



Volunteer Handbook



Contact:

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Mission

We create intimate, transformative experiences
that connect the musically curious.

Have fun while supporting the arts!

Volunteering with Summermusik is the perfect way to support local arts while having fun and listening to great music! Volunteers get to watch the concerts for free! We are very grateful for all of the hard work and time volunteers dedicate to ensure the success of the group. Thank you!

About Summermusik

Summermusik, founded in 1974, is widely recognized as one of the leading performing arts organizations in the region, providing a vibrant and fresh musical experience in an intimate and informal setting, for both the seasoned and novice concert patron. The organization has established an impressive record of presenting highly creative programming. Summermusik's size allows for flexibility and creativity in programming, the ideal ensemble for presenting orchestral works from the Baroque and Classical eras, as well as commissioned works by contemporary composers.

Performance Types

The Summermusik festival is made up of three different concert experiences, each one with its own unique characteristics.

1. **Mainstage:** Full chamber orchestra concerts featuring guest artists on Saturdays
2. **A Little Afternoon Musik:** Small chamber groups featuring guest artists at more intimate venues on Sunday afternoons
3. **Chamber Crawl:** Hosted at unconventional spaces, these are weeknight chamber concerts often highlighting a local business

Duties

All positions need to report to the designated staff member (most often, the Production Associate) by the designated time, determined by the concert schedule. Below are example task sheets that volunteers might be asked to fulfill. Volunteers may be asked to perform any combination of these tasks or additional tasks as needed.

Ticket Scanners

The ticket scanner's main responsibility is to scan each ticket.

Pre-show: Assist with program stuffing, as needed.

House Open: Ticket scanners will stand by the door, greet patrons and scan tickets. Scan and return the ticket to patrons. Return ticket scanners to the box office before entering the theater.

Intermission: Help patrons find restrooms, refreshments, etc.

Post-show: Ticket scanners may need to assist with removing signage and house cleanup.

Usher

The usher is responsible for assisting individual patrons with finding their seats.

Pre-show: Familiarize themselves with the seating chart to quickly and accurately assist patrons. For Prelude Talks: Assist pass holders and donors to their reserved seating. General seating is available for all other patrons.

House Open: Greet patrons and assist them to their seats. Stand by the main doors of the theater to seat any latecomers.

Intermission: Stand by doors, and assist latecomers to their seats.

Post-show: Ushers may be asked to assist with removing signage and house cleanup.

Note: For any latecomers, do not let them in the theater during a piece. They can be directed to the balcony or enter the theater during a break after the piece has ended.

Greeter/Wayfinder

The greeter/wayfinder is responsible for greeting patrons with a warm, friendly attitude and helping people find their way around the venue.

Pre-show: Be aware of the schedule of events for that evening, including pre-show talk, and post-show reception.

House Open: Familiarize yourself with the seating chart, to help patrons determine which side of the theater they should enter on.

Intermission: Help patrons find restrooms, refreshments, etc.

Post-show: Thank patrons and invite them to the post-show reception. Help patrons locate exits, restrooms and the reception.

Parking Lot Wayfinder

The parking lot wayfinder is responsible for helping patrons locate nearby available parking, the venue, and possibly monitoring reserved parking for staff/musicians/VIPs.

Pre-show: Become familiar with the parking situation at the venue, be prepared to point patrons toward parking availability and the venue.

House open: Point patrons toward parking availability and the venue.

Intermission: Help patrons find restrooms, refreshments, etc.

Post-show: Thank patrons and invite them to the post-show reception. Help patrons locate exits, restrooms and the reception.

Merchandise Table Manager

Merchandise Table Manager is responsible for operating the merch table.

Pre-show: Become familiar with products and basic sales program.

House Open: Work the merch table and encourage sales.

Intermission: Work the merch table and encourage sales.

Post-show: Work the merch table and encourage sales.

Volunteer Information

Volunteers are an important part of the success of Summermusik. We rely on volunteers to ensure that concerts and events run smoothly and effectively.

As a volunteer, you have a right to:

- Work in a healthy and safe environment, free of any discrimination or harassment.
- Be assigned tasks based on interest, experience and availability. Positions may be changed the day of the concert, if needed.
- Receive training for all tasks.
- Receive a schedule of events, as well as a description of your task.
- Make suggestions and share ideas, address any comments, questions or concerns.
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Summermusik expects volunteers to:

- Be reliable, giving ample notice if unable to attend.
- Carry out each position with a warm and friendly attitude.
- Respect other volunteers, musicians, and patrons.
- Ask for assistance or support when needed.
- Be flexible in case of sudden changes in schedule or tasks.

Remember: Often YOU are the first person that our guests interact with at an event.

Help us to create a welcoming, fun and inviting environment! ☺

Dress Code

For Mainstage and ALAM performances:

- Business professional, black and white colors
- No sneakers or flip-flops

For Chamber Crawl performances:

- Business casual
- Summermusik T-shirt recommended
- No sneakers or flip-flops

Open Door Policy

Open door policies exist to encourage employees to offer suggestions and ideas, provide or solicit feedback, seek personal or professional counsel, or address concerns within the company. This means that as a volunteer, you have the responsibility to address your concerns, suggestions or observations to any Summermusik staff members. By creating an open door policy, Summermusik has the opportunity to gain insight on current procedures and methods as well as finding new ways to improve as an organization.