VOLUNTEERING With The Festival

NORFOLK CHAMBER MUSIC FESTIVAL
YALE SCHOOL OF MUSIC

Music Among Friends
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.

Thank You for Volunteering!

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Cutty & Lionel,
Directors of Goodwill (DoG)
REQUIREMENTS & EXPECTATIONS

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 Expectations (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.
CUSTOMER SERVICE

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!

COMMITMENTS

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.
VOLUNTEERPOSITIONS

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-CO NCERTRECEPTIONS

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
CONTACTS

Volunteer Coordinator
Tom Hodgkin
TEL  860.542.1222
EMAIL norfolk.volunteers@yale.edu

Festival General Manager
James Nelson
CELL  203.640.4919
EMAIL james.nelson@yale.edu

Festival Associate Manager
Deanne Chin
CELL  203.430.3226
EMAIL deanne.chin@yale.edu

Festival Associate Administrator
Benjamin Schaeffer
CELL  646.942.4383
EMAIL benjamin.schaeffer@yale.edu

Festival Box Office
TEL  860.452.3000
EMAIL nofolk@yale.edu

EMERGENCIES

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 - 9pm only)
# MUSIC SHED SEATING

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**Handicap: $25**

**Reserved: $30**

**L-Reserved: $40**
THE FESTIVAL GROUNDS

P- Parking

Norfolk Chamber Music Festival
Battell Stoeckel Estate
20 Litchfield Road
Norfolk, CT 06058

860.542.3000 | norfolk@yale.edu | norfolkmusic.org
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.

I agree to the conditions above.

PRINTED NAME

SIGNATURE

DATE