



Alys Stephens Volunteer Positions/Assignments

Entry Door Greeter

The first encounter at any concert is you, the entry door greeter. The job is simple but truly makes a difference and a "first impression".

- Open doors
- Greet the patron . . .
 - Thank you for coming! (most critical words to use)
 - "So glad you could join us tonight, thank you for coming."
 - "Welcome to tonight's concert, thank you for coming."
 - "May the force be with you..., thank you for coming."
- Help the patrons with car doors as needed when they are being dropped off.
- Provide directions to... if needed

Usher Balcony

NOTE: The house staff manages ushers. If you have questions or issues, please report to the house.

- Greet patrons in the Upper lobby area, be friendly and welcoming
- Stand at the entry to keep people out until the house opens.
- Take patrons to their assigned seats.
- Give out programs as patrons enter the concert hall. Programs are not distributed in the lobby.
- Only drinks in "concert cups" or bottled water are allowed in the concert hall - Ushers monitor/manage.
- Monitor/manage flash photography and video
- The house manager closes the doors to the lobby when the concert starts. Must press a button to properly close
- Ushers open doors at intermission and at the end of the concert.
- During intermission, return to the doors and be generally helpful. The most common question is "Where is the bathroom?" If you see a long line, you can tell them about the very large bathrooms on the first floor.
- Do not open exit doors until the standing ovation or applause is concluded – people may exit on their own.
- End of concert - return to doors, thanking patrons for attending, and say goodnight..."
- A designated usher will manage "late seating" at the beginning of the concert.

**Coffee Concert ushers should help return walkers at the end of the performance during the applause to allow guests to exit most quickly.

Usher Choral Balcony

NOTE: The house staff manages ushers. If you have questions or issues, please report to the house.

- Familiarize yourself with choral balcony seating.
- Stand at the Choral Balcony Door to keep people out until the house opens.
- Check tickets to make sure the patron is at the correct entry point
- Hand out programs as patron enters the concert hall

- The choral balcony door leads to “front end or right loge”, “right choral balcony”, and to “center choral balcony”
- Only drinks in "concert cups" or bottled water are allowed in the concert hall - Ushers monitor/manage.
- Monitor/manage flash photography and video
- The house manager closes the doors to the lobby when the concert starts.
- Ushers open doors at intermission and at the end of the concert.
- Intermission - return to doors and be generally helpful The most common question is “Where is the bathroom?” If you see a long line, you can tell them about the very large bathrooms on the first floor.
- Do not open exit doors until the standing ovation or applause is concluded – people may exit on their own.
- End of concert - return to doors thanking patrons for attending and say goodnight...”
- Manage "late seating" at the beginning of the concert and after intermission. Guests MAY NOT ENTER while the orchestra is playing!!

Usher Orchestra

NOTE: Ushers are managed by the house staff. If you have questions or issues please report to them.

- Greet patrons in the orchestra lobby area, be friendly and welcoming
- Stand at the entry to keep people out until the house opens.
- Take patrons to their assigned seats.
- Give out programs as patrons enter the concert hall. Programs are not distributed in the lobby.
- Only drinks in "concert cups" or bottled water are allowed in the concert hall - Ushers monitor/manage.
- Monitor/manage flash photography and video.
- The house manager closes the doors to the lobby when the concert starts. Must press a button to properly close
- Doors may not be opened while music is playing – the house manager monitors this and ushers assist with late seating per the manager’s directions
- Intermission - return to doors and be generally helpful. The most common question is “Where is the bathroom?”
- Do not open exit doors until the standing ovation or applause is concluded – people may exit on their own.
- End of concert - return to doors, thanking patrons for attending, and say goodnight...”
- A designated usher will manage "late seating"

**Coffee Concert ushers should help return walkers at the end of the performance during the applause to allow guests to exit most quickly.

Concert Notes (Conductor Comments)

- Greets guests who arrive early for the Conductor Comments.
- Give out programs as they enter the RK.
- Answers general questions.
- After hosting the ‘Conductor Comments’, please move at 6:30 to the 'dress circle orchestra door' to right of the main orchestra doors and serve as an usher until 7:15 pm

Marketing Table

- Answer concert, symphony season schedule, venue or other questions as they arise
- Programs on the table for those who may ask
- Be familiar with the upcoming concert and the benefits of the CYO subscription. See the CREATE magazine on the table to get informed.
- Masterworks, Friday after a Coffee Concert, set up a gold house easel with the poster for the Conductor's Comments in front of the RK Hall. Both will be found in the closet beside Summer's office. Ask for help.

