



GREAT
WATERS
MUSIC
FESTIVAL
2007

WELCOME

To the Beautiful Shores
of Lake Winnepesaukee
Wolfboro, New Hampshire

Volunteer Handbook

Summer 2007

Welcome!

Whether you are returning or new to the Great Waters volunteer team, we're delighted you're interested in helping us present another blockbuster program, now in its 13th season. Our success depends on the dedication and enthusiasm of volunteers like you!

We hope this handbook will aid and guide you as we all work together to coordinate and produce a successful festival. ***Please review the entire contents (especially pages 17 and 18) so that you are familiar with not only your own duties, but also those of your fellow volunteers.*** The more informed you are, the more comfortable you'll feel to answer questions about the festival and how it's organized.

Here are a few things you can count on from GWMF:

- What could be better than music under the stars (and under a beautiful acoustic tent!) on the shores of crystal clear Lake Winnepesaukee?
- You are integral to our efforts and deserving of our unfailing courtesy and respect.
- While you'll work hard, you'll have fun.
- Your particular expertise or interest is important to us and we'll try to utilize your talents accordingly.
- A soothing Bailey's Bubble ice cream after the concert

Here are some things we hope for from you:

- As the face of the festival, we trust you'll be enthusiastic, dedicated, energetic, and flexible.
- That you will feel at ease and well informed about the festival by reading the volunteer handbook and attending training/orientation.
- That you will enjoy the musical diversity Great Waters offers and join us again next season!

Thank you again for the generous donation of your time and talent.

With much appreciation,

Arthur Hoover
Board Chair

Donna Shockley
Board Member &
Vol. Comm. Chair

Sylvia Countway
Vol. Scheduling Coordinator

**GREAT WATERS MUSIC FESTIVAL
2007
Volunteer Handbook**

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It is the mission of Great Waters Music Festival to present and create outstanding musical and educational events that appeal to a wide variety of tastes to enrich the cultural lives of those living in and visiting the Lakes Region of New Hampshire.

General Information

Orientation:

Volunteer orientation will be held at the acoustic tent July 9, 2007 at 4:30 p.m.

Volunteer Parking:

Lighted parking is available between Estabrook Hall/Spaulding Emerson Student Center and the Drama Center. Golf Cart drivers will be available for rides to the tent. Due to space constraints, parking at the tent is not allowed except for performing artists, GWMF site staff and performance-related vendors. Hospitality volunteers are allowed to drop off items in advance of the concert, but must park in the designated areas. Concert guests requiring wheelchairs may be driven to/from the tent.

Volunteer Performance Tickets:

Volunteers assigned to a particular concert get to enjoy that concert when not performing their volunteer duties. Unless specified, volunteers may take any available seat, but must release it if the ticket holder arrives. Volunteers who perform duties that do not take place during a performance (i.e. tent assembly, pre-concert site set up, annual fundraiser or special events) receive a space-available concert ticket for every four hours of volunteer time. To order tickets, call the festival office (569-7710) at least one day in advance.

Miscellaneous:

- ❖ The Volunteer Event Coordinator is stationed at “The Music Store” which is “Information Central” for volunteers: Lost & Found, First Aid Kit, Fire Extinguisher, chilled bottled water, extra name tags etc.
- ❖ The tent opens for seating 30 minutes prior to a performance (except on stormy days).
- ❖ Please keep our site clean: picking up and disposing of trash and recycled items is everyone’s responsibility.
- ❖ If the portable restrooms are out of supplies, please notify the Site Manager.
- ❖ Smoking is NOT permitted within 50 feet of the tent.
- ❖ Cell phones should be turned OFF or to the vibrate mode.
- ❖ **VERY IMPORTANT! Out of respect for the audience and performers, talking (especially backstage) should be kept to a minimum (i.e. whisper...).**

If Your Schedule Changes:

Scheduling changes should be made at least a week in advance by calling Sylvia Countway, Volunteer Scheduling Coordinator, 569-3648 or scountway@metrocast.net. If an emergency arises, PLEASE make every effort to contact Sylvia.

Chain of Command: General Manager or Site Manager:

Sharon O’Donnell (General Manager) and Mike Harrison (Site Manager) are the responsible decisions makers regarding performance operations. Any dangerous situation (lightning, injury etc.) must be immediately reported to them, to your department Coordinator or to the Event Volunteer Coordinator stationed at the Music Store.

Always...

Wear your 2007 GWMF volunteer T-shirt (or other attire specified in the handbook)

Display your 2007 GWMF name badge

Smile, have fun, enjoy the music and lake setting...

