

CHAMBER MUSIC CHARLESTON VOLUNTEER PROCEDURES BY EVENT TYPE

CHAMBER MUSIC CHARLESTON HOUSE CONCERT SERIES PROCEDURES

updated 8/2/23

Venue: Various downtown homes

Venue Manager: varies by home

Sandra Cell: 843-345-9820

Parking: Street Parking

Volunteer Dress: Black and White

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
- Confirm with Sandra (via email) the week prior to the concert that they are indeed docenting and can pick up the food and which Publix would be most convenient (options are: Publix on Folly, Publix on Harborview or Public in West Ashley off Sam Rittenberg).

Day of event:

- Pick up reception platters from Publix
- 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, docent can leave 15 minutes hour into the second concert
- Obtain guest list and volunteer badges from Director to be available for check in process
- Learn where the restroom is and if there are any specific requests of the host. We are only allowed in the concert area, reception area, and restrooms. Kitchen use is available if the host agrees.
- Confirms brochures, pamphlets, program, etc. are available at concert as needed
- Conduct pre-concert meeting with volunteers to assign concert tasks.

Volunteer 4 positions (3 volunteers for **EACH** concert on 2 time days & 1 reception host)

Volunteers arrive for pre-concert meeting 45 minutes prior to concert start time. All positions to be in place 35 minutes prior to concert start time when there is only once concert on the day. If there are two concerts (ex. Sunday concerts at 2 and 4pm) volunteers for the second concert must arrive one hour prior to concert start time and be in place to check in and assist guests 45 minutes before the second concert start time.

- Greeter/Ticket Taker
 - o Stand outside at street entrance to greet guests and check them off as they arrive
 - o Collect tickets if the guest has them
- Usher/Program Distributor
 - o Pass out programs and direct to concert area
- Reception Volunteer
 - o Before concert begins: plate items as needed, put out cups/napkins/toothpicks/etc in reception area, place food out in reception area but keep covered
 - o Prior to end of concert (10 min.) uncover food, begin pouring wine/water

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

Sandra to bring to House Concerts:

- Guest list

- Volunteer badges
- Programs and brochures
- Chairs (audience and musicians)
- Tripods/Cameras/Music Stands (if recording concert)
- Reception extra items (trays, napkins, plates, cups, etc)

Reception Information

To order from Publix (for Docent to bring)

- 3 small charcuterie platters
- 2 Medium Gourmet Cookie Platters

Sandra to bring

- Grapes
- Ice
- Prosecco or Wine
- Water
- Nuts
- Candy
- Serving platters
- Doilies
- Napkins
- Plates
- Cups
- Pitchers
- Scissors
- Knife
- Cutting board
- Latex gloves
- Toothpicks
- Serving tongs I

CHAMBER MUSIC CHARLESTON SALON SERIES PROCEDURES

updated 8/2/23

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 1st 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 middle 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

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: 9 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.

- Reception volunteers (2 positions)
- Street level greeter (1 position). Tools: master guest list, index cards, pen
 - o Welcome guests as they arrive and verify they have tickets. If so, ask if they would like to take the elevator or stairs
 - o 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.
 - o If guest, with a ticket, is not on the list, write on index card “to be assigned seat” and direct guest upstairs.
 - o 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.
 - o 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 10 minutes after concert starts 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 (including for street level greeter, downstairs elevator operator)
- 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.
- o Publix food

Reception Information

- 3 Costco containers of Grapes
- 6 Boxes Trader Joe's Cheese Sticks
- 1 nice container of chocolate (Rocher)
- 1 Large Cookie Platter, 1 Large Brownie Platter

Sandra to bring

- Ice
- 3 Lemonade containers
- 2 1 liter bottles Seltzer Water
- Serving platters
- Doilies
- Napkins
- Plates
- Cups
- Pitchers
- Scissors
- Knife
- Cutting board
- Latex gloves
- Toothpicks
- Serving tongs

