

Welcome to the Salisbury Symphony family! Your decision to volunteer with us is not just a generous contribution of your time—it's a crucial part of what makes each concert an extraordinary experience for our patrons. Our volunteers are the lifeblood of our operations, serving as the first point of contact for our audience, and ensuring that every aspect of the concert runs smoothly. From greeting guests with a warm smile to managing various points of service, your role is indispensable in creating an atmosphere that reflects the artistry and excellence of the Salisbury Symphony. Thank you for being a part of this journey, and for helping us make beautiful music not just on the stage, but in every interaction, we have with the community.

### General Volunteer Guidelines

#### Attire

Please dress in comfortable yet elegant attire that aligns with the symphonic experience.

#### Arrival

Please arrive at the designated time and place as indicated by your volunteer liaison. Typically, this will be in the main lobby of the performance venue 30 minutes before the lobby opens.

#### Communication

Always maintain polite and professional communication with patrons and staff.

#### Efficiency

While we encourage friendliness, it's essential to balance social interactions with the efficiency of your role. Focus on fulfilling your duties to ensure a smooth experience for our guests.

#### Inclusivity

At the Salisbury Symphony, we believe that music is for everyone. Reflect this belief in every aspect of your role with us. Be aware of your facial expressions, body language, and the way you speak to patrons. We aim for an inviting and friendly atmosphere, treating everyone as if they are long-time friends. It's important to remember that not all patrons will dress or behave the same way, and that's perfectly okay.

#### Music Comes First

In any situation where there might be a challenge or a disagreement, remember that our mantra is "**Music comes first.**" If a patron doesn't have enough money, argues about a price, presents a ticket from a previous season, shows up after box office has closed, or encounters a system glitch that slows down the line, let them through. Music is for everyone, and we strive to make it accessible to all.

## Volunteer Roles and Responsibilities

### Will Call

#### Duties:

- Staff the Will Call window.
- Verify identification before handing out tickets.
- Keep tally of tickets issued.
- Provide general information and directions.
- Issue student tickets upon presentation of valid student ID, matching the ticket with their respective school's logo.
- Provide complimentary tickets for musicians in the Orchestra and other designated individuals, whose names are listed.

#### Special Notes:

- If a guest has indicated they should be on the list or that this is where they were told to go, please provide them the number of complimentary tickets they request.
  - Collegiate Students/Faculty, Symphony Education Participants, and Musicians receive complimentary tickets for most events. K-12 Students are not eligible for free tickets.
  - **When in Doubt – Let them In!**
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### Concessions Attendant

#### Duties:

- Assist Concession Sellers in stocking and inventory.
- Maintain cleanliness.
- Arrange the concession booth so that examples of available products are visible.
- Why We Do It This Way:  
A clean and well-stocked concessions area significantly enhances the guest experience, reflecting the quality and attention to detail that the Salisbury Symphony is known for.

### Concession Seller (Cash/Card)

#### Duties:

- Handle cash and card transactions for concessions.
- Ensure accurate cash handling.
- Sodas are sold with a cup of ice at no extra charge.

#### Concessions Notes:

- Sodas are sold, unopened, with a cup of ice at no extra charge.
  - All transactions, including cash, should be processed through the point of sales system.
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### Bar Seller (Cash/Card)

#### Duties:

- Handle cash and card transactions for alcoholic beverages.
- ID-check patrons.

## **Bartender**

### Duties:

- Prepare and serve alcoholic beverages.
- ID-check patrons.
- Keep the bar area clean.

### Bar Notes:

- All transactions, including cash, should be processed through the point of sales system.
  - You have the right to refuse service to anyone who appears intoxicated, and it is your duty to do so.
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## **Greeter**

### Duties:

- Welcome patrons at each main entrance.
  - Direct people to where tickets can be sold.
  - Guide patrons to where they should present their tickets (Ticket Usher).
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## **Handicap Entrance**

### Duties:

- Assist patrons with mobility issues.
  - Provide programs and take tickets for guests entering the hall.
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## **Courtyard Usher**

- Guide patrons upon arriving through the courtyard entrance, alerting them to the handicap entrance, the availability of the pre-concert talk, the location of the lobby and box office.
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## **Hall Usher**

### Duties:

- Guide patrons to their seats inside the performance hall.
  - Distribute programs or other materials.
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## **Ticket Usher**

### Duties:

- Stationed at every entrance to hall.
- Responsible for taking physical or viewing digital tickets from every patron, ensuring they should be in the facility.

\*\*\*Ticket ushers act as a preliminary filter, helping to maintain a secure environment within the venue and ensuring that everyone who enters has a valid reason to be there.