

CHAMBER MUSIC CHARLESTON SALON SERIES PROCEDURES

updated 3/6/23

Venue: South Carolina Society Hall, 72 Meeting Street

Venue Manager: Todd Chas, 843-642-9156

Sandra Cell: 843-345-9820

Parking: For volunteers – Street Parking

For Musicians, Handicap, those needing to load and unload large items: Church parking lot, accessible off St. Michael's Alley which you reach from Church Street, just south of Broad Street.

Concert takes place on top floor ballroom

Musician's Green Room on middle floor, closed off from where the men's restroom is

Restrooms: Mens on 1st level, Womens on mid-level of staircase

Docent: (information from .pdf document)

Prior to event:

- Confirm with volunteer coordinator that the number of volunteers have signed up for event

Day of event:

- Arrives **an hour** earlier than concert to check in with Director on any “day of” needs and stays until end of concert to make certain concert venue is cleared of debris. If there are two concerts, the docent will stay to hand off to the docent for the second concert if applicable.
- Obtain guest list from Director to be available for check in process
- Confirms brochures, pamphlets, program, etc. are available at concert as needed
- Conduct pre-concert meeting with volunteers to assign concert tasks and a post-concert meeting to get concert feedback.
- Greet and Check In Guests as they arrive at venue. This can be delegated to a volunteer as needed.
- ~~If a production assistant (setup of chairs, tables, furniture, etc) is involved, direct as needed.~~
- **If directed by the Director**, contacts facility lead and/or host upon arrival, as appropriate, to review any “day of” details.

Volunteer positions (new information) 7 positions

Volunteers arrive for pre-concert meeting ___ minutes prior to concert start time. All positions to be in place (especially street level greeter) 35 minutes prior to concert start time.

- Street level greeter (1 position)
 - Welcome guests as they arrive and verify they have tickets. If so, ask if they would like to take elevator or stairs
 - Guests without tickets: check guest list and write their name and seat assignment(s) down on paper so they can find their seat when they go up. Ask if they would like to take elevator or stairs
 - Note: Not necessary to cross guest names off list. List is only for reference if needed to re-assign seats).
 - If guest is not on the list, ?
 - For non-concert goers who ask what is going on: Tickets not available for sale (unless Director mentions otherwise), the building is not open to the general public, but share with them a brochure if available.
 - Stay in area until 10 minutes after concert begins.
- Downstairs elevator operator (1 position)

- Stand outside door to greet guests who need elevator
- If guests comes directly from parking lot, verify they have tickets. If not, check guest list and write their name and seat assignment(s) down on paper so they can find their seat when they go up.
- Direct guests into elevator
- Stay in area until 10 minutes after concert begins. Take elevator up to top level and enter concert area by going through the kitchen.
- Upstairs elevator greeter (1 position)
 - Pass out programs
 - Direct inside
 - Stay in area until 10 minutes after concert begins. Any latecomers should be directed through the kitchen into the concert area.
- 1st level greeter (1 position)
 - Open door for guests (generally stand outdoors in front of door)
 - Notify guests of where restrooms are
 - Direct up stairs
- Concert level greeter (1 position)
 - Pass out programs
- Concert area usher (2 positions)
 - Understand seating area and where specific seats are located
 - Direct guests to their seats

When concert takes place, volunteers may sit in any empty seats to enjoy the concert.

Sandra to bring to SC Society Hall Salon Series Concerts:

- 3 copies of master seating list (for street level greeter, downstairs elevator operator, upstairs
- Volunteer badges
- Programs and brochures
- Chairs (audience and musicians)
- Tripods/Cameras/Music Stands
- Reception extra items (trays, napkins, plates, cups, etc)