CHAMBER MUSIC CHARLESTON CHAMBER MUSIC AT THE DOCK STREET THEATRE

updated 8/2/23

Venue: Dock Street Theatre, 135 Church Street

Sandra Cell: 843-345-9820

Parking: Cumberland Street Garage

Volunteer Dress: Black and White

Venue Notes: The box office is at street level and the reception is on the 2 nd level. The reception is for all section "A" ticket holders

Docent:

No docent for this series

Volunteer 3 positions Coordinated directly by Sandra

Will Call (1 person)

- Arrive 1 hour prior to concert to meet with Sandra and receive will call tickets/list
- Leave position (give remaining will call tickets to Box Office attendant) and go in to see concert

Reception Greeters(2 people)

- Arrive at least ½ hour prior to concert to visit the Drawing Room to locate the guest list, volunteer badges, etc (will be placed on the hutch in the Drawing room between the two doors) before going in to enjoy concert
- At end of concert, go to drawing room to check guests off guest list
- If guest has a blue "fast pass," they can enter reception immediately, do not check off guest list.

Director

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

Sandra to bring to Dock Street

- Guest list for the reception
- Volunteer badges
- Programs and brochures
- Chairs (musicians)
- Tripods/Cameras/Music Stands (if recording concert)
- Reception food/drink/items

CHAMBER MUSIC CHARLESTON CHAMBER MUSIC AT THE PEARL PROCEDURES

updated 8/2/23

Venue: West Ashley Theater Center, 1401 Sam Rittenberg Blvd #11, Charleston, SC 29407

Venue Manager: Sam Henderson (not at venue on concert days)

Sandra Cell: 843-345-9820

Parking: Large lot in front of center

Volunteer Dress: Black and White

Venue Notes: This series has open (non-assigned) seating and concessions will be available for sale (managed by the West Ashley Theater Center) Note no reception

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

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.
- Obtain guest list and volunteer badges from Director to be available for check in process

- Learn where the restroom is and if there are any specific requests of the host.
- Confirms brochures, pamphlets, program, etc. are available at concert as needed
- Conduct pre-concert meeting with volunteers to assign concert tasks

Volunteer 3 positions

Volunteers arrive for pre-concert meeting 45 minutes prior to concert start time. All positions to be in place 35 minutes prior to concert start time.

- Ticket Seller (to sell day-of tickets) Coordinated by Sandra
- Greeter/Ticket Taker
 - o Collect tickets if the guest has them or check guests off attendance list
- Program distributor
 - o Pass out programs and direct to concert area

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

Sandra to bring to House Concerts:

- Guest list
- Volunteer badges
- Programs and brochures
- Chairs (musicians)
- Tripods/Cameras/Music Stands

CHAMBER MUSIC CHARLESTON CLASSICAL KIDS: CHRISTMAS PROCEDURES

updated 8/2/23

Venue: Sottile Theatre, 44 George Street

Venue Manager: TBD

Sandra Cell: 843-345-9820

Parking: For volunteers – Street Parking or 34 St. Phillip Street Garage

Volunteer Dress: Black and White with holiday festive extras (?)

The purpose of the volunteers is to pass out jingle bells to all in attendance.

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

Day of event:

- Obtain last minute information from Director
- Set up jingle bell area on upper lobby
- Confirms brochures, pamphlets, program, etc. are available at concert as needed
- Learn how to best hold and distribute jingle bells – recommendation is to hold by the solid bells, so the string does not tangle. Learn correct technique to share with the volunteers
- Conduct pre-concert meeting with volunteers to explain how to distribute bells

Volunteer positions 4 positions (is 4 enough?)

Arrives 1hr prior and duties will be assigned by docent. All positions to be in place 1 hour prior to concert start time.

Director

- Send any last-minute important information prior to the concert to Volunteer Coordinator

Director to bring to SC Society Hall Salon Series Concerts:

- Jingle Bells
- Programs
- Table Cloth