

Performance Room Ticket & Merchandise Sales

Just outside of most Performance Rooms will be tables for Jazz Fest attendees to purchase admission. Volunteers will be staffing these locations to (1) sell tickets and (2) distribute program books and (3) manage entry into the performance areas. As cash will be handled, only adults can be assigned to this role.

GETTING READY, ARRIVAL & PREPARATION

- So attendees will know you're part of the Jazz Fest team, please wear a band polo or, upon arrival at GBS, be prepared to change into a Jazz Fest t-shirt that all volunteers receive.
- Arrive at GBS at least 15 minutes before your scheduled time. Check in at the Information Table located outside the Library/IMC to pick up your name tag, then proceed to your assigned location.
- If you are working the first shift, pick up the cash box for your location. Those working subsequent shifts should stop by their location and confirm the supply of wristbands and program books. More can be picked up at the Jazz Fest Mgmt Office (in the Library/IMC) or requested at the Information Table.

SHIFT RESPONSIBILITIES

- Selling Tickets for All-Day Admission
 - \$12 per adult
 - \$8 per senior citizen or child under 12
 - \$30 for an entire family (any combination of 2 adults and their children)
 - No charge for participating band performers or GBS teachers & staff.
 - No charge for Jazz Fest parent and student volunteers wearing their nametags.
 - Put a wristband on each paying (or non-paying) attendee. They must be worn, not carried.
 - Give one free Program Book for each paying individual or family group.
- Selling Merchandise
 - Beyond the copy provided with a paid admission, Program Books are \$1 for attendees, students and parent volunteers.
 - The Auditorium location will be selling JazzFest T-shirts for \$12, posters for \$1 and raffle tickets for (TBD).
- Handling Payments
 - Cash is accepted at all locations. Send visitors to the Auditorium location if they wish to pay via credit card or personal check.
- Managing Entry to the Performance Room
 - Be sure and check every person entering your performance room to confirm they have a wristband or Jazz Fest name tag.
 - **Do Not Let People Enter While a Band is Performing!** Wait until one selection is finished and the band is between numbers.
 - Control the noise level around the entrance so it won't disturb the band's performance. As necessary, reach out through the Information Desk to the Hall Security volunteers for assistance.
 - Encourage students who are hanging around the halls to go into the performance rooms and listen to the bands.

- Handling Money, Replenishing Stock, Dealing with the Unexpected
 - Reach out or send a student volunteer to the Information Table or Jazz Fest Mgmt office for any needs that may arise.
 - **NEVER LEAVE YOUR CASH BOX OR MERCHANDISE UNATTENDED.** The Treasurer will check periodically and collect money.
 - GBS security staff will be on hand throughout the day. Incident forms will be at your location. Please write a description of the problem, noting the time and names of those involved. This will become extremely important for Mrs. Wojcik and Boron in the aftermath.
- For all Performance Rooms: Student volunteers will be assigned as:
 - **Performance Room Captain & Crew** who'll help set up chairs, stands, & equipment; restore room after performance, assist room leaders as needed
 - **Judge Runner** who'll deliver Scoring Sheets from Judges to event office; ensure judges have needed supplies.
 - **Student Guide**, who'll escort each band through the school on their practice/performance/clinic/photo circuit.

POST-SHIFT

- When your shift is completed, please take a few minutes to pass along updates to your replacement. Discuss any adjustments or special situations that may've been made throughout the day. **DO NOT LEAVE YOUR POST UNTIL A REPLACEMENT ARRIVES!**
- If you are working the last shift, wait until the last band has exited then bring the cash box and all materials to the Jazz Fest Mgmt office in the Library/IMC. Give the cash box to the Treasurer or Jazz Fest Chair. **It is critical that wristbands, merchandise and the cash box are never left unattended.**
- After your shift is complete and/or you are ready to leave the building, check out at the Information Table and return your lanyard & name tag.

Thanks very much for your help at Jazz Fest!