Box Office Assistants

Volunteer Duty Description:

GWMF uses a professional computerized system to sell and issue tickets both at the Festival Office , and at the site for evening concerts only. (Folk Festival day differs). Box Office Assistants help GWMF Box Office staff on site to issue will call tickets, welcome guests and check tickets at the entry gates.

Dress: 2007 GWMF Volunteer T-Shirt & GWMF name badge

Skills needed: Friendly people skills. Be familiar with tent layout & seating chart (page 17)

Materials needed: GWMF Box Office Staff brings the cash box, signage, supplies, seating chart, will call tickets and sets up the laptop computer for on site ticketing.

Arrival time: 1.25 hours before concert start time. ***Please note concerts start at various times.***

Meeting location: Check in with the Event Volunteer Coordinator at the Music Store

- The box office opens one hour prior to concert time. **Please read and be familiar with the Rain Plan on page 16)** The tent normally opens 30 minutes prior to concert time, unless the weather is bad.
- VIP, Premium and some Section A ticket holders enter up front, near the stage area. To ease seating and traffic flow, ticket holders with seats numbered 1 – 12 enter on the left side of the tent; seats numbered 13 – 25 should enter on the right side. (See page 17.)
- When necessary, notify the Usher Coordinator of any audience special needs (i.e. seats which must be removed for wheelchairs).
- When requested, please assist Ushers with crowd control to ensure guests are directed to their most convenient point of entry into the tent. (See above for seating directions.)
- “Showtime” ticket holders must redeem their coupons at the Box Office for the best available seating 30 minutes prior to concert time. If the concert is sold out, “Showtime” ticket holders must be turned away unless GWMF decides to open up Lawn Seating. If Lawn Seating is not available, Showtime ticket holders are not entitled to remain near the entry gates or tent area.
- Tickets are non-refundable/non-exchangeable, but may be returned to GWMF for resale. Record the ticket holder’s name, address and telephone so the festival office can mail a tax donation letter at a later time.
- The Box Office remains open for at least 45 minutes after the concert begins. After the concert has begun, help break down the Box Office.
- Alcohol obtained on-site only (i.e. Brewster bar or in GWMF Picnic baskets) is permitted in the tent or on the grounds (but only within the roped off perimeter). Alcohol is not allowed to be brought through the entry gates onto the festival grounds.
- **After your job is done, enjoy the music! And thank you for volunteering!**

“The Music Store” & Ice Cream

Volunteer Duty Description:

The Music Store creatively merchandises and sells GWMF Annual Raffle Tickets, T-shirts, posters etc. as well as the performers’ CDs and occasionally, performers’ merchandise and Baileys Bubble Ice Cream!

Dress: 2007 GWMF Volunteer T-Shirt & GWMF name badge

Skills needed: Friendly people skills, ability to make monetary change/process credit cards manually. Please become familiar with the Rain Plan on page 16.

Materials needed: GWMF provides.

Arrival time: 1.25 Hours before concert start time. *Please note concerts start at various times.*

Meeting location: Small white tent area near the main acoustic tent. Check in with The Music Store Coordinator.

- The Music Store should be open for merchandise and ice cream sales 60 minutes before the concert begins. Bailey’s Bubble delivers all ice cream supplies. GWMF supplies a separate cash box and tally sheet to record sales.
- **VERY IMPORTANT!** No performer or their representative is permitted to sell merchandise. (*You may accept merchandise, but you cannot sell it until approved by General Manager Sharon O’Donnell*) All performer merchandise must be verified and recorded on an inventory sheet. Sharon O’Donnell, or her designated representative, will make arrangements for payments to the performing artists or their representative for the sale of their separate merchandise.
- The Music Store volunteers are expected to know item pricing, have the ability to make correct change and process credit card charges. Charge slips must contain a clear, readable account number, date of sale, an itemized merchandise description (i.e. CD, T-Shirt, Sweatshirt, poster etc.), telephone number (please include area code!) and signature!
- The Music Store must be fully staffed at least 5 minutes before Intermission begins, and it remains open 30 minutes after a show to take maximum advantage of sales opportunities. Please plan on an additional 15 minutes to pack up and store away unsold merchandise and assist with closing down the store. Merchandise is stored in the white utility trailer located behind the tent.
- The Music Store Coordinator is responsible for completing the sales tally report form and reconciling the cash and credit card receipts, as well as collecting the Ice Cream cash box/tally sheet. All cash boxes and tally sheets should be reviewed with either the General or Site Manager at the end of the evening.
- **Ice cream Scooping Tips:**
 - ✓ Scoop enough ice cream so that there is a “fluff” around the outside of the cone (i.e. it shouldn’t be “smooth” or a round scoop)
 - ✓ After each scoop, dip scooper into room temperature water to rinse
 - ✓ When not in use, leave scooper in room temp. water – this makes it easier to scoop next time since the ice cream is frozen.
- **Enjoy yourself and enjoy the music! And thank you for volunteering!**