Guest Photo Assist

- Make sure stanchions are in place at the photo backdrop. Ask the house for assist. Often the stanchions are placed in the lobby for easy access to move them. This helps prevent other guests from walking in front of photos.
- Place easel with Photo sign in front of the stanchions. (links to Share on social)
- Position in front of the photo backdrop. Welcome guests. Ask if you can take their picture.
- "You look great! Is this a special date night? Let me take your photo."
- Family night? Let me take your picture.
- If a guest did not bring in their phone, a common thing, offer to take a shot and text it to them.

Walker Assist at Coffee Concerts (3 walker assistants- 1 Upstairs, 2 Downstairs)

For *fire code* purposes, walkers must be parked in designated areas not blocking any aisles or exits.

- Greet the patrons with walkers as soon as they arrive and ask if you may tag their walker. Explain that you will need to park the walker and want to make it easily identifiable so that it can be returned to them at the end of the concert. Place the tags where they are clearly visible, so the guest is not asked twice.
 - Upstairs:** There are fewer walkers upstairs. Upstairs walker volunteer remains upstairs. Place the tags where they are clearly visible, so the guest is not asked twice.
 - Downstairs:** Walk around the coffee service area to tag all the walkers. It takes a team of 2. Place the tags where they are clearly visible, so the guest is not asked twice.
- You will be provided with a black marker and tape to tag the walkers. Using the guest's ticket, write their seat location in larger letters on the ticket (this allows for easy identification), then tape that ticket to the walker. Some patrons want their ticket returned.
- **Parking walkers upstairs** in the lobby by the recital hall doors. The recital hall is near the elevator, but do not block the elevator. Or at the far balcony exit at *house left* - but not blocking the exit.
- **Parking walkers downstairs** at the back wall of Orchestra section, or if the patron is sitting all the way at the front, you may park a walker by the wall in front of the first row of right or left orchestra sections, but no more than 2 can be parked in these areas
- **Return Walkers at the end of the concert.** When possible, return the walkers to the patrons while the audience is clapping. It is best practice to prevent guests from having to wait until everyone has left before they can exit. **All ushers should help with this.** This is a **quick** move. It may not be possible to reach all the walker patrons before the aisles fill up. Some companions may grab their friend's walkers before you get to them. The large lettering allows the quickest return of walkers as they do need them at their seats/aisle to exit the concert.

ASC Venue Set Up

Masterworks concerts **Sept 26/Nov 21/Jan 30/ Feb 20/ March 20/ May 1** require set up **on Thursday** before the Coffee Concerts

Masterworks concerts **Oct 24/Nov 7/May 15** do not have coffee concerts so set up can be **on Friday** between 12:00 PM and 5:00 PM.

- Pick up programs and posters for upcoming shows from the ASO office or call Sandy to arrange drop off at ASC.
- Go to the lower door at ASC (buzzer door for volunteer entry).
- You will be guided to the storage for the ASO lobby set up by house staff at ASC.
- The upper lobby should have a table set up, if not, the house staff will get this for you. It will have a black cloth.
- Place the purple ASO table runner in the center of the table.
- Arrange the marketing literature on the table (Create Magazine, tabletop signs in Plexi holders, ASO event sheet, and CYO order sheets)
- ****For the evening Masterworks, use the house easel and set up in front of the Recital Hall for the Conductor's Comments. (If Thursday set-up, this will be taken care of by the evening team)**
- A-frames with the Conductor Comments poster are stored on the upper level. Ask house staff for access. Place 1 outside the upstairs doors on the sidewalk and another outside the lower entry sidewalk.
- If there are posters for upcoming shows, they are placed on the gold house easels. (beside the marketing table or at the top of the stairs.
- There are 2 *pop-ups* in the cart. These are the instructions for accessing the digital program. One goes downstairs at the left of the main orchestra entrance door. The other goes upstairs at the main balcony entrance door. Please try the instructions yourself so that you can assist anyone with questions.
- The large canvas bag is the backdrop for photos. This will need to be set up between the house manager's office and the next set of doors to the left as you face the concert hall. Instructions for setup are on the sheet.
- Stanchions must be placed on both sides of the photo backdrop for the evening concerts to help with traffic flow. **** Not for Coffee Concerts. Stanchions will be added by Friday evening, the coordinator.**
- Return the cart to its storage spot for the "venue take-down" volunteer to use later.