

Music@Menlo

CHAMBER MUSIC FESTIVAL AND INSTITUTE

Midday Event Volunteer Manual

(Master Classes and Café Conversations)

Thank you for your interest in volunteering for Music@Menlo's fifteenth season. With a three-week festival that includes more than 50 musical and educational events featuring outstanding performers, Music@Menlo's 2017 season promises to be the highlight of the year for Bay Area chamber music enthusiasts. As a midday event volunteer, you will be part of the Music@Menlo family that makes it all happen, welcoming patrons into our festival home to hear wonderful music.

This intimate chamber music festival depends on the grace and competence of its volunteers to provide a rich aesthetic adventure. Thank you for reading this manual before the season begins to help you prepare for a rewarding experience for everyone.

As a host—and the public face—of this extraordinary event, you are particularly important to its success. As a midday event volunteer, you are often the first people our patrons meet. Your helpfulness and kindness can affect a patron's Music@Menlo experience and how they view the organization. It is important that you follow the outlined policies and guidelines to ensure that patrons have a safe and memorable experience and that Music@Menlo continues to be a premier chamber music festival.

Volunteers are expected to know this manual in its entirety. It gives details to help you be a great Music@Menlo ambassador and what is expected of you as an usher. For further information, please reference the Usher Manual for more detailed information on ushering for Music@Menlo. If you have any questions, or if we can be helpful in any way, please let us know. Thank you!

TABLE OF CONTENTS

EVENTS AND VENUES	3
CAFÉ CONVERSATIONS	3
MASTER CLASSES	3
BASIC GOALS FOR MIDDAY EVENT VOLUNTEERS	4
SAFETY FIRST	4
THE FACE OF MUSIC@MENLO	4
THE HIGHEST POSSIBLE ARTISTIC EXPERIENCE FOR GUESTS	4
PROFESSIONAL DECORUM	4
ATTIRE	4
MUSIC@MENLO BADGE	5
BEING A MUSIC@MENLO VOLUNTEER	5
PREPARATION	5
ARRIVAL	6
AT CAFÉ CONVERSATIONS AND MASTER CLASSES	6
PATRONS WITH DISABILITIES	6
EMERGENCIES	7
MEDICAL EMERGENCIES	7
POWER FAILURES	6
FIRE	7
EARTHQUAKE	7
IF INDOORS	8
IF OUTDOORS	8
EVACUATION PROCEDURES	8
FINDING SUBSTITUTES IF YOU CANNOT VOLUNTEER	9

EVENTS AND VENUES

Midday Event volunteers will assist at two types of events:

Café Conversations

Café Conversations are a series of free and informal discussion events (about one hour and fifteen minutes in length) led by festival artists and special guests. Café Conversations offer audiences an opportunity to enhance their festival experience by engaging in informal discussions on topics related to music and the arts. Café Conversations are free, and tickets are not required. They begin at 11:45 a.m. and are held in Martin Family Hall on the campus of Menlo School. Volunteers at Café Conversations will greet guests as they arrive, answer questions, help with seating if necessary, provide for the safety of the guests, and bid farewell at the exits when guests leave. Upon your arrival, please make sure to check-in with the House Manager who will assign you your location in the venue.

Considerations for Martin Family Hall: the hall has two front entrances, one with a wheelchair ramp. The front few rows will be reserved for Chamber Music Institute participants to observe the Café Conversation and will be marked with signage, but it is important for volunteers to keep those rows clear for the students to sit in.

Master Classes

Led by the festival's renowned artist-faculty and featuring the Institute's young artists, master classes offer unparalleled access to observe the learning process between mentors and students. These lessons given by our professional musicians to our Chamber Music Institute participants are free and open to the public. They are an important part of the festival's Chamber Music Institute where the young artists of the Institute receive interpretive guidance from visiting artist-faculty. Master classes are also an opportunity for extended interaction among artists and audiences beyond the concert hall. Tickets are not required for master classes and are held in Martin Family Hall beginning at 11:45 a.m. Volunteers at master classes will greet guests as they arrive, answer questions, help with seating if necessary, provide for the safety of the guests, and bid farewell at the exits when guests leave.

