

---

## Overture Overview

**\*All 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](https://longbeachsymphony.org)**

**Overture** was created as an opportunity for enthusiastic High School and College students to further their artistic and professional development. Overture members expand their understanding of Arts Management and Orchestral Operations while being exposed to world-class symphonic music. Incentives for students include volunteer recognition, musical and professional development, hands-on-time with our orchestral musicians and guest artists, and much more. Overture is NOT reserved only for students of the arts; all high school or college students may join. The mission of Overture is to help students continue with their creative endeavors while gaining the knowledge and experiences necessary for navigating the field of the arts.

### OVERTURE GUIDELINES

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

**Overture** members are requested to commit to assisting with as many of the Season Concerts as possible. There are FIVE Classical concerts in the Terrace Theater and FIVE Pops Concerts in the Long Beach Arena. There will also be TWO Family Concerts where Overture members can assist and attend.

- 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**

### Classical Concerts

#### **TERRACE THEATRE**

5:00 to 7:30 pm Saturday Evenings

October 5, 2024

November 9, 2024

February 1, 2025

March 8, 2025

June 7, 2025

### Pops Concerts

#### **LONG BEACH ARENA**

9:30am to 12 pm Saturday Mornings

September 28, 2024

November 2, 2024

February 22, 2025

March 22, 2025

May 10, 2025

### Special Events Concert

#### **TERRACE THEATRE**

October 6, 2024 – Family Concert (12 to 2:45 pm)

June 8, 2025 - Family Concert (12 to 2:45 pm)

### OVERTURE BENEFITS

- Notable volunteer experience for a resume
- Documented Volunteer Service Hours
- 2 Complimentary concert tickets for all volunteer service dates
- Letters of recommendation upon request
- Guided discussions with LBS Staff and Musicians
- Access to behind-the-scenes production
- Score Study Sessions
- Rehearsal invitations

### OVERTURE EXCLUSIVE EVENTS

Throughout the season there will be multiple exclusive events where only Overture members will be invited to attend. These events will take place at the Terrace Theater or the Long Beach Arena and will be facilitated by the Operations and Education Department of the Symphony. These events can vary from meet and greets with visiting guest artists, Q&A sessions with Long Beach Symphony musicians, masterclasses, score study sessions and even an end of the year party. More details will be provided for such events throughout the season.

### QUESTIONS?

**Matt Peskanov, Operations and Education Coordinator**  
(562) 436-3203 ext. 224 or [mpeskanov@longbeachsymphony.org](mailto:mpeskanov@longbeachsymphony.org)  
[www.LongBeachSymphony.org](http://www.LongBeachSymphony.org)

### CLASSICAL CONCERT PROCEDURES

#### CLASSICAL CONCERT SCHEDULE

- 5:15 pm: Overture Members attend Front of House Orientation
- 6:00 pm: Lobby Doors open for Pre-Concert Talk with Conductor and Guest Artist
- 6:30 pm: Pre-Concert Talk begins
- 7:00 pm: Pre-Concert Talk ends/ Orchestra enters onstage and tunes
- 7:30 pm: Concert begins
- 8:00 pm: Excused, invited to stay for the remainder of the concert
- 10:00 pm: Approximate Concert end time

#### PROFESSIONAL ATTIRE

- Arrive on time and be properly attired.
  - 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

### **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 and 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.
- Be sure to pay close attention in the Usher Briefing. This is the time to listen and ask any questions to the House Manager and Head Usher.
- Familiarize yourself with the area that 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 6:00 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".
- 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.
- 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 doors are closed, please 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: End of Shift – be sure to ask the House Manager for your comp tickets!
- 6:00 pm: Security checks begin, and doors open
- 7:30 pm: Concert
- 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)
- 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  
**If you would like to return for the concert, request tickets from the House Manager before you leave.**