
Volunteer Overview

There are 5 Classical concerts and 2 Family concerts in the Terrace Theater, and 5 Pops Concerts in the Long Beach Arena in the 2023 – '24 season.

Please indicate your availability by completing the **Volunteer** registration form on our website, longbeachsymphony.org, under Education & Community. The week prior to each concert, you will be sent a reminder via email/ text to re-confirm your availability along with concert details.

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!

Questions? Contact:

Allison Mamann, Operations & Education Manager

(562) 436-3203 ext. 224 or allison@longbeachsymphony.org

CLASSICAL CONCERT PROCEDURES

CLASSICAL CONCERT SCHEDULE

- 5:45 pm: Volunteer Call Time at the Terrace Theatre lobby.
- 6:00 pm: Usher Briefing with volunteers and building staff with House Manager.
- 6:30 pm: Lobby doors open.
- 6:45 pm: Theatre doors open for Pre-Concert Talk with Conductor and Guest Artist(s).
- 7:00 pm: Pre-Concert Talk begins.
- 7:30 pm: Pre-Concert Talk ends/ Orchestra onstage and warms-up.
- 8:00 pm: Concert begins/ End of volunteer shift.
- 10:00 pm: Approximate concert end time.

PROFESSIONAL ATTIRE

- 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
 - A white top/ blouse/ button-down that covers the shoulders. No logos.

- Nice and comfortable dark shoes with dark socks or nylons/leggings.
- If possible, wear a watch at the correct time – [avoid using your phone to maintain a professional demeanor](#).

BEFORE LOBBY DOORS OPEN

- Self-Driving – use the parking waiver attached to the volunteer confirmation email and park in the Terrace Theater parking garage.
- Student Drop-Off – in front of the fountain on Ocean Boulevard (where the bus stop is).
 - Walk towards the large, glass doors with “Long Beach Terrace Theatre” reading overhead.
- Leave personal items at home if they don’t fit in your pocket as there is no secure place to store items during your 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 glass lobby doors, go through security, and check in with the House Manager.
 - Either an Overture volunteer or the House Manager will hold the Usher Briefing and assign duties.
- 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.
- The Overture volunteer or House Manager will hand out two comp tickets per student at the end of your shift.

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 (s).
 - 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, by the glass doors).
 - Beverages are allowed inside the hall.
- Lobby Chimes
 - There are 3 sets of chimes played in the lobby before the concert begins – 10-, 5-, and 3-minutes.
 - After each set of chimes, politely remind patrons the performance is about to begin.
- 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, sign-out with your House Manager.

POPS CONCERT PROCEDURES

SCHEDULE

- 9:30 am: Sign-In with House Manager/ begin table set-up.
- 12:00 pm: Volunteer shift ends– be sure to sign out and ask for your comp tickets!
- 6:30 pm: Lobby doors open.
- 8:00 pm: Concert.
- 10:00 pm: Approximate concert end time.

FLOW OF MORNING

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

DUTIES

- The day prior, tablecloths are 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.
 - 10 water bottles per table in a “star formation”.
 - Ensure the 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 neat and tidy!
 - Confirm no boxes/ trash or personal items 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.