BASIC GOALS FOR MIDDAY EVENT VOLUNTEERS

There are three paramount considerations to keep in mind as a Midday Event Volunteer.

Safety first

The most important consideration is to provide for the safety of the guests. If you see a situation that threatens the safety of someone, either remedy it or notify the House Manager or a Music@Menlo staff member. Below in the “Emergencies” section, you will find specific guidelines relating to safety.

The face of Music@Menlo

When a guest attends a Music@Menlo event, you are his or her primary contact with the Music@Menlo organization. Daytime volunteers greet guests as they arrive into the venue and answer guests’ questions. You are the face of Music@Menlo for visitors. Like the host in your own home, you make a very real difference in each guest’s experience and response.

The highest possible artistic experience for guests

As a volunteer at Café Conversations and master classes, you can ensure the highest possible aesthetic experience for patrons and help performers achieve their top artistry in this intimate atmosphere. Welcome guests into the chamber in a friendly yet professional manner. Help maintain quiet during performances. Respond unobtrusively to any specific need. Set a good example to audience members.

PROFESSIONAL DECORUM

Attire

- Wear quiet, comfortable shoes. Even though seats are provided for volunteers you will be on your feet before and after the event. You may also find it necessary to move about during a performance.
- Please do not wear perfume or other scents. Many people are allergic to these.
- Avoid bringing extra clothing, large handbags, or hand-carried items to events. Our venues do not have proper, secure storage for your personal items. You should not be carrying personal items while volunteering at a master class or Café Conversation.
- Please do not wear noisy jewelry, for example, more than one metal bracelet, because you might have to move about during the performance.

Music@Menlo badge

- Before the beginning of the season, you will receive a Music@Menlo badge. Always wear your badge to events at which you are volunteering so that guests may easily find you.
- If you arrive at an event and find you have forgotten your badge, ask the House Manager to lend you a badge for the day.

Being a Music@Menlo Volunteer

- Remember that your smile and positive attitude convey a world of information about Music@Menlo.
- Be a proactive volunteer. If you see a situation where you can be of assistance without compromising your volunteer duties, please help. This includes before, during, and after the concert.
- Be approachable and available. Patrons should feel comfortable coming to you for information or with problems and you should do what you can to assist, and then make yourself available for the next patron.
- In order to remain aware of your surroundings, please minimize chatting with other volunteers while on duty or extensive socializing with friends attending an event.
- Please leave your cell phone and hands-free earpieces in your car or at home, as you will not need these while ushering. Music@Menlo staff will be equipped with cell phones in case of an emergency.
- Do not chew gum or eat while ushering.
- If you encounter a situation that you are not comfortable handling or you are asked a question that you cannot answer, bring the problem to the House Manager.

Preparation

- Before each event, please familiarize yourself with the locations of:
 - all auditorium exits, including emergency exits and emergency procedures
 - bathrooms
 - drinking fountains
 - telephones
 - seating space and protocol for wheelchairs and rolling walkers
 - wheelchair accessible paths into and out of the auditorium for patrons with disabilities
 - wheelchair accessible paths to restrooms
 - elevators

Arrival

- It is important to arrive on time. If you are assigned to work at a master class or Café Conversation, it is your responsibility to find the House Manager when you arrive at the venue and let him/her know you are present. Typically, the House Manager is located near the front entrance of the venue.
- You may be asked to help with pre-event setup tasks or post-event clean-up tasks.

