
High School Volunteer 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.**

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

CRITERIA

- A desire to build-up leadership skills
- Professional, responsible, and responsive attitude
- Can commit to volunteering **at least 4 concerts**

BENEFITS

- Valuable professional experience with a non-profit arts organization
- Documented and supervised volunteer service hours for Community Service
- 2 complimentary concert tickets for all concerts volunteered
- Letters of Recommendation from the Long Beach Symphony Staff, upon request

GUIDELINES

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

- 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.**

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

- 5:45 pm: High School Volunteer Call Time at the Terrace Theatre Lobby
- 6:00 pm: Usher Briefing with Overture 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/ End of HS Volunteer Shift
- 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.
 - Either an Overture volunteer or the House Manager will hold a pre-concert orientation and assign duties.
 - The Overture volunteer or House Manager will hand out two comp tickets per student (in case you want to see the concert at the end of your volunteer shift).
- Familiarize yourself with the area you are assigned to (Orchestra, Loge, Balcony), and the House Ushers working near you.

- Know where restrooms, elevators, Box Office, Patron Services, and concession/ bar areas are located.

LOBBY/ THEATRE DOORS OPEN

- At 6:30 pm, once given the cue by the House Manager, be ready to assist patrons when the Lobby doors open.
- 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 the patrons and ask them 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 you and your fellow ushers to close doors, signaling to the audience the show is about to begin.
- Once the House Manager releases you, find your ticketed seat, and enjoy the show 😊
- 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 Volunteer end of Shift – be sure to ask the House Manager for your comp tickets!
- 6:30 pm: Security checks begin, and doors open
- 8:00 pm: Concert
- 10:00 pm: Approximate Concert End Time

FLOW OF MORNING

- Arrival
 - Feel free to wear comfortable clothing and shoes (there's a LOT of walking involved).
 - Enter the Arena through the Loading Dock – SEE ARENA MAP FOR DIRECTIONS TO SERVICE ROAD.
 - When you arrive, sign-in with the House Manager (supervisor for the shift).

DUTIES

- The day prior, tablecloths would have been distributed to each table.
 - Each tablecloth packaging contains a number – this is the table's specific number. DO NOT mix up with neighboring tables.
- Go to each table, nicely layout the tablecloth, place the number in the middle of the table (held up by a table ring), and spread-out programs and water bottles as instructed by the House Manager.
 - The order of this process is determined by the House Manager.
 - 10 water bottles per table in a "star formation" (follow example table).
 - Ensure table numbers are visible from the **Entrance** side of the Arena.
 - If the table seems wobbly, broken or has splinters or shard edges, please report it to the House Manager.
- Once all tables are set, walk through to double check there are an appropriate number of chairs at each table
- Confirm everything looks perfect and tidy!
 - Confirm no boxes or personal articles are lying around.
 - The House Manager will excuse you when tables are finished being dressed.
- If you would like to return for the concert, request tickets from the House Manager 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:

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