

The background image shows the exterior of a building with a portico supported by white columns. The building has brown shingled siding and a white-trimmed roof. A semi-circular window is visible above the portico. Two hanging baskets of red flowers are suspended from the portico. A sign is posted on the left side of the building. The sky is blue with some clouds.

# VOLUNTEERING

With The Festival

**NORFOLK**

NORFOLK CHAMBER MUSIC FESTIVAL  
YALE SCHOOL OF MUSIC

Music Among Friends ~

# Thank You for Volunteering!

Welcome to the Norfolk Chamber Music Festival Volunteers! As a volunteer, you will help ensure that concert-goers, faculty artists, and Fellows have an outstanding and memorable experience with the Festival.

For the first time in the summer of 2019, we are asking for help from volunteers. Why now? Programming has become increasingly ambitious, and we are presenting more events than ever, including Pre-Concert Conversations and a growing number of off-site

community concerts. Our small – but mighty! – seasonal staff is wearing thin trying to cover over 50 events during our summer season. We are proud to showcase the extremely talented Fellows studying in Norfolk on the Festival’s main series concerts. However, by doing so, we have lost a reliable source of staff.

As a volunteer, you are essential to helping the Festival not only survive, but thrive. We thank you for your time and commitment.

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Cutty & Lionel,  
Directors of Goodwill (DoG)

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# REQUIREMENTS & EXPECTATIONS

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## MINIMUM REQUIREMENTS

In order to provide the best possible service to our patrons, we ask that all volunteers be able to meet the following minimum requirements:

- Be at least 16 years of age
- Provide and wear any dress specific to your volunteer position
- Act in accordance with Volunteer Conduct and Festival Exepectations (*See below*)

## FESTIVAL EXPECTATIONS

Volunteers are representatives of the Festival and are asked to put their best foot forward when interacting with Fellows, Faculty, patrons, and staff. It is critical that all volunteers meet the following:

- Volunteers are **positive, friendly, respectful,** and **courteous.**
- Volunteers **follow supervisor instructions** and fully complete all assigned duties.
- Volunteers **meet time commitments** they have agreed to. (*See “Commitments” section*)
- Volunteers **report any problems or grievances** immediately to the Volunteer Coordinator.
- Volunteers **ask questions** when anything is unclear.

## VOLUNTEER CONDUCT

Festival Management also reserves the right to remove a volunteer if they violate standards of conduct. Grounds for dismissal include, but are not limited to:

- Violation of local, state or federal laws
- Ethical breach such as lying
- Theft
- Sexual misconduct
- Discrimination or harassment
- Insubordination
- Actions that jeopardize the health and safety of Festival Faculty, staff, Fellows, or patrons
- Possession of a weapon on Festival grounds

Violation of Yale University policies. Yale University Standards of Business Conduct can be found here:  
<https://your.yale.edu/policies-procedures/other/standards-business-conduct>

## DRESS CODE

Volunteers are required to abide by the specific dress code listed within each volunteer opportunity description. If you have a question about appropriate attire, please contact the Volunteer Coordinator.

If a dress code issue is addressed by a supervisor more than three times, the Volunteer Coordinator may reevaluate the volunteer’s position.

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## CUSTOMER SERVICE

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Volunteers in customer service positions are the first point of contact and the face of the Festival for many of our patrons. Volunteers are asked to set their best foot forward and help create an outstanding concert experience for everyone that visits the Music Shed.

- **Treat everyone like a VIP** and do your best to provide excellent service to everyone.
- **Be approachable.** Pay attention to your body language. Crossed arms, having hands in your pockets, or looking at your phone can appear unapproachable to a patron with a question.
- **Ask for help** if there is a task you do not know how to complete or a question you do not know how to answer. No question is ever too small.
- **If a disagreement arises** with a patron, contact your supervisor or Festival staff member immediately.
- **In case of emergency**, contact your supervisor or Festival Staff member immediately.
- **Become familiar with the Festival grounds**, season offerings and the surrounding area so that you are comfortable answering questions.
- **Do your best, and have fun!** Share your enthusiasm; excitement is contagious!

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## COMMITMENTS

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We rely on volunteers to keep events at the Festival running smoothly. What you do is very important!

**When a volunteer signs up for a service, it is considered a firm commitment.**

If you find that you are unable to attend, please contact the Volunteer Coordinator with as much advance notice as possible, and no later than 48 hours before your shift. If an emergency situation arises, and you are unable to attend your shift please let your supervisor know immediately.

If a volunteer is more than 15 minutes late to a shift more than three times, or does not show up to a shift more than twice, the Volunteer Coordinator may reevaluate the volunteer's position.

### **Increase the impact of your hours!**

Many employers offer incentives to employees or retirees who volunteer. Some will even make a donation to the Festival on your behalf. Contact the Volunteer Coordinator for guidance on employer benefits programs.

