

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, and 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.

Restrooms: Men on 1 st level, women on mid-level of staircase

Volunteer Dress: Black and White

Notes about venue: Concert takes place on top floor ballroom; Reception takes place in ballroom entrance chamber; Musician's Green Room on first floor closed off from where the men's restroom is

Docent:

Prior to event:

- Check on SignUp Genius to confirm that the number of volunteers have signed up for event
- If more volunteers are needed, contact Becky to send up new SignUp Genius request for volunteers
- Pick up reception platters from Publix

Day of event:

- Arrives an hour earlier than the first concert to check in with Director on any "day of" needs and stays until ½ into the second concert
- Obtain guest list, volunteer badges, seat map 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
- During concert seating/guest arrival, remain available to assist with any issues. Find seating for guests who may not have seating (street level volunteer will provide them with card that says "to be assigned seat.")
- Prior to start of the concert, release volunteers from their positions so they can be seated in the "volunteer seats" to see the concert with the exception of 1 (2) volunteer to remain at street level for latecomers. The elevator operator & ticket checker (see below)

Volunteers: 7 positions

Arrives 45 minutes prior and duties will be assigned by docent.

All positions to be in place (especially street level greeter) 35 minutes prior to concert start time.

- Street level greeter (1 position). Tools: master guest list, index cards, pen. **TO BE**

RECONSIDERED

- Welcome guests as they arrive and verify they have tickets. If so, ask if they would like to take the elevator or stairs
- Guests without tickets: check guest list and write their name and seat assignment(s) down on provided index card so they can find their seat when they go up. Ask if they would like to take elevator or stairs.
- If guest, with a ticket, is not on the list, write on index card "to be assigned seat" and direct guest upstairs.
- 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). Tools: master guest list, index cards, pen

- o Stand outside door to greet guests who need elevator
- o 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 index card provided so they can find their seat – Can remove this line.
- o Notify guests of where restrooms are
- o Direct guests into elevator
- o 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) Tools: program booklets
 - o Pass out programs
 - o Direct inside
 - o Stay in area until concert begins, close door to concert then go through kitchen and into concert volunteer seating area.
- 1 st level greeter (1 position)
 - o Open door for guests (generally stand outdoors in front of door)
 - o Notify guests of where restrooms are
 - o Direct up stairs
- Concert level greeter (1 position) Tools: program booklets
 - o Pass out programs
- Concert area usher (2 positions) Tools: seating area map
 - o Understand seating area and where specific seats are located
 - o **TAKE** guests to their seats

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

Director

- Send any last-minute important information prior to the concert to Volunteer Coordinator
- Do not send reminders directly to volunteers

Director to bring to SC Society Hall Salon Series Concerts:

- o 3 copies of master seating list (for street level greeter, downstairs elevator operator, upstairs
- o Cards for street level volunteer, to fill out for guests without tickets
- o Volunteer badges
- o Programs and brochures
- o Seating area map
- o Chairs (audience and musicians)
- o Tripods/Cameras/Music Stands
- o Reception extra items (trays, napkins, plates, cups, etc)
- o Sign for latecomers coming up elevator to enter through kitchen and then into ballroom antechamber for late seating.

Reception Information

To order from Publix (for Docent to bring)

- 1 Large Fruit Platter
- 2 Medium Gourmet Cookie Platter

Sandra to bring

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| <input type="checkbox"/> Ice | <input type="checkbox"/> Pitchers |
| <input type="checkbox"/> 4 Lemonade containers | <input type="checkbox"/> Scissors |
| <input type="checkbox"/> 2 1 liter bottles Seltzer Water | <input type="checkbox"/> Knife |
| <input type="checkbox"/> Serving platters | <input type="checkbox"/> Cutting board |
| <input type="checkbox"/> Doilies | <input type="checkbox"/> Latex gloves |
| <input type="checkbox"/> Napkins | <input type="checkbox"/> Toothpicks |
| <input type="checkbox"/> Plates | <input type="checkbox"/> Serving tongs |
| <input type="checkbox"/> Cups | |