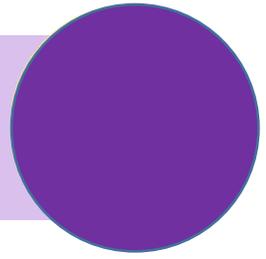


Jazz Festival Volunteer Coordinator Instructions



Summary

STUDENTS

Check student volunteers in and out.

Provide student volunteers with name tags, wristbands and assignment instructions.

Coordinate distribution of band guide assignments throughout the day for each of the three venues.

Monitor student assignment fulfillment and use additional volunteers to fill-in, as required.

Record students' participation for Band director.

Assign additional volunteers to assist in other areas (e.g., Director's Check In) as requested.

Notify chairperson of any important issues (e.g., missing volunteers or judges who need batteries) via phone or text.

ADULTS

Provide wristbands and name tags to adult volunteers who are checking in. Distribute water to all volunteers and distribute lunches (provided by Hospitality) to adults who are on the lunch distribution list.

OTHER

Volunteer check-in is also *Information*, *Lost and Found*, and *First Aid*.

What to do before the festival

Information to request

The following information is usually available the week before the festival. Instructions, schedules and volunteer check-in sheets are typically received as a text file, e.g., MS Word.

- Band guide instructions (band room, theater, and MP)
- Student volunteer check in sheets (band room, theater, MP, and additional)
- Performance and clinic schedule
- Adult volunteer matrix with lunch info
- Updated festival map

Items to prepare

See examples later in document.

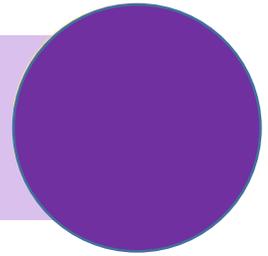
🎵 Program information

- Print schedule and clinic list; staple to each side of file folder

🎵 Timelines for each venue

- Print blank timelines for each venue.

Jazz Festival Volunteer Coordinator Instructions



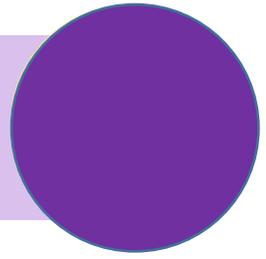
- Add bars showing what time student and key adult volunteers start and finish.
- Add bars showing warm-up, performance schedule, and clinic schedule (use band guide info).
- ♪ **Student volunteer sign in sheets for each venue**
 - Add “sign in” and “sign out” columns.
 - Make venue name more prominent, if necessary.
 - Print sign in sheets. (Consider printing each venue on a different color.)
- ♪ **Morning check-in summary**
 - To help with early morning check in, create summary of student volunteer check-in times by listing names of students in time slots and by venue.
- ♪ **Band guide instructions for each venue**
 - Print, cut, and staple to file folders in order, and by venue. (Consider printing each venue on a different color, and color-code the band guide’s name tags.) NOTE: it is important to record band guide assignments (e.g., on timelines).
- ♪ **Other student job instructions for each venue (and *additional* jobs)**
 - Print, cut, and staple to file folders in order, and by venue. (Consider printing each venue on a different color and color-code the band guide’s name tags.)
- ♪ **Festival Map**
 - Print festival map for general information.
 - Make sure map includes warm-up venues and clinic rooms for band guides.
- ♪ **Signs**
 - Information, First Aid, Lost and Found.
- ♪ **Adult volunteer list by first name**

Materials to bring

Bring the following items, in addition to the prepared items above. Extra copies are for backup purposes.

- Extra copy of sign-in sheets for coordinator and venue managers
- Copies of student assignment instructions
- First aid information sheet (police phone numbers, etc.).
- Pens, sharpies, highlighters, blue tape

Jazz Festival Volunteer Coordinator Instructions



What to do during the festival

Materials to receive

When you arrive in the morning, you should receive the following items at volunteer check in:

- Wristbands: *purple stars* for students and *blue snowflakes* for adults
- Program
- Student and adult volunteer name tags
- Water for adult volunteers
- Volunteer Check-In Sign
- Box of band aids and Neosporin packets
- Two tables and several chairs

Check in students

🎵 Arrange materials:

- Sign-in sheets
- Wristbands (purple-students, blue-adults)
- Name tags
- Sharpies, pens, and highlighters

🎵 Check in students

- Check students in, writing down the time they arrived and highlighting their name (to make it easier to see missing volunteers). (Band director uses these sheets to track student participation.)
- Hand out name tags and wristbands.
- Send students to next table for assignment instructions.