Hospitality

Volunteer Service Description:

GWMF supplies the refreshment needs of the performers during their pre-concert sound checks and performance, including the multi-day Masterworks Festival workshops/rehearsals and the annual SummerSing event. Since each performance differs, Hospitality Coordinator Patti Underwood, will make specific arrangements with the assigned volunteers.

Dress: 2007 GWMF Volunteer T-Shirt & GWMF name badge

Materials needed: All food and supplies are provided by GWMF.

Skills needed: Friendly, accommodating people skills & ability to keep backstage and dressing rooms neat & clean. **Please be familiar with the Rain Plan on page 16.**

Arrival time: Various for Sound Check; 60 to 90 minutes prior to the concert start.

Please note concerts start at various times.

Meeting location: The Music Store unless Hospitality Coordinator Patti Underwood gives you other instructions.

At all times, especially right before intermission, volunteers should check that:

- ✓ the backstage area is neat, clean and uncluttered
- ✓ trash cans are emptied and lined with clean trash bags
- ✓ beverages are iced; wine is properly corked and kept at the suggested temperature (*white wine/champagne is chilled; red wine is room temperature but not warm*)
- ✓ some room temperature bottled water is always available on the tables
- ✓ clean chairs are available for seating backstage
- ✓ fresh coffee/ hot water for tea is always available
- ✓ perishable foods are kept cool and appetizing
- ✓ tables are stocked with ample coffee stirrers, sugar, cream, napkins etc. and that tables are kept clean, tidy and food/drinks replenished
- ✓ performer towels are readily available backstage during intermission and in the dressing room area and on stage
- ✓ bottled water is on stage before concert begins and after intermission

NOTE: Do not remove performer towels, food, or drinks before the performers have left the premises. Many artists cannot eat before they perform and look forward to a snack after the concert. Refreshments are for Performers – not Volunteers. Only Security and Hospitality volunteers are allowed back stage for any length of time.

After the performance, hospitality volunteers are responsible for over all clean up to include:

- ✓ unplugging and emptying the coffee/tea pots
- ✓ returning unused cups, plates, non-perishables etc. to storage
- ✓ removing or disposing all perishable food & removing and bagging all non-recyclable trash
- ✓ collecting and separating the empty bottles and soda cans from both the backstage area and the stage & disposing them in the on-site recycle center
- ✓ collecting towels from the stage, backstage or dressing room tents

Thank you for volunteering!

Parking

Volunteer Duty Description:

Posting parking signs before concert and guiding arriving concert attendees to specific parking areas.

VIP: Pinckney Boathouse

Preferred: Academy Drive & grass area along gravel road leading to tent (lakeside)

Handicap: Grass area off gravel path leading to tent (baseball field side – this is a **NEW location for 2007**)

General: Various. See Parking Map on page 7.

Overflow: Anderson Hall parking lot on Brewster Academy campus near Main Street.

Dress: 2007 Volunteer T-Shirt, reflective vests & GWMF name badge

Materials needed: Flashlight (for concerts that take place from mid-August on)

Skills needed: Friendly and accommodating people skills.

Arrival time: Various.

Volunteers working the Pre-Concert Reception at the Pinckney Boathouse arrive earlier than volunteers working the concert.

Volunteers working the concert arrive 75 minutes prior to the concert start time.

Please note concerts start at various times.

Meeting location: Pinckney Boathouse, Brewster Academy.

Parking Sign Posting Guidelines:

1. Post signs where required **at least two hours** before the Pre-Concert Reception begins. (The Receptions begin 1.5 hours prior to the concert.)
2. Road barriers ready at Position 7 (Main Street) for Parking Volunteers to place
3. Remove signs & barriers after concert or in early morning the day after the concert. Signs can be stored between the tent and the electrical shed.

Parking Guidelines (see Parking Map on page 7.)

