



ASO Patron Experience Program

Coordinator Check List

Alys Stephens Center

- _____ Arrive 15 minutes before PXV team. Check in with the house manager.
- _____ Find out how many expected guests for the concert from the box office or house manager.
- _____ Do a visual walk-through assessment – anything that is not in place or set out properly, you will have to take care and fix
 - _____ Check marketing table to ensure it is set up properly
 - _____ Check posters and signage. This includes pop-ups and marketing posters.
 - _____ Check “A frame” signs and make sure they are outside upper and lower doors with Conductor Comments posters inserted in them. (ASC usually puts them out).
 - _____ Make sure stanchions are in place at the photo backdrop.
 - _____ Check for programs at podiums inside orchestra and balcony doors. If not, check with the house manager. Coffee concert programs are different. Confirm that the Masterworks version is being used. Reserve a few for “concert notes” and a few for the marketing table. Try to take only the amount for the ticket number for the Friday night concert (reserving the rest for next night’s coordinator).
- _____ Put QR code for “PXV sign-in” on marketing table. Put back in the coordinator folder when all have signed in.
- _____ Monitor sign-ins and make sure all have shown up. Make adjustments for no shows and announce changes/adds/etc. at the team meeting.
- _____ TEAM Meeting with PXVs at 5:40 pm sharp. Must be concluded by 5:50 pm, and all volunteers in their assigned places by 6:00 pm.

End of the night checklist

- _____ If you are working on Friday night, make sure all set-ups are back in place.
- _____ If you are Saturday night or the last night for any concert, you will need to make sure all ASO equipment is returned to its storage space if there is not a “venue take down” volunteer
 - _____ A-frames are returned to the upstairs closet with posters remaining installed.
 - _____ Cart is returned to storage space and should include: all marketing info, marketing posters, Pop-Ups, and Step-&-Repeat, and the Inventory list
 - _____ Return “Coordinator Folder” to the cart and 4 programs from the concert to the “program ziplock”

Cart contents and other onsite equipment stored at ASC:

- Pop-ups (Digital Program access instruction signs)
- Marketing materials
- Posters for lobby displays
- Posters for A-Frames: located in the upstairs closet- not with ASO storage
- Step-&-Repeat
- Inventory List
- Coordinator Folder
- Laminated QR Code for Volunteer Check-in