Hand out student volunteer job descriptions

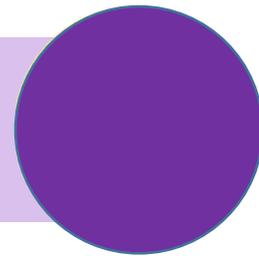
🎵 Arrange materials:

- Festival map
- Band guide instructions (3 venues)
- Other job instructions (3 venues and additional jobs)
- Timelines (3 venues)

🎵 Band guide instructions

Venues will have two to three band guides assigned. Band guides will escort bands from the warm-up venue, to the performance venue, and finally to the clinic venue. At this point, band guides will return to volunteer check-in to receive their next assignment.

Jazz Festival Volunteer Coordinator Instructions



Tear off instruction sheets and give to the band guides. While bands are warming up, guides will request the stage set up instructions from the band director and deliver it to the venue stage manager. After returning to the warm-up venue, band guides will escort bands to the performance venue. After the performance, band guides will escort bands to the clinic venue. **All this information, including the time each step must occur, is on the band guide instruction sheets.** Instruct band guides to read the instructions very carefully. Use the festival map to show band guides the warm-up, performance, and clinic venue locations.

***Record band guide names next to their assigned bands on the timeline or on the program schedule. It is critical to know which band guide has been assigned to each band, in case there is an issue.

🎵 Other job assignment instructions

Hand each student the slip that describes their job. Refer students to stage managers or front-of-house adult volunteers for any venue-specific questions.

In addition, give announcers a copy of the student volunteer sheet to give to the stage manager (and/or front of house).

Monitor student volunteer positions

🎵 Use timelines to monitor all job assignments

Pull as-needed volunteers to fill in for any missing positions. Alert chairperson of any issues ASAP. During each shift you will also monitor band guide assignments to ensure each band has an escort. Other areas, e.g., Director's Check In, may also request as-needed volunteers, from time-to-time.

🎵 Key positions at beginning of shift

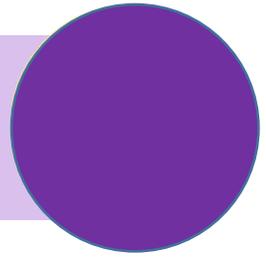
Ensure key jobs (judge runner and band guide) are filled at the beginning of each shift. *These two jobs are time-critical.*

- *Band guides* must meet their bands at the beginning of the warm-up period so they can deliver the stage set-up instructions to the venue manager and return to the warm-up venue before the warm-up period ends.
- *Judge runners* must (1) go to Tabulation for detailed instructions, (2) go to Director's Check In to pick up the judges packets, and (3) deliver the judges' packets to the venue *before the performance begins*.

Check in adult volunteers

In 2015, most adult volunteers checked in at their assigned positions. As needed, check in additional adult volunteers and give them a name tag and wristband. Offer adult volunteers a bottle of water. Lunches for volunteers who work all day will be brought to volunteer check in. Maintain the adult lunch list (see adult check in sheet) and distribute the lunches.

Jazz Festival Volunteer Coordinator Instructions



Act as the Jazz Festival Information Center

Volunteer check in is also the Jazz Festival Information Center. Use the program and festival map to answer questions from participants, judges, volunteers, and the public.

During lunch, workshops are held in the venues. Participating students may come at this time and ask for help finding a particular workshop or “clinic.” Use the workshop schedule and festival map to help participants find the workshops. (NOTE: The lunchtime *workshops* are different from the after-performance *clinics*. Any student may attend a workshop. Only the students and parents of the performing band may attend the after-performance clinic.)

Act as Lost and Found

Tape the Lost and Found sign to the wall. Hold onto any lost items.

Offer limited First Aid

First aid at volunteer check in is limited to band aids, Neosporin packets, and a list of emergency phone numbers.

What to do at the end of the festival

Take materials to Director’s Check In

- Chairperson’s signs
- Wristbands
- Name tags and sharpies
- First aid kit
- Leftover sandwiches and water

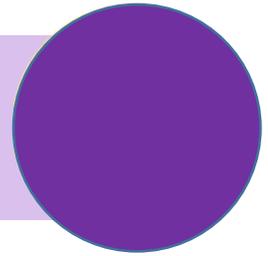
Hand deliver to chairperson

- Student sign-in sheets. Before delivering sign-in sheets to chairperson, *take photos*, as a backup. (Band director is usually supervising venue break down and clean up at this time.)