- Position #1 Direct cars into site, toward **Position 2**
- Position #2 Direct **VIP** to **Position 3**
Direct **Preferred** and **General** to **Position 4**
Direct **Handicap** to **Position 5**
When **General A & B** parking areas are filled, park cars in **General C** with help from **Position 6**.
- Position #3 Allow **VIP** vehicles to park in Pinckney Boathouse lot **only**.
Direct **Preferred** to **Position 4**
Direct **Handicap** to **Position 5**
Direct **General** to **Position 6**
- Position #4 Direct **Preferred** to Preferred Parking Area A first.
When **Preferred A** is filled, park in **Preferred B** with help from **Position 5**
Direct **General** parking to **Position 6**
Once **General A** is filled, direct to **General B**
Direct **Handicap** to **Position 5**. (Advise that Golf Cart drivers will take them to/from the tent IF they need assistance.)

- Position #5 Direct Handicap to park on the grass area off the gravel path (*NOTE: This is a NEW location for 2007. Please see Parking Map on page 7.*)
(Advise that Golf Cart drivers will take them to/from the tent IF they need assistance.)
When **Preferred A** is filled, assist **Position 4** with parking in **Preferred B**
- Position #6 Park cars in **General A** area.
When **General A** is filled, park cars in **General B**.
When **General B** is full, advise **Position #2** to use **General C** area and help **Position #2**.
- Position #7 Set barriers across to block car entry at Academy Drive (Estabrook Hall entry)
Direct **all** traffic to **Position 1**
Shortly before concert ends, remove barriers to permit exit from Academy Drive

Special Instructions:

In the case of sold out concerts, use overflow parking at Anderson Hall off Main Street.

Please read the Rain Plan on Page 16.

With the exception of concert guests requiring wheelchairs, GWMF Site & Hospitality Staff, Brewster catering vans, concert performers, and concert-related vendors, no cars are allowed to drive down to the tent. Special parking instructions may apply for performances requiring chorus and orchestra (i.e. Masterworks) & the Folk Festival.

Parking volunteers should return the orange parking vests and walkie-talkies to the Parking Coordinator who is charge for the evening, OR to the Volunteer Coordinator at the Music Store. Please DO NOT take them home with you.

All parking volunteers are welcome to enjoy the evening's performance once relieved from parking duties.

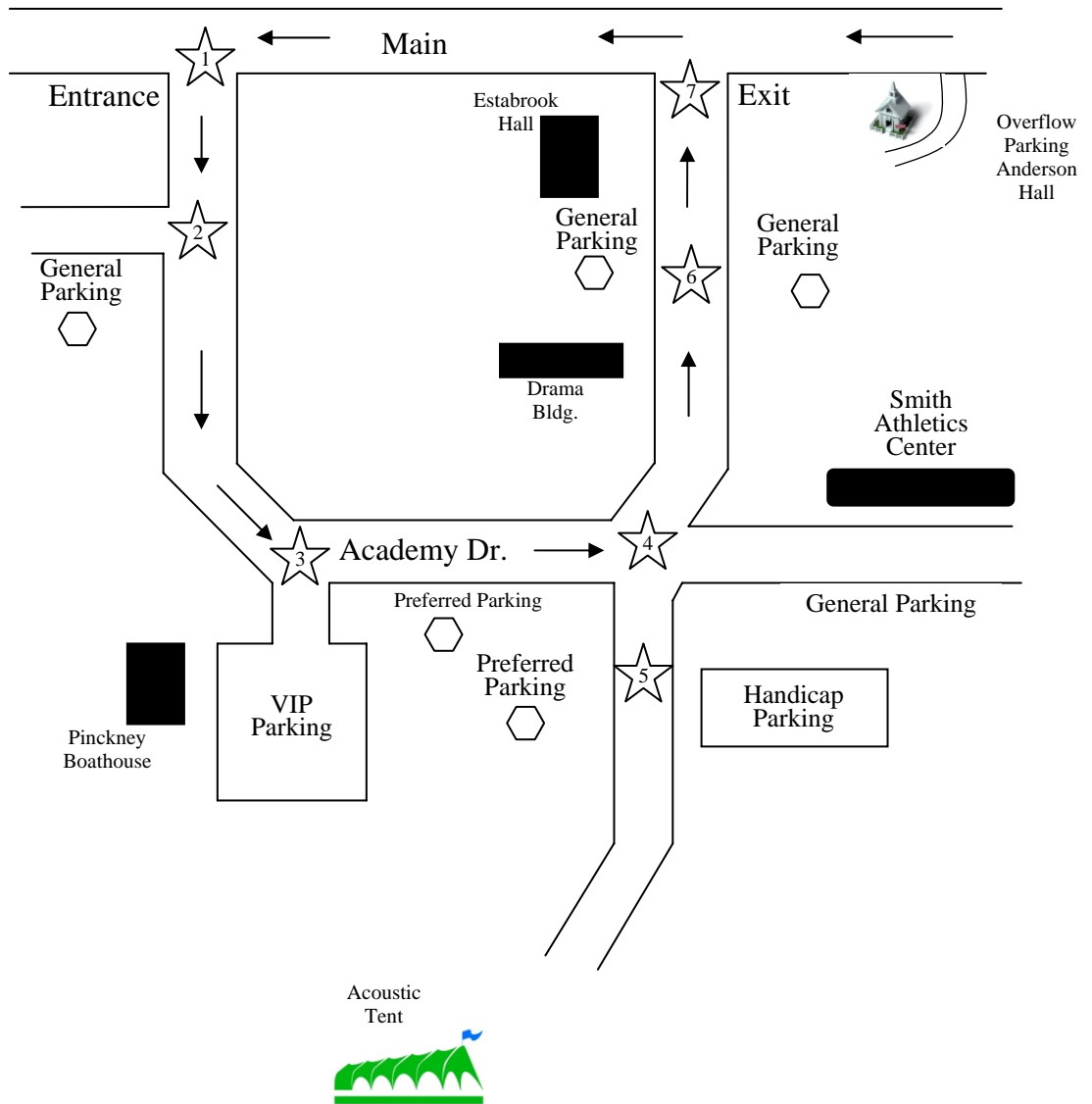
Thank you for volunteering!