At Café Conversations and master classes

- Welcome guests warmly. Answer questions guests may have about the performance or facilities.
- Keep track of those entering the venue with a clicker-counter.
- Ensure reserved front rows are kept clear for Chamber Music Institute participants.
- Direct guests in wheelchairs or with special mobility needs to wheelchair routes and entrances.
- Be proactive in seating latecomers as well as maintaining quiet. Patrons are permitted to enter and exit the hall at any time.
- During a performance, any guest entering or leaving the auditorium should be helped by a volunteer to assure a silent door opening and closing. Do not prop the door open to enable waiting latecomers to hear the performance better.
- At the end of performances the doors should be opened when you are sure that the performance has ended. It is important to wait for this cue before opening the doors.
- Please ensure that food does not enter the hall. With the exception of closed plastic bottles of water, food and drink are not permitted in the performance venues.
- Please remind guests that photography of any kind is not permitted except by Music@Menlo's designated photographers. However, parents are allowed to videotape their children performing in master classes and should sit in the back few rows of the venue to avoid disrupting the view of other patrons or the festival's live stream camera set-up in the sound booth.
- Guests should not move seats or other furniture in a performance venue. Aisles are established in accordance with the fire code and may not be changed. If a guest is not comfortable with his or her seat, help the guest find a more suitable seat if possible.
- Please keep your movement during the performance to an absolute minimum. Even if you are doing a volunteer's tasks, movement is highly distracting to performers.

Patrons with disabilities

Each Music@Menlo venue has seating spaces for wheelchairs.

- Refer to a person with a disability as "a person with a disability" rather than as "a handicapped person."
- Be prepared to direct guests in wheelchairs to the appropriate spaces in the venue.

- Do not guide or otherwise touch wheelchairs. If patrons directly ask for assistance, you may assist them, but do not do so without a direct request.
- In each venue, there are also designated spaces to store walkers. When seating patrons with walkers, tell them you will store the walker for them until the end of the event. Remember where their seat location is and take the walker back to the designated storage area. After the event ends, retrieve the walker and bring it back to the patron.

EMERGENCIES

Medical emergencies

- Notify the House Manager immediately. The House Manager has a phone with numbers for local emergency services.
- Do not move seriously injured or ill people unless there is a life-threatening situation. Wait for medical personnel to arrive. Keep the victim as calm and comfortable as possible.
- Do not administer first aid unless you have been trained and certified to do so.
- Heart defibrillators are located outside of Martin Family Hall and in the Stent Family Hall reception area.

Power failures

- If there is a prolonged power outage during a public event, notify the House Manager and/or staff and then instruct guests to stay seated until they receive further instructions.
- If the House Manager calls for evacuation of the auditorium during a public event, follow the evacuation procedure described below. All ushers should report to the designated meeting area and be ready to assist as needed.

Fire

- If a fire breaks out or if there is an indication of fire, immediately activate the nearest fire alarm and notify those around you and assist with building evacuation until emergency responders arrive.
- If the House Manager calls for evacuation of the auditorium during a public event, follow the evacuation procedure described below. All ushers should report to the designated meeting area and be ready to assist as needed.

Earthquake

Drop, cover and hold on. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If Indoors

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use any elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If Outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many injuries and fatalities occur when people run outside of buildings only to be injured or killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

Evacuation procedures

- Open all exit doors.
- Ensure that your exit door is safe for evacuation. It should have a clear path, and is not compromised in any way.
- Tell everyone in the auditorium to remain calm and to leave the building through the nearest exit. Know in advance where the exits are located.
- Pay special attention to people with disabilities, helping them as necessary. All ushers should be ready to assist wheelchair-bound, sight-impaired, or other disabled patrons or guests. Do not use elevators.
- Leave the building yourself and do not reenter unless you are requested to do so by an official.
- Proceed to the designated meeting area and follow instructions from the House Manager, staff, or emergency response personnel. **Menlo School campus:** the large parking lot at the main entrance

FINDING SUBSTITUTES IF YOU CANNOT VOLUNTEER

Volunteers who develop an unavoidable scheduling conflict and cannot honor an assignment should find a substitute by contacting your fellow volunteers using the roster provided. Inform the festival's Director of Artistic Operations, Daphne Wong, of your conflict and who the substitute will be in your place by calling (650) 330-2134 or by email at daphne@musicatmenlo.org, preferably 48 hours before a scheduled assignment.