Save for volunteer coordinator

- Timelines and program folders (with workshop and performance schedule)
- Band guide instruction folders (should be empty)
- Other job instructions
- Festival map
- Any other material prepared by volunteer coordinator

Jazz Festival Volunteer Coordinator Instructions



Hints, FAQs, and Unanswered Questions

Hints

- Know who the front of house people are at each venue and how to contact them
- Have chairperson's cell phone on speed dial
- Text students who are missing, rather than calling. Include who you are and that it's for Jazz Festival.
- Make sure as-needed volunteers stay in the Library lobby or in sight in the quad. When you need them, you need them immediately.
- The Library is the clinic venue for the Theater. If a band finishes their performance early, you may have to ask them to wait outside until the clinic is over. Otherwise, it will get noisy in the lobby and disturb the clinic.

FAQs

PARTICIPANT "WHERE DO I GET A WRISTBAND?"

Participants get wristbands from their band directors. Parents and guests must buy wristbands.

PARTICIPANT: "WHERE AM I SUPPOSED TO MEET MY BAND?"

Find out what band they are with and show them the location of their warm-up venue. After that, they are on their own.

ADJUDICATOR: "WHERE DO I GO FIRST THING IN THE MORNING?"

VIP Lounge. Located inside the Library to the right after the double doors.

ADJUDICATOR: "WHERE DO I GO TO REVIEW SCORES WITH MARGARET?"

VIP Lounge? Check with chairperson.

DIRECTOR: "WHERE DO I GO FIRST THING IN THE MORNING?"

Director's Check In. Located on the south side of the Library in the teachers' lounge.

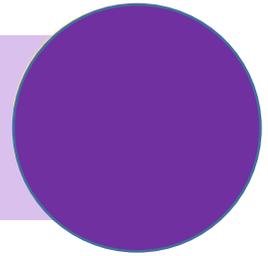
PUBLIC "WHERE DO I BUY A WRISTBAND?" "IS THIS WHERE I BUY A WRISTBAND?"

Wristbands are purchased at the entrance to each venue. Wristbands are not sold at Information/Volunteer Check In.

PUBLIC "I WANT TO GO WATCH BANDS BEFORE MY CHILD PERFORMS. WHAT DO I DO?"

Go to whichever venue you want and purchase a wrist band.

Jazz Festival Volunteer Coordinator Instructions



Public “Do I have to buy another wristband to watch my child?”
No. Wristbands are good at every venue and the awards concert in the Theater.

STUDENT VOLUNTEERS “CAN I CHECK IN EARLY SO I CAN WATCH SOME BANDS BEFORE MY SHIFT?”

Sure. (If it is a long time before the student’s shift, consider asking them to come back to check in for instructions, but give them a wristband now.)

JAZZ FESTIVAL VOLUNTEER: “WHERE DOES UNUSED HOSPITALITY STUFF GO AT THE END OF THE DAY?”

Director’s Check In.

Unanswered Questions

Where can <school> students leave their instruments while they are working?

<school> student volunteers often ask specific questions about their assignments. For example, if a student is an outside door guard, how do they know when it’s okay to let the next band in?

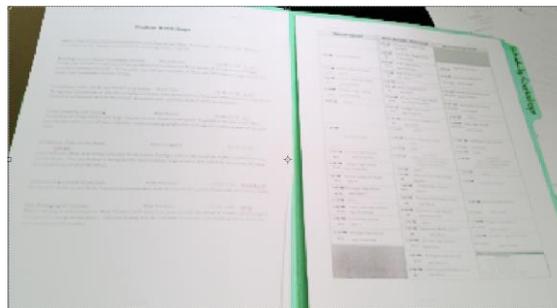
They also ask, how do I know who the stage manager is?

Examples of volunteer coordinator materials

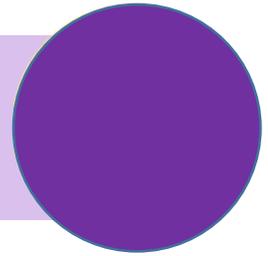
Program Information

Workshops and Performance Schedule

This information is in the program, but referred to so frequently that having separate copies is helpful.