Volunteers don't get paid, not because they are worthless, but because they're priceless.

(Sherry Anderson)

(See Parking Map Next Page)

GREAT WATERS MUSIC FESTIVAL PARKING MAP



Maximize parking space by directing cars to park vertically where possible along Academy Drive.

Security

Volunteer Duty Description:

Although Great Waters Music Festival is an outdoor venue with a casual atmosphere, it requires the presence of friendly but “low key” security. Volunteers help establish secure roped off areas prior to the concert, monitor the front tent entry gates and back stage areas, before, during and immediately after concerts. The goal is to help insure the safety of everyone (volunteers & guests), insure the privacy of performers while on stage and backstage and to prevent unauthorized entry onto the festival site by those who have not been given GWMF-issued credentials or who have not purchased a ticket.

Dress: 2007 GWMF Volunteer T-Shirt & GWMF name badge

Materials needed: A flashlight for all concerts

Skills needed: A friendly but firm demeanor

Arrival time: 90 minutes before concert starts. *Please note concerts start at various times.*

Meeting location: Check with Event Volunteer Coordinator at the Music Store.

Position 1: **Stage (gravel road):** The goal is to prevent the general audience from using performer’s backstage restroom or intruding upon performer’s privacy, and to prevent unauthorized main stage access during the performance. **No Admittance without authorized credentials.**

NOTE: During concert evenings, public access to Brewster Beach is restricted to Clark Road (i.e. woods trail is closed due to the backstage area).

Position 2: **Stage (lakeside):** The goal is to prevent unauthorized main stage and backstage access at all times. **No Admittance without authorized credentials.**

Positions 3 & 4: **Front Tent:** The goal is to prevent Both front entry gates, front tent entrances/exits, concessions areas, roped off areas in the front of the tent. **No Admittance without GWMF issued tickets or authorized credentials.**

- Upon arrival, please check in with the Event Volunteer Coordinator for any special instructions for the evening (i.e., performers identities, who is allowed backstage, tent parking, stage management, etc.)
- Prior to the performance, security volunteers set up roped off areas perimeter to prevent unauthorized guests from entering the back stage area, to keep non-ticket holders from entering the concert site area and to cordon off the site to comply with the New Hampshire Department of Alcohol Beverages permit requirements.
- With the exception of concert guests requiring wheelchairs, GWMF Site & Hospitality Staff, Brewster catering vans, concert performers, and concert-related vendors, no cars are allowed to drive down to the tent. Special parking instructions may apply for performances requiring chorus and orchestra (i.e. Masterworks) & the Folk Festival.