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# VOLUNTEER POSITIONS

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## USHER (MOST NEEDED)

### Duties:

- Collecting tickets
- Handing out programs
- Directing patrons to their seats
- Monitoring doors during performances
- Arriving early to stuff inserts into the program book
- Staying after the concert to tidy and close up the hall

### Skills and Requirements:

- Positive attitude, friendly demeanor
- Be able to stand for 1 hour
- Be able to lift 20 pounds

### Dress Code:

White shirt and black bottoms (knee-length or longer); black, quiet soled shoes; no fitness or yoga wear

### Special Benefit:

Watch the concert you are ushering for free.

### Availability:

Friday or Saturday evenings

### Minimum Commitment:

At least 2 concerts per summer season

### Reports To:

House Manager

## POST-CONCERT RECEPTIONS

### Duties:

- Pouring drinks (soda, water, wine, and beer)
- Refreshing food platters as needed
- Cleaning up after the reception

### Skills and Requirements:

- Minimum 21 years old
- Be able to stand for 2 hours
- Be able to lift 20 pounds

### Dress Code:

Business casual attire; no logo T-shirts, jeans, or flip flops; bottoms must be knee-length or longer

### Special Benefit:

Watch the concert for free – but be aware that you'll have leave before it is finished.

### Availability:

Friday or Saturday evenings

### Minimum Commitment:

At least 2 receptions per summer season

### Reports To:

Facilities Staff

## MARKETING TEAM

### **Duties:**

- Distributing posters and brochures around the region

### **Skills and Requirements:**

- Driver's license; must be able to provide your own transportation
- Ability to work independently and unsupervised
- Comfortable asking businesses to display brochures

### **Dress Code:**

Comfortable, nice casual attire

### **Availability:**

Flexible; availability during business hours preferred

### **Minimum Commitment:**

Twice during summer season, June-August. Distribution locations will be assigned on a first-come, first-served basis in consultation with Volunteer Coordinator.

### **Reports To:**

Volunteer Coordinator

## TRANSPORTATION TEAM

### **Duties:**

- Picking up and dropping off Fellows from regional airports, train, and bus stations
- Transporting Fellows to Festival off-site concerts

### **Skills and Requirements:**

- Driver's license; must be able to provide your own transportation
- Ability to work independently and unsupervised

### **Dress Code:**

Comfortable, nice casual attire

### **Availability:**

Friday or Saturday evenings

### **Minimum Commitment:**

Varies

### **Reports To:**

Volunteer Coordinator

## EVENTS TEAM

### **Duties may include:**

- Setting up and breaking down events facilities
- Shopping for event materials
- Decorating

### **Skills and Requirements:**

- Ability to lift 20 pounds
- Driver's license and access to transportation preferred
- Organized with an interest in decor

### **Dress Code:**

Comfortable, nice casual attire

### **Availability:**

Availability on June 28-29th is strongly preferred

### **Minimum Commitment:**

One event

### **Reports To:**

General Manager

## FIELD TRIP LEADER

Help our Fellows explore the Norfolk area over the summer by leading a trip off-campus. Organize with friends, or lead the trip by yourself. Contact the Volunteer Coordinator with your field trip idea.

### **Duties May Include:**

- Planning and leading an off-campus activity
- Supervision of Fellows during the trip

### **Skills and Requirements:**

- Driver's license and ability to provide transportation to a group of students
- Ability to work independently and unsupervised
- Event planning experience useful, but not required
- Knowledge of Norfolk and surrounding area

### **Dress Code:**

Comfortable attire appropriate for the outing

### **Availability:**

Sundays

### **Minimum Commitment:**

One event

### **Reports To:**

Volunteer Coordinator

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## CONTACTS

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### Volunteer Coordinator

Tom Hodgkin

TEL 860.542.1222

EMAIL [norfolk.volunteers@yale.edu](mailto:norfolk.volunteers@yale.edu)

### Festival General Manager

James Nelson

CELL 203.640.4919

EMAIL [james.nelson@yale.edu](mailto:james.nelson@yale.edu)

### Festival Associate Manager

Deanne Chin

CELL 203.430.3226

EMAIL [deanne.chin@yale.edu](mailto:deanne.chin@yale.edu)

### Festival Associate Administrator

Benjamin Schaeffer

CELL 646.942.4383

EMAIL [benjamin.schaeffer@yale.edu](mailto:benjamin.schaeffer@yale.edu)

### Festival Box Office

TEL 860.452.3000

EMAIL [norfolk@yale.edu](mailto:norfolk@yale.edu)

