



stanford
Jazz
— EST • 1972 —
WORKSHOP

Volunteer Handbook

SJW Volunteer Contacts

What's New

Ushers & Ticket Scanners

Policies, Procedures & Safety

Emergencies

CONTENTS

Welcome	3
Staff Volunteer Contacts:	
Ric Victores, Jackson Flagg, House Manager, SJ Festival	
Jennifer Peloso, Registrar	
Caroline Glazer, Program Associate	
General Information	4
SJ Festival Venues	
Restroom locations	
Water fountain/station locations	
Food Services	
ATM	
Volunteer Attire, Etiquette, Perks	
Stanford Jazz Festival Volunteers	5-6
Ushers and Ticket Scanners	
Ticket Scanning	
Backstage Assignments (Pre-show hospitality, receptions, security)	
Stanford Jazz Camp & Institute Registration Volunteers	6
Festival Guidelines, Policies and Safety	7
Emergencies	8

Welcome to the Stanford Jazz Workshop and the 2019 Stanford Jazz Festival!

About Stanford Jazz Workshop & Festival

Founded in 1972, Stanford Jazz Workshop is a non-profit organization dedicated to creating an environment conducive to learning, experiencing and appreciating jazz that, each summer for forty years, has brought together hundreds of talented student performers and a distinguished artist-faculty mentors in the nation's premiere summer program uniting jazz musicians and fans of all ages.

As a **SJW VOLUNTEER**, you are a vital and valued member of the SJW team. SJW VOLUNTEERS have earned a well-deserved reputation for delivering outstanding service to thousands of patrons, parents, students, and artists who attend SJW events each summer. **Thank you for your service!** We all look forward to working with you this summer!

SJW Staff Volunteer Contacts/Supervisors

VOLUNTEER CONTACT INFO: For schedule updates and all general questions about volunteering. Will be monitored by all volunteer supervisors.
Cell Phone: 650-576-3237
Email: volunteers@stanfordjazz.org

FESTIVAL: **Ric Victores**, House Manager

JAZZ CAMP & INSTITUTE: **Jennifer Peloso**, Registrar
Phone: 650-736-0324 x303
Email: jpeloso@stanfordjazz.org

Caroline Glazer, Program Associate
Phone: 650-736-0324 x301
Email: cglazer@stanfordjazz.org

General Information

Stanford Jazz Festival Venues

Dinkelspiel Auditorium has 709 seats and is located next door to Braun Music Center

Campbell Recital Hall has 218 seats and is located on the first floor of Braun Music Center

Restrooms

Located in Dinkelspiel lobby, on the ground floor of the Braun Music Center (at either end of the building), and on the second floor lobby of the Tresidder Student Union. Additional restrooms are located next to the Stanford gym near CoHo.

Water Fountains/Stations

Located in Dinkelspiel lobby and on the ground and second floor of the Braun Music Center.

Food Services

CoHo (Coffee House), located directly across from Dinkelspiel on the ground floor of Tresidder Student Union is the main on-campus eatery, and the site of SJW faculty jam sessions after most shows during Jazz Camp and Institute. Additional food options are available during daytime hours

ATM

ATM machines are available on the upper level of Tresidder Student Union.

Volunteer Attire - Etiquette – Perks

Attire

Please wear an official 2019 SJW T-Shirt and badge at every event you work to identify you as a member of SJW's team. You may pick-up your **FREE** 2019 SJW T-shirt and badge at the **Volunteer Welcome Party and Orientation on Tuesday, June 11**, or as soon as you arrive at your first event.

Khakis or black pants are preferred, but you may also pair your Volunteer T-shirt with other comfortable business casual attire of your choice. **ALWAYS WEAR YOUR SJW VOLUNTEER BADGE.**

Wear sensible shoes with flat soles or low heels.

Etiquette

Please remember at all times that you represent SJW. Please be courteous, patient, and helpful to SJW patrons and workshop participants. If you are unsure how to respond to a patron request or question, please direct that patron to your supervisor or other SJW manager.

If you observe inappropriate behavior or have a problem with a patron, please immediately report your concerns to your supervisor or SJW manager.

Perks

As a thank-you gift for volunteering, volunteers may receive free concert tickets. Volunteers receive 100 points for every concert or event worked. 400 points entitles you to one free Festival ticket, subject to availability. Volunteers are responsible for tracking their own points and should request tickets earned from the House Manager.

Stanford Jazz Festival Volunteers

Ushers & Ticket Scanners operate as a **team**. Every team member is needed, on time, to operate Festival shows. Please report to your venue no later than the call time indicated on your individual volunteer schedule.

Ushers' and Ticket Scanners' primary responsibility is to support SJW patrons. The House Manager *may* release you to see a portion of shows you work. However, ushers and ticket scanners are unlikely to see an entire performance.

Volunteer schedule sign-up is available beginning in May. If you sign-up for events that you later are unable to work, please be sure to **contact the House Manager right away**.

Mark events you wish to work with an **"X"** next to the events you want to work on the volunteer sign-up sheet. Your **"X"** indicates you are available and committed to work an event. You will be expected to arrive at the venue and sign-in no later than the listed call time.

Please do not be late.

Running late? Last-minute emergency? **Please call the SJW House Manager** to let him know your status. Volunteers who are late or who miss scheduled assignments may be dismissed for the season.