- To prevent audience members from entering the backstage area, before intermission, Position 1 and Position 2 security volunteers should remain station at the inside tent flaps near the stage at either side of the tent. Open these flaps for intermission. Close them after intermission (unless it is hot and the breeze is welcomed.)
- After the performance, repeat the above procedures AND keep an eye on the gravel road and lawn areas to prevent the audience from entering the backstage area.
- In all other cases, before opening or closing any side tent flaps, please check with the Site Manager or General Manager. However, if an emergency situation develops which requires evacuation, assist all patrons out of the tent, using all front, back and side exits. If necessary, open any and all tent flaps to expedite evacuation. **PLEASE READ AND BE FAMILIAR WITH THE RAIN PLAN ON PAGE 16. Security plays a vital role during icky weather!**
- Non-ticket holders are not permitted on the festival grounds regardless if the concert has just started or is about to end. They should be directed to the box office to purchase tickets or guided to step outside the roped off area.
- Smoking is not permitted inside any area of the tent. Smoking is however, permitted on the grounds, but at least 50 feet from the tent in order to prevent smoke from blowing inside and disturbing performers and guests.
- Alcohol obtained on-site only (i.e. Brewster bar or with GWMF Picnic baskets) is permitted in the tent or on the grounds (but only within the roped off perimeter). Attendees may not bring alcohol onto the festival grounds.
- With the exception of media and professional photographers hired by GWMF, no flash or video recording equipment is allowed.
- **VERY IMPORTANT!** Out of respect for other audience members and performers, talking near the tent (especially backstage!) should be kept to a minimum and down to a whisper. Please gently remind audience members of this important concert etiquette.
- After the performance, the security fencing/rope can be taken down and stored behind the tent.
- After the guests have departed, security should help bring in the lighting/candles/tiki torches leading from the tent to the Pinckney Boathouse, and store them in the utility trailer behind the tent.
- FYI: Fire extinguishers are located at both The Music Store and back stage.
- **Thank you for volunteering!**

Golf Cart Drivers

Volunteer Duty Description:

GWMF owns four , 4-passenger electric golf carts to shuttle both volunteers and both general and handicapped audience members from parking areas to the tent before, during and after the event. Some performances will require helping orchestra members transport large instruments to the tent. Carts are also to be made available to loan/run errands for GWMF Site staff (i.e. obtain ice, take bagged trash to dumpsters etc.) Drivers must be 18 years of age and possess a valid drivers license.

Dress: 2007 GWMF Volunteer T-Shirt and GWMF name badge.

Materials needed: A valid drivers license; Must be 18 yrs. or older to drive.

Skills needed: Safe operation of an electric golf cart. **Please be familiar with the Rain Plan on Page 16.**

Arrival time: One hour & 45 minutes before concert starts. *Please note concerts start at various times.*

Meeting location: The Music Store

- Golf carts are operated primarily before and after concerts, but drivers should be on hand during intermission should anyone be leaving early or require a quick ride to their vehicle.
- Before each performance, please ensure that the carts are neat and clean and sufficiently charged. Occasional washing may be necessary. Drivers may NOT smoke while operating or sitting in the golf carts.
- **Volunteers park at Estabrook Hall. Please be sure to include them in your driving rounds 90 minutes before the concert begins. Special instructions may apply during choral/orchestra and the FOLK Festival (i.e. helping musicians with instruments etc.)**
- Towards the end of the performance, golf cart drivers should line up 12 chairs just outside the tent entrance/exit near the gravel path for anyone who needs a ride from the tent to their car. A continuous shuttle should deliver departing guests and volunteers until everyone has safely reached their vehicles. Chairs should then be returned to the tent.
- At the end of the evening, Golf cart drivers assist the Music Store with transporting boxed merchandise to the storage trailer behind the tent and bring in the orange cones & “special” parking signs from Pinckney Boat house parking lot.
- At the end of the evening, the carts should parked under the Acoustic tent and be hooked up to the electric charger. Keys should be given to the Site Manager.
- **Thank you for volunteering!**

Ushers

Volunteer Service Description:

Ushers have the overall responsibility to see that the “House” (acoustic tent) is an inviting and welcome concert venue. Ushers help prepare the House with any last minute changes before it officially opens for arriving guests. Ushers should be attentive to ensure that concert attendees have programs and are quickly guided to their seats so that the concert begins on time. During intermission, Ushers should help direct guests towards restrooms, smoking areas, the Music Store etc. At the end of the performance, Ushers help to close down the House.

Dress: Black slacks/skirt and a white collared shirt. GWMF Nametag

Materials needed: GWMF provides.

