

OVERTURE BENEFITS

- Valuable professional experience for a resume
- Working alongside LBS Staff and House Ushers
- Experience in assigning and managing fellow students
- Documented and supervised community service hours
- 2 Complimentary concert tickets for all volunteer service dates
- Letters of recommendation upon request

PATRON SERVICE GUIDELINES

S = SMILE

E = EYE CONTACT

R = RESPECT

V = VALUE THE PATRON'S EXPERIENCE

I = INITIATE CONTACT: EX. "MAY I HELP YOU?"

C = CREATE SERVICE SOLUTIONS

E = END WITH A THANK YOU!

CLASSICAL CONCERT PROCEDURES

CLASSICAL CONCERT SCHEDULE

- 5:00 pm: Overture Members Call Time
- 5:30 pm: Overture Members attend Front of House Orientation with House Ushers
- 5:45 pm: High School Volunteers Call Time
- 6:00 pm: Overture Volunteers give FOH Briefing to HS Volunteers
- 6:30 pm: Lobby Doors open
- 6:45 pm: Theatre Doors open for Pre-Concert Talk with Conductor and Guest Artist
- 7:00 pm: Pre-Concert Talk begins
- 7:30 pm: Pre-Concert Talk ends/ Orchestra enters onstage and tunes
- 8:00 pm: Concert begins
- 8:05 pm: Excused, invited to stay for the remainder of the concert (ENTER WITH LATE SEATING)
- 10:00 pm: Approximate Concert end time

PROFESSIONAL ATTIRE

- Arrive on time and be properly attired with a mask that covers both the nose and mouth.
 - Clean black pants or skirt
 - Skirts should be no shorter than two inches above the knee
 - Pants SHOULD NOT have any holes or tears in them
 - Clean black or white shirt

- Boys should wear collared shirts, tucked into their pants
- Girls' tops should cover their shoulders
- Nice and comfortable black shoes with black socks or nylons/leggings
- If possible, wear a watch with the correct time – **please avoid using your phone to maintain a professional demeanor.**

BEFORE LOBBY DOORS OPEN

- If self-driving, use the parking waiver attached to the volunteer confirmation email and park in the Terrace Theater parking garage.
- Student drop-off is directly in front of the fountain on Ocean Boulevard.
 - Walk towards the large building that says, "Long Beach Terrace Theatre".
- Please leave personal items at home if they don't fit in your pocket as there is no secure place to store items during your volunteer shift.
 - If you need to bring personal items, please be aware your bag will be searched by Security at the Lobby doors. Bags must be smaller than 12"x12" to be allowed entry.
- Enter through the West Lobby doors, go through Security, and check in with the House Manager.
 - Sign-in and report to the House Manager before beginning the following tasks.
 - Familiarize yourself with the different areas of the building (Orchestra, Loge, Balcony), and the House Ushers working alongside you.
 - Know where restrooms, elevators, Box Office, Patron Services, and concession/ bar areas are located.
 - Retrieve the concert signage box from backstage, and place signage in Lobby as directed.
 - Retrieve program boxes from backstage and assist in neatly arranging on Lobby tables.
 - Retrieve appropriate amount of music stands from backstage and chairs for the pre-concert Lobby Ensemble and set up on East Lobby stage.
 - Ensure lobby musicians have everything they need for their performance.
- At 5:30pm, attend the House Usher Pre-Concert Orientation presented by the House Manager and Usher Supervisor.
 - Be sure to pay close attention. This is the time to listen and ask any questions to the House Manager and Usher Supervisor.
- At 5:45pm, High School Volunteer Ushers are called to the Main Lobby.
 - At 6:00 pm, self-select one Overture student to give a summarized orientation to the rest of the High School Volunteers.
 - Assign positions to High School Volunteers - greeting, program distribution, etc.
 - Distribute comp tickets to High School Volunteers if they are staying for the concert.

LOBBY/ THEATRE DOORS OPEN

- At 6:30 pm, once given the cue by the House Manager, be ready to assist patrons.
- Smile and greet patrons with a friendly "Good evening," or "Welcome to the Symphony".

- At 6:45 pm, the Theatre doors will open for the Pre-Concert Talk with the Conductor and Guest Artist
 - Seating is open for the Pre-Concert Talk – people do not need to sit in their assigned seats
- If a patron has a ticketing/ seating question, please refer them to either the House Manager, House Ushers, or Patron Services (in the middle of the Lobby).
- Actively meet patrons and ask if they need assistance finding their seat.
 - If they need help, read their tickets aloud before escorting them to their seat. Unless noted, ALL CONCERTS ARE RESERVED SEATING.
 - Once the patron(s) are seated, return to your designated post, and assist the next patron.
 - Beverages are allowed in the Terrace Theater (NEW!)
- Notification Chimes
 - There are 3 sets of chimes played in the Lobby before the concert begins – 10 min, 5 min, and 3 minutes before the concert begins.
 - After the first set of chimes, begin to politely ask patrons to find their seats.
- If there is an emergency in your section, notify the House Manager, House Ushers, or any Long Beach Symphony Staff. If a patron falls or is injured DO NOT TOUCH THEM or try to help them up. Have someone stay with the patron while you find assistance. Provide specific information about the patron's location so an EMT can be called to the area to assess if emergency services need to be called.

CONCERT STARTS

- The House Manager will cue ushers to close doors, signaling to the audience the show is about to begin.
 - High School Volunteers are welcome to use their two comp tickets for the evening's concert, thus ending their shift.
- At 8:05 pm, once the House Manager releases you, you may find your ticketed seat and enjoy the concert!
ENTER WITH LATE SEATING
- If you choose to leave at the end of your volunteer shift, check-out with your House Manager and have a good night!

Pops CONCERT PROCEDURES

SCHEDULE

- 9:30 am: Arrival and instructions on dressing tables
- 11:00 am: Break
- 11:15 am: Continue dressing tables
- 12:00 pm: High School/ Overture Volunteer End of Shift – be sure to ask the HM about comp tickets!
- 6:30 pm: Security checks begin, and doors open
- 8:00 pm: Concert begins
- 10:00 pm: Approximate Concert End Time

THINGS TO KNOW

- Enter the Arena through the Loading Dock by using the Service Road off Shoreline Dr (SEE MAP OF ARENA).

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- Dress comfortably and wear good shoes – you will be walking on concrete for a few hours.
 - Upon arrival, sign in with the House Manager.
 - If you will be late or must cancel for any reason, please contact the House Manager ASAP.

DUTIES

- Place tablecloths evenly on each table (tablecloths are distributed the day prior with the table's number in the packaging).
- Place table rings and numbers at center of each table.
- Place 10 water bottles on each table in a star pattern (refer to table example made by House Manager).
- Ensure table numbers are visible and can be seen from the **Entrance** of the Arena.
- Place 5 programs between water bottles on each table.
- Count chairs and check for any special seating needs with special requirements.
 - LBS Staff would give you a list of tables with special requirements (if any).
- Double check tables for accuracy and cleanliness.
 - Confirm no boxes or personal items are left in public areas.
- The House Manager will excuse you at the end of the shift, having you sign out before you leave.

***** 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.

Questions? Contact:

Allison Mamann, Operations & Education Manager
(562) 436-3203 ext. 224 or allison@longbeachsymphony.org