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# Volunteering for Concerts

# Ushers/Door Attendants: 3-4 hour commitment

**Setup:**

* Sign in and put on a name tag.
* Know the performance schedule.
* Review any special circumstances with SHMA Staff, including recording/photography policies.
* Be advised to any reserved seats in the venue and special ADA requests.
* Direct your questions to the Volunteer Coordinator, Box Office Manager, or Event Manager.
* Wait for alert from the SHM Staff to open concert doors and begin seating.

**During the show:**

* Ushers inform patrons that only Swallow Hill Music Members can sit in the member section.
* Door attendants welcome and make sure patrons are entering the correct show.
* Food and beverages, both alcoholic and nonalcoholic, are allowed in the theater (no outside outside food or beverage. Water bottles are ok)
* Watch for those in need of extra assistance, especially at the handicapped access ramp.
* Door attendants should be posted near the door at all times to greet and assist all latecomers.
* Opening and closing the door quietly while show is in progress
* Ushers should collect member section signs when the lights go down (after intermission).
* Survey audience for any problems.
* Ask anyone taking unauthorized flash photos to stop and/or please check their camera/recorder with you. If patron continues after one warning, alert Staff.
* Open the doors at start of intermission, close at end of intermission

**After the show:**

* Help clean the Concert Hall.
* Pick up and throw out/recycle empty cups and other trash, return undamaged collateral to lobby (member signs, reserved signs, etc.)
* Check out with the Volunteer Coordinator, Box Office Manager, or Event Manager and sign out, including travel time. Leave nametag as well.

# Merchandise Sales Volunteer: 4-5 hour commitment

**NOTE: specific training with staff or experienced volunteers must take place before new volunteers can work as merchandise sellers.**

**Setup:**

* Sign in including travel time and put on a name tag.
* Check in with the Event Manager and get filled in on available merchandise and prices, as well as any special deals or instructions.
* Count-in/inventory merchandise. Have another volunteer or staff member double-count. Fill out merchandise sheets completely.
* Arrange items for sale on the table. Keep extra inventory out of reach/sight.
* Some artist like to set up their own display of merch items. Let them set up and then count in inventory.
* Get a merchandise bank from the Event Manager and count to make sure bank equals $100 in $5 and $1 bills.
* Find out if the artist will be signing the CDs and when, intermission and/or post-show.
* Direct questions to the Event Manager.

**Selling:**

* Familiarize yourself with the artist and their recordings.
* Assist people as they pick up CDs, DVDs etc. so that nothing “walks away”.
* ***Keep cash secure at all times.***

**When the show starts:**

* ***Cover the table and secure cash by giving it to box office or event managers.***
* Make sure the Event Manager or Box Office Manager is in the lobby to keep an eye on the merchandise while you watch the concert.
* Please return to your post 5 minutes before the intermission and the end of show.

**After the show:**

* Stay at your post until the lobby starts to clear out.
* Count the merchandise and fill out merchandise sheets completely, making sure that the money matches the amount of merchandise sold.
* Batch credit card machines and separate original cash bank amount.
* Give the merchandise bank and the merchandise sheets to the Event Manager.
* Check out with the Event Manager and sign out including travel time.

**Café/Bar Volunteers: 4-5 hour commitment**

**NOTE: specific training with staff or experienced volunteers must take place before new volunteers can work at café/bar. Prior experience in similar setting is also accepted.**

**Before Show**

* **Particular arrival time: 6:15 pm**
* Sign in including travel time, put on name tag, and head down to the cafe.
* Check in with the Café Manager and assist with any set-up as requested.

**During show**

* Secure cash as directed by Café/Bar Manager.
* If you remain in the café, keep an eye out for patrons who want to purchase anything. If you go in to watch the show, please make sure you are in the café 5 minutes prior to intermission.

**After first 15 minutes of second set for BOTH shows:**

* Put away all items and assist in cleanup of café and bar: empty coffee urns, rinse and set to dry, wipe down counter and tables replace chairs.
* Check out with the Event Manager and sign out, including travel time.



Volunteering for Music School

**Class Registration**

* Available first week of every new class session
* 3-4 hour commitment
* Sign in (including travel time) and put on a name tag.
* Help front office staff set up registration table and materials in lobby
* Check students in for group classes, direct them to the correct classrooms, answer any questions about procedures. Direct any questions you don’t know how to answer to the front office staff.
* Clean up table and materials, sign out (including travel time) and check out with front office staff.



Volunteering for Administrative Needs – Special Request Only

**Marketing**

* Assist Marketing Associate with putting posters up, delivering concert/school guides to business partners

**Development**

* Assist Development Associate with organizing and executing mass mailings
* Man membership table during Membership Drives at the end of every school session
  + Available Monday – Thursday nights at the end of every school session and various other times through the year
  + 3-4 hour commitment
  + Arrive at 5:30 and check in with Development Department staff and set up membership table
  + Advertise and sell memberships to students and their families/members of the public
  + Give small presentations on the benefits of SHMA Membership at 6:15, 7:15, and 8:15 pm
  + Secure all money and credit information and turn over to front desk at the end of the shift.

**Concert**

* Available once per month when there is no Concert Intern
* 2-3 hour commitment
* Assist Associate Concert Director with filing past concert paperwork
* Data entry of attendance for SCFD funding, etc.

Volunteering for Building Maintenance

**Projects**

* Available when upper management gives green light for projects involving the maintenance and improvement of the physical building.
* Time commitment on a case-by-case basis
* Schedule time to come in with Volunteer Coordinator ahead of time.
* Check in with Volunteer Coordinator and Project Leader.
* Follow instructions of Project Leader, if deviation from those instructions is necessary, please check in Project Leader first.