- **Skills needed:** Attention to detail of audience flow & time management to help ensure concerts run on time. Friendly and courteous people skills. **Please read and be familiar with the Rain Plan on Page 16. Ushers play a VITAL role if icky weather prevails and the Seating Chart on Page 17.**

Arrival time: 75 minutes before concert starts. *Please note concerts start at various times.*

Meeting location: The Music Store

- Upon arrival, check in with the Event Volunteer Coordinator at the Music store.
- **Except in stormy weather or in the case of people with special needs or medical conditions, the tent remains closed to the audience until 30 minutes before the concert.** No one is permitted to enter the tent before this time, unless directed by the Usher Coordinator, Site Manager/General Manager. Ushers must maintain this policy.
- All seats (especially the VIP, Premium and Section A seats) are to be checked for cleanliness and if needed, wiped down with cloth towels.
- Cushions are to be set out on the VIP and Premium section seats before the House opens. After the performance, the seat cushions are to be removed and stored in the utility trailer behind the tent.
- Ushers hand out programs at the tent entrances. Try to encourage one program per couple and to recycle them at the end of the show.
- VIP, Premium and some Section A ticket holders enter up front, on both sides up near the stage area. (Generally, this includes rows 1 through 8)
- To ease seating and traffic flow, ticket holders with seats numbered 1 – 12 enter on the left side of the tent; seats numbered 13 – 25 enter on the right side.
- To ensure that the concert BEGINS and runs ON TIME, ushers should quickly show patrons to their seats, especially in the last 10 minutes before show time and before intermission ends. Please watch the clock to be aware of timing issues.
- Latecomers may be seated in any vacant seats in the unassigned “D Section” until the end of a musical number, or the end of a musical set. Please use your best judgment to avoid interrupting the performance and other seated guests.

- If conflicts arise (i.e. people in the wrong seats), try to resolve the situation in consultation with the Usher Coordinator.
- Before opening or closing any side tent flaps, please check with the Site Manager. However, if an emergency situation develops which requires evacuation, assist all patrons out of the tent, using all front, back and side exits. If necessary, open any and all tent flaps to expedite evacuation.
- Just before the concert ends, Ushers should:
 - 1) - Be stationed at each exit to **VERBALLY** say **GOODNIGHT – THANK YOU FOR COMING** to as many departing attendees as possible.
 - 2) -**VERBALLY** encourage guests to recycle the event programs. Place the “Recycle Your Programs **HERE**” box so that it’s visible (i.e. on a chair).
- Immediately following the performance, ushers check each aisle for any personal items left behind. Any “Lost & Found” items should be turned in to the Music Store. Lost items may be reclaimed at the festival office the following business day.
- Immediately following the performance, usher should check the aisles to remove trash and straighten /return any chairs. Gloves and trash bags are provided and can be found in the back of the tent in a blue tub marked for “Ushers”. VIP and Premium seat cushions must be collected and stored.
- All remaining boxed programs and programs which can be reused/recycled & surveys should be boxed and returned to the Utility trailer behind the tent for dry storage. Please break down and dispose of empty program boxes.
- The blue “Usher’s” tub of supplies (pencils, flashlights, gloves, trash bags etc.) should be returned for storage in the Utility trailer behind the tent.
- **VERY IMPORTANT!** Out of respect for other audience members, talking near the tent should be kept to a minimum and down to a whisper. Please gently remind audience members of this very important concert etiquette.
- With the exception of media and professional photographers hired by GWMF, no flash equipment/video recording is allowed during a performance.
- Smoking is not permitted in the tent. Smoking is permitted on the grounds but must be at least 50 feet from the tent in order to prevent smoke from blowing inside and disturbing performers and guests.
- Please direct concertgoers to dispose of all **RECYCLABLES** (glass, cans and bottles) at the “Recycle Center” bins located near The Music Store.
- Youth tickets can only be used by persons 12 years and younger. Infants may sit on laps.
- **Thank you for volunteering!**

VIP Pre-Concert Reception Host/Hostess

Volunteer Duty Description:

GWMF hosts a one-hour long, pre-concert reception at the Pinckney Boathouse that begins 90 minutes prior to the start of the evening concert. Attendees include season ticket holders, individual VIP ticket holders, major donors, sponsors, special guests and sometimes the performers themselves. GWMF is responsible for making all the food and decoration arrangements. VIP volunteers greet attendees, collect entry tickets and help with optional name tags. VIP hosts are generally on hand to assist the GWMF Board member in charge of handling the reception. Although this duty is VIP, it is of short duration!

Dress: “Smart casual” (as if you were going to a nice restaurant) and GWMF Name Badge.