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## EMERGENCIES

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### EMERGENCIES & AMBULANCE

**TEL 911**

### Charlotte Hungerford Hospital

TEL 860.496.6650

### Winsted ER & Health Center

TEL 860.496.6650

(9am - 9pm only)

### Norfolk Fire Department

TEL 860.542.5021

(9am - 9m only)



# MUSIC SHED SEATING

## A - LEFT BOX

KK	JJ	HH	GG
1			
3			
5			
	1	3	
	3	5	
7	3	5	7
9	5	7	9
11	7	9	11
13	9	11	13
15	11	13	15
17	13	15	17
19	15	17	
21	17		
23		19	21
		19	21
		23	25
		25	27
			29

## A - RIGHT BOX

GG	HH	JJ	KK
2			
4	2		
6	4	2	
8	6	4	
10	8	6	
12	10	8	
14	12	10	
16	14	12	
18	16	14	
	18	16	
20			
22	20		
24	22	20	
26	24	22	
28	26		
30			

## B - LEFT BOX

PP	NN	MM	LL
1			
3			
5			
	1	3	
	3	5	
7	3	5	
9	5	7	7
	7	9	9
	9		
			11
			13
			15
PP	NN	MM	LL

## B - RIGHT BOX

LL	MM	NN	PP
			2
2			4
4	2		6
6	4	2	
		6	4
		8	6
8	6	4	10
10	10	8	12
			14
12			16
14		10	18
16		12	18
LL	MM	NN	PP

## A - CENTER

A	16	15	14	13	12	11	10	9	A	8	7	6	5	4	3	2	1	A
B	16	15	14	13	12	11	10	9	B	8	7	6	5	4	3	2	1	B
C	16	15	14	13	12	11	10	9	C	8	7	6	5	4	3	2	1	C
D	16	15	14	13	12	11	10	9	D	8	7	6	5	4	3	2	1	D
E	16	15	14	13	12	11	10	9	E	8	7	6	5	4	3	2	1	E
F	16	15	14	13	12	11	10	9	F	8	7	6	5	4	3	2	1	F
G	16	15	14	13	12	11	10	9	G	8	7	6	5	4	3	2	1	G
H	16	15	14	13	12	11	10	9	H	8	7	6	5	4	3	2	1	H
J	16	15	14	13	12	11	10	9	J	8	7	6	5	4	3	2	1	J
K	16	15	14	13	12	11	10	9	K	8	7	6	5	4	3	2	1	K

## B - CENTER

Reserved-L	16	15	14	13	12	11	10	9	L	L	8	7	6	5	4	3	2	1	L-Reserved
M	16	15	14	13	12	11	10	9	M	8	7	6	5	4	3	2	1	M	
N	16	15	14	13	12	11	10	9	N	8	7	6	5	4	3	2	1	N	
P	16	15	14	13	12	11	10	9	P	8	7	6	5	4	3	2	1	P	
Q	16	15	14	13	12	11	10	9	Q	8	7	6	5	4	3	2	1	Q	
R	16	15	14	13	12	11	10	9	R	8	7	6	5	4	3	2	1	R	
S	16	15	14	13	12	11	10	9	S	8	7	6	5	4	3	2	1	S	
T	16	15	14	13	12	11	10	9	T	8	7	6	5	4	3	2	1	T	
C - CENTER	U	16	15	14	13	12	11	10	9	U	8	7	6	5	4	3	2	1	U
V	16	15	14	13	12	11	10	9	V	8	7	6	5	4	3	2	1	V	
W	16	15	14	13	12	11	10	9	W	8	7	6	5	4	3	2	1	W	

## C - LEFT BOX

11
15
17
19

## C - RIGHT BOX

12
14
16
18

## SECTION D

QP - Handicap	8	7	6	5	Handicap			
QQ	14	13	12	11	10	9	8	QQ
RR	14	13	12	11	10	9	8	RR
SS	14	13	12	11	10	9	8	SS
TT	14	13	12	11	10	9	8	TT