Jazz Festival Volunteer Coordinator Instructions



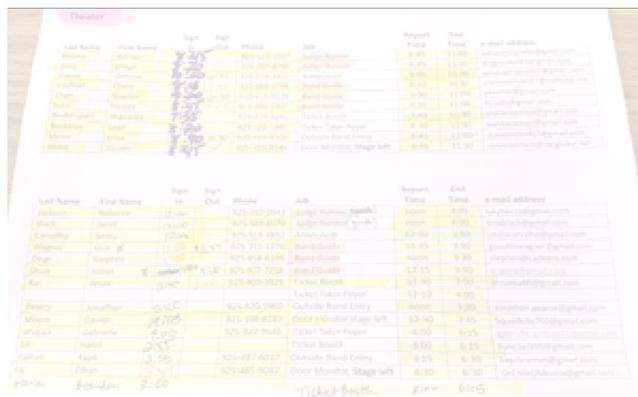
Timelines for each venue

These take some time to create (particularly the *warm-up / performance / clinic* part at the bottom), but are invaluable in managing job assignments and knowing what is going on at any given time. Write the band guide names above each band, in case something happens and you need a replacement.



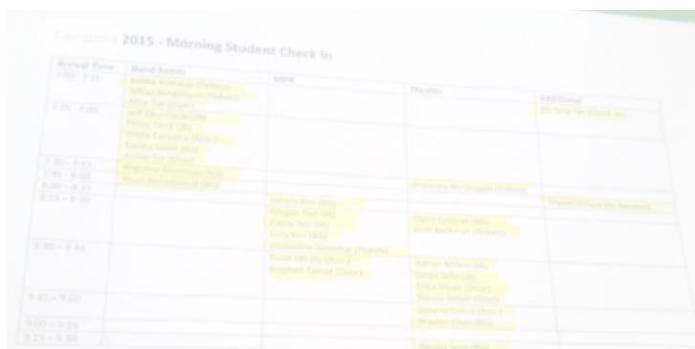
Student Volunteer Sign In Sheets

Write in any students who are not on the list. Save these sheets and give them to the chairperson directly. Ultimately, they will go to Band director.

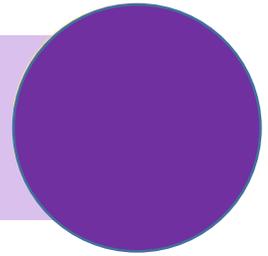


Morning Check In Summary

Use this sheet to help plan for the early morning rush of volunteers. *Make sure to get the band guides and judge runners going first.*

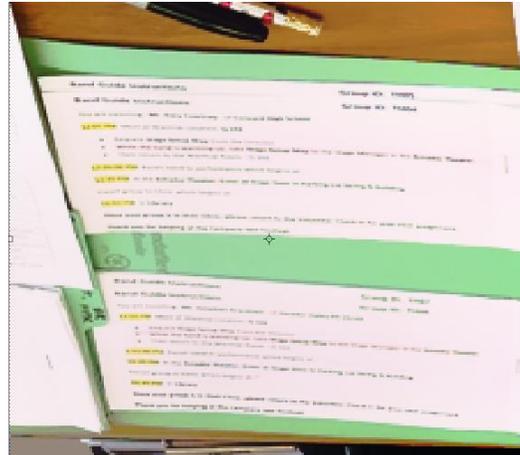


Jazz Festival Volunteer Coordinator Instructions



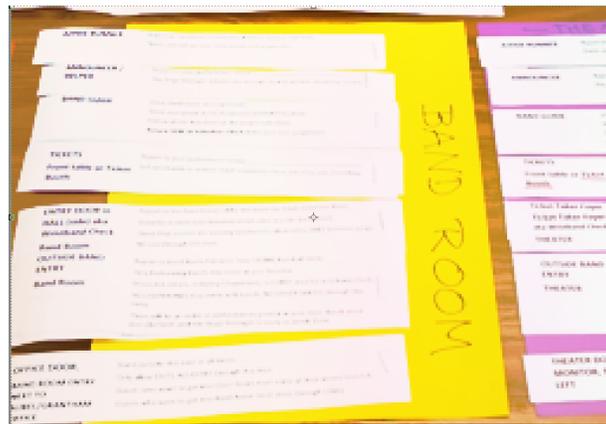
Band Guides Instructions

One copy for each band, stapled to file folders by venue. Tear off and give one to each band guide. Group them by shift on the file folder so you know when the shift is over. Color code by venue to make it easier to manage assignments during the day.



Other Student Job Instructions

Several copies of each job instruction stapled to sheets of paper so students can tear them off. Use a different color for each venue.



Festival Map

Shows performance venues, workshops, bathrooms, and food services locations.

Also shows venues where bands warm-up and after-performance clinic locations, as well as the paths for band guides to take.