Materials needed: Great Waters provides

Arrival time: 30 Minutes before the Reception begins. Receptions begin 90 minutes before the concert begins. *Please note concerts start at various times.*

Meeting location: Pinckney Boathouse

- ❖ Upon arrival at the Pinckney Boathouse, check with the VIP Coordinator in charge.
- ❖ Set up the reception table either outside (if the weather is nice) or in the Boathouse foyer (if it rains...Please review the Rain Plan on page 16.)
- ❖ Greet guests, collect entry tickets and help with OPTIONAL name tags. Only Sponsors and their guests will receive pre-printed name tags which they should receive PRIOR to arriving at the reception.
- ❖ After the reception, break down the check in table and return the check in box with all the materials to The Music Store.
- ❖ Once the reception is over, you are invited to stay for the evening’s performance, or feel free to come over and volunteer at the tent site.
- ❖ **Thank you for volunteering!**

Every action in our lives touches
some chord that will vibrate in
eternity.

(Edwin Hubbel Chapin)

Site/Stage Assistants

Volunteer Service Description:

Site Assistants work alongside and with the Site Manager performing the physical tasks required to ensure that the concert site(s) are prepared and well organized before, during and after each performance.

Dress: 2007 GWMF T-Shirt and GWMF name tag

Materials needed: GWMF provides.

Skills needed: Ability to work as a task oriented team player. Attention to detail, time management to help ensure concerts run on time. Friendly and courteous people skills.

Arrival time: Various. *Please note concerts start at various times.*

Meeting location: For evening concerts: The Music Store. For day time pre-concert site set up, find Site Manager Mike Harrison.

For evening concerts, upon arrival, check in with the Volunteer Coordinator at The Music Store for further instruction.

For FOLK Festival, special instructions apply. You will be briefed at a separate volunteer meeting or given telephone or written for this multi-day, multi-venue event.

Please read and be VERY familiar with the Rain Plan on Page 16.

Thank you for volunteering!

You make a living by what you get. You make a life by what you give”

Festival Office Support

Volunteer Duty Description

After the summer concert series end, planning for the following year's performance program begins. There are on-going special projects all year long and lots of data entry, photocopying, bulk mailing that needs attention to beginning in January through the spring months. We can always use your help!

Dress: Business Casual.

Materials needed: Great Waters provides.

Skills needed: Keyboards, database knowledge or familiarity with databases functions, graphics. A general willingness to help is sometimes all that's needed.

Arrival time: To be determined.

Location: Festival Office, 58 North Main Street, Wolfeboro

Training in the GWMF Office will take place prior to volunteering.

“If every American donated five hours a week, it would equal the labor of twenty million full-time volunteers.”

Whoopi Goldberg

2007 GWMF Rain Plan

U=Ushers

S=Security

MS=Music Store

VIP=VIP Reception

H=Hospitality

SS=Festival Site Staff Will Help

BO=Box Office

P=Parking

IC=Ice Cream

GC=Golf Cart Drivers

When and Where Needed

	U	BO	S &SS	P	MS & IC	VIP	GC's	H
Open tent earlier Close & Secure all side & back stage flaps	X		X					X
For Picnic Guests: Move picnic tables inside if space permits Try to set up a small table, candle etc. for couples								
Cover all electronics & merchandise with plastic Bring inside &/or set up in tent if possible (Ice Cream closes....)		X			X			
Don't check for tickets – just get people to and inside the tent ASAP! (worry about seating & handing out programs inside tent – bring boxes of programs inside tent & put up on chair to prevent soaking)	X	X		X			X	
If rain is anticipated, bring rain gear and arrive 30 minutes earlier than you normally would arrive.	X	X	X	X	X	X	X	X
Wipe down seats & other wet areas with towels located in the white Utility Trailer behind the tent	X	X	X					X
Check the stage for leaks. Mop or put out buckets if necessary. COVER THE PIANO and other instruments.			X					
Everyone help each other! Laugh or smile because we have to live with it! Concerts go on rain or shine!!! (Unless it's too dangerous to do so...)	X	X	X	X	X	X	X	X
FOLK FESTIVAL: Cancel/ move outdoor stage to tent. Cut performance short to prepare for Mainstage performance. Site Mgr./GM will make announcement that after the concert the audience must: 1) depart if they do not have tickets for the performance that follows; 2) if they do have tickets, find their assigned seats. In the case of SEVERE weather, the outdoor concert will be CANCELLED as the Main stage performance needs take precedence.	X		X					
Check & unclog drainage ditches along gravel Be aware of electrical cords that need removing			X					
Spread hay or put out rain flooring at front entrance & backstage			X					
If rain stops, afterwards check for dangerous mud or potholes, flooding etc. & advise each other to let departing guest be aware. Assist everyone to exit safely.	X		X	X			X	

