

Volunteer Handbook

Positions and Responsibilities

Usher

Ushers for *Music and Beyond* are responsible for ensuring a smooth, professional, and welcoming experience for all patrons. They multitask and work as a team to complete required tasks efficiently, often in fast-paced situations. Ushers help sustain the festival's reputation for courtesy, helpfulness, and organization.

Responsibilities

Ticket and Admission Management:

- Tear tickets, mark 3-day passes, and validate entry passes.
- Enforce admission and seating policies.
- Secure access to the Green Room.
- Stay informed about program details, intermissions, and any last-minute changes.
- Know the locations of exits and washrooms.

Before the House Opens

Outside the Venue:

- Direct patrons to the box office or appropriate entry lines.
- Organize lines and maintain order.

Inside the Venue:

- Post "Reserved" seating signs.
- Answer questions about ticket pricing and availability.
- Mark off days on 3-day passes.
- Coordinate with the House Manager regarding early entry for elderly or disabled patrons.

Once the House Opens

- Check tickets and passes as patrons enter.
- Direct patrons to their correct seating sections.

During the Performance

- Remain visible yet unobtrusive, ready to assist if needed.
- Monitor the audience for safety and security.
- Politely address disruptive behavior (talking, photos taken with flash, too high brightness on a phone, etc.).

After the Performance

- Label and turn in lost-and-found items.
- Assist with venue clean-up and ensure it is returned to its original condition.

Production Team

Production Team members work under the direction of the *Music and Beyond* Production Staff. They handle the technical and logistical aspects of each performance.

If you're interested in **photography** – we have a position for you! Please contact amanda@musicandbeyond.ca for more information.

Before the Concert

- Arrive an hour and a half before the event.
- Check in with Production Staff or the House Manager for assignments.
- Familiarize yourself with:
 - The location of first aid kits and CPR-trained volunteers.
 - Stage and auditorium lighting controls.
 - Procedures for securing the Green Room.
 - Artist, host, media, and sponsor information.
 - Event length, intermissions, and any program changes.
 - The locations of exits and washrooms.

During Set-Up

- Attend rehearsals or sound checks if necessary.
- Operate stage and auditorium lights.
- “Spike” the stage (mark performer/instrument locations).
- Manage microphones if needed.
- Arrange and move equipment or instruments per direction from the Production Manager.

- Ensure the Green Room is secure and comfortable for performers.

During the Concert

- Give five-minute warnings to musicians.
- Manage stage doors and cue performers.
- Prevent unauthorized access to the stage area.
- Check that all stage doors are closed before the performance begins.
- During intermissions, inspect and replace low-battery stand lights.

After the Concert

- Assist in clearing the stage and moving equipment (only if physically able).
- Help clean and restore the venue to its original condition.

Box Office Assistance

Box Office Assistants support ticket and merchandise sales and serve as the first point of contact for patrons. Volunteers receive training and can always consult with Box Office Staff for clarification.

Before the Concert

- Learn the ticket pricing and event details.
- Determine whether merchandise will be sold and note prices.
- Welcome patrons, check tickets, sell tickets and passes, and answer questions.
- If asked, make a note of complimentary tickets given.

During the Concert

- Prepare the merchandise table for intermission sales.

After the Concert

- Assist with post-show sales, cash reconciliation, and clean-up as needed.

Artist Hospitality

Artist Hospitality volunteers ensure that performers feel comfortable and supported throughout the event. This is great for young artists and musicians who are interested in developing their professional networks.

Before the Concert

- Check in with Production Staff or the House Manager for assignments.
- Confirm that stand lights are being charged.
- Determine whether a page turner is needed and ensure a chair for them is set up.
- Provide water for performers.
- Coordinate with the Artist Liaison or staff about food or snacks, and set them up neatly.
- Ensure the Green Room is secured when artists leave. You may be responsible for locking it and returning the key.

During the Concert

- Ensure all stage doors are closed before the performance begins.
- Monitor the Green Room to maintain security and assist artists as needed.
- Check stand lights during intermission and replace any with low batteries.

After the Concert

- Check with the Artist Liaison if Uber is needed.
- Assist with clean-up and ensure the Green Room and backstage areas are left in good condition.

Community Outreach

Community Outreach volunteers help build and maintain connections between *Music and Beyond* and the local community. They promote the organization by sharing information and materials that increase awareness and engagement.

Responsibilities

- Distribute brochures, rack cards, and other promotional materials to local businesses and community centers.
- Encourage community participation in upcoming events.
- Network with local organizations and venues to strengthen relationships.
- You may choose to operate in your local area or work downtown near event venues.