Upon Arrival at Venue

Meet in the lobby of the venue listed in your schedule. The House Manager will talk through any late-breaking developments, changes in assignments, and other information.

SIGN-IN upon arrival at venue

REPORT to House Manager for final assignment - **Pre-assignments** noted on your schedule

Questions about policies and procedures? Ask the House Manager.

TICKET SCANNING

Volunteers will scan tickets for every Festival event, including Jazz Camp and Jazz Institute students. **Scanners are easy to use, but training is required.** Initial training will be provided by Stanford Ticket Office at the **Volunteer Welcome Party and Orientation on Tuesday, June 11** and will be supplemented by the House Manager.

Ticket Scanners are SJF patrons' first contact with our organization. **Please** be friendly, helpful, alert, and properly dressed. First impressions matter!

Backstage Assignments

Backstage Monitor/Security

The House Manager assigns one or more volunteers as backstage security monitor. Please report to Festival Manager Aaron Benn (backstage) for specific assignments. When the Festival Manager releases you, please report to the House Manager for a new assignment.

Artist Transportation

Volunteers occasionally assist with artist transportation. Assignments are made in advance and on an as-needed basis.

Jazz Camp/Jazz Institute Registration Volunteers

Please report to Jennifer Peloso, Registrar, in the Braun Music Center lobby at the call time on your assignment sheet. Each of three registration days is exciting, busy, **and fun!** There are multiple roles to fill. Jennifer Peloso is the principal supervisor for these events. You may be asked to take multiple assignments on these days.

STANFORD JAZZ FESTIVAL GUIDELINES, POLICIES AND SAFETY

Be alert and observant at all times when you are on duty. SJW staff is always nearby, but needs your assistance to help us ensure that we deliver an optimal experience for all patrons, which means helping us stay in compliance with SJW's policies and procedures:

NO PHOTOGRAPHY OR VIDEO BY PATRONS

SJW hires official photographers for many shows. If you are uncertain about who is authorized, ask the House Manager.

ALL CELL PHONES MUST BE TURNED OFF OR MUTED. Cell phone use or texting during performances is not allowed.

NO FOOD OR DRINKS allowed in performance halls. WATER in plastic bottles is one exception, as is wine provided by SJW staff at certain events.

NO STANDING IN THE AISLES

NO DISRUPTIVE BEHAVIOR

Should a patron become disruptive during a performance or someone enters the lobby of a venue and is disruptive:

1. Immediately alert the House Manager
2. Politely and quietly ask the disruptive patron if he/she needs help.
3. Invite a disruptive patron to come with you to the lobby to avoid disrupting the performance.
4. Ask the House Manager to assist you in resolving the situation as necessary.

Large instruments, instrument cases and luggage are not allowed in venues. These items may be stored in the box office.

Patrons are often unaware that they are doing something wrong. Courteously and promptly tell patrons our applicable policy. Patrons generally will comply. If a patron does not comply with your request ask the House Manager for assistance.

Safety

If you are unsure of what to do, ask the House Manager or SJW manager for assistance

Alert the House Manager or nearest SJW staff member immediately if you see a potential safety hazard

Keep aisles, walkways, and venue entrances and exits clear

Be on the lookout for spill and/or wet floors, loose items on the ground or floor, loose electrical or sound cords, unattended cleaning supplies, unattended equipment or other situations that could pose a hazard to you, SJW participants, and/or audience members

POST- SHOW CLEAN UP

Volunteers are asked to help pick up paper in the main hall and straighten up after each performance. SJW provides gloves and trash bags. The process is quick, easy, and appreciated.

Additional Tasks

The House Manager or other SJW staff member may request you to help with a task other than or in addition to your assigned duty for that event. We count on volunteers being prepared and willing to respond positively.

Emergencies

In an emergency, immediately notify the House Manager or nearest SJW staff member, and follow instructions on how to proceed.

The House Manager, SJW manager or, as appropriate, emergency services response team (police, fire, medical) will direct subsequent actions. If no assistance is available and conditions warrant, dial 911 from your cell phone or other phone nearest to you.

EMERGENCY PROCEDURES

The ***Emergency Assembly Point (EAP)*** for Stanford Jazz Workshop is the small gazebo/outdoor stage on the Northeast side of Dinkelspiel Auditorium.

Medical Emergency

If a medical emergency occurs:

- Immediately notify the House Manager—House Manager dials 911
- Do not attempt to move injured persons unless directed to by SJW staff or emergency personnel.

Power Outage

- Instruct the guests in your vicinity to remain seated until the power has been restored or an announcement by management about how to proceed

Fire

If you smell smoke, or an area in the facility requires evacuation due to a fire hazard:

- Follow evacuation directions given by SJW staff

Earthquake

If an earthquake occurs:

- Tell patrons to “stay where you are and cover your head/neck”
- Take cover yourself, if possible against nearest wall and cover head and neck
- When quake stops, follow SJW staff directions and evacuation procedures

Bomb Threat

If a bomb threat is received or you discover a suspicious package, do not touch it:

- Immediately notify the House Manager or SJW staff member. The House Manager in conjunction with police authorities will determine subsequent action

EVACUATION

Should evacuation be required, follow directions given by SJW management

- Pay special attention to elderly patrons and those with disabilities
- Help patrons leave the building through the nearest exit doors in an orderly manner
- Do not re-enter the building unless instructed to do so