## SECTION D

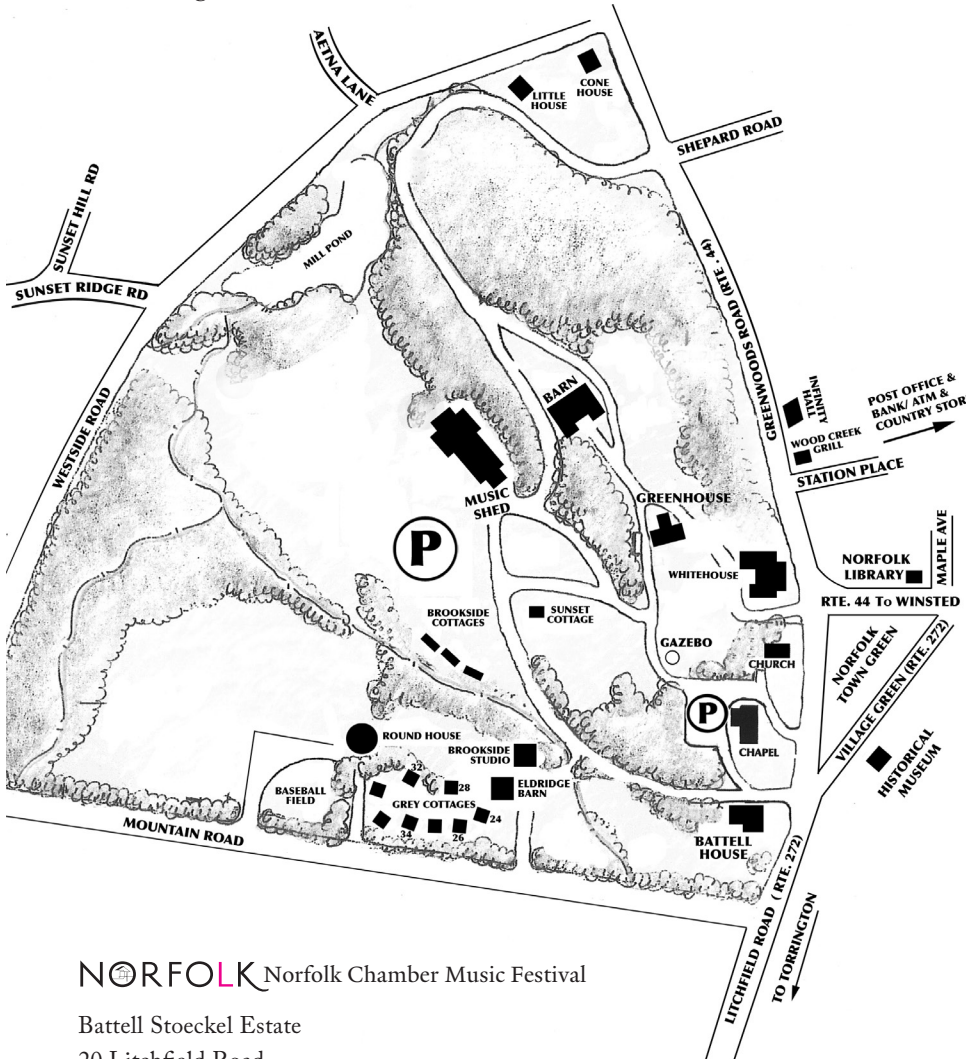
## BALCONY

20	19	18	17	16	15	14	13	12	11	ZA	ZA	10	9	8	7	6	5	4	3	2	ZB	
20	19	18	17	16	15	14	13	12	11	ZB	ZB	10	9	8	7	6	5	4	3	2	ZC	ZB
20	19	18	17	16	15	14	13	12	11	ZC	ZC	10	9	8	7	6	5	4	3	2	ZD	ZC
20	19	18	17	16	15	14	13	12	11	ZD	ZD	10	9	8	7	6	5	4	3	2	ZD	ZD
N	8	7	6	5	4	3	2	1	ZE													
P	8	7	6	5	4	3	2	1	ZF													
Q	8	7	6	5	4	3	2	1	ZG													
R	8	7	6	5	4	3	2	1	ZH													
S	8	7	6	5	4	3	2	1	ZJ													

Section A	\$60
Section A Ltd View	\$55
Section B	\$50
Section B Ltd View	\$45
Section C	\$35
Section C Ltd View	\$30
Section D	\$25
Section Balcony	\$25

# THE FESTIVAL GROUNDS

P- Parking



**NORFOLK** Norfolk Chamber Music Festival

Battell Stoeckel Estate  
 20 Litchfield Road  
 Norfolk, CT 06058

860.542.3000 | [norfolk@yale.edu](mailto:norfolk@yale.edu) | [norfolkmusic.org](http://norfolkmusic.org)

# NORFOLK CHAMBER MUSIC FESTIVAL VOLUNTEER AGREEMENT

*Please sign and return to the Volunteer Coordinator.*

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**I have read the Volunteer Handbook completely and I understand:**

- Volunteers offer their time and services voluntarily and do not receive remuneration for their work.
- No employment relation is understood between either party. Volunteers may terminate their voluntary position at any time.
- Volunteers perform their role to the best of their ability as described in the Volunteer Handbook in order to serve the mission of the Norfolk Chamber Music Festival.
- Volunteers work under the supervision of the Volunteer Coordinator and will follow the Coordinator's directions in their roles.
- The Festival Management reserves the right to dismiss a volunteer who violates policies in the Volunteer Handbook or Yale University Standards of Business Conduct.

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**I agree to the conditions above.**

PRINTED NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

