

## **Volunteering**

As a volunteer, you are entitled to:

FREE ADMISSION and complimentary refreshments any night you volunteer!  
One FREE ADMISSION for you or a friend for any regularly scheduled Troubadour!  
Opportunity for a guaranteed slot on an open stage night! GREAT PERSONAL SATISFACTION coupled with our ETERNAL GRATITUDE!

### **Volunteer job descriptions:**

**Head Staff:** Manager of the entire show. Makes sure all volunteers have shown up. Helps Door during arrival time between 7:30–8:00 pm. Checks premises at the end of the show before leaving. Arrival by 7:00 pm.

**Bookkeeper:** Manages the finances of the show. The bookkeeper may watch the first half of the show because their responsibilities don't really begin until the second half. Collects all moneys, pays the performers, fills out the tally sheet, and makes the deposit at the bank by the end of the weekend.

**MC:** Manages the stage, and presents performers and gives all pertinent info to attendees. Not for the shy nor for those with uncontrollable exhibitionist tendencies. Arrival by 7:00 pm.

**Door:** Takes money, makes change, gives info and smiles! Greets people as they arrive and collects entrance fee. As Door, you are the first face of the Troubadour and as such you may make or break the mood for our attendees. This is your time to shine and be friendly. Arrival by 7:00 pm.

**Floater:** Purchases items before the show (detailed in job description) and arrives by 7:15 pm. Sets up signage and information table and lays out and puts away literature. After that helps as needed. Flexibility and eagerness are welcome.

**Merch:** The primary responsibility is to set up the Merch table and sell CDs and/or products that the performers bring so they are free to talk with attendees and sign CDs. This position is only available when the performers are not bring their own help for this task. Arrival by 7:15 pm so that the table is ready and merchandise is set out before the show starts.

**Head Sound:** Sets up and runs all the stuff...then puts it away! Training required. Arrival by 6:30 pm.

**Sound Assistant:** Helps head sound set up, moves and adjusts mics for performers, and is a lead in position for those interested in one day training for Head Sound. Arrival by 6:30 pm.

**Kitchen:** Starts coffee/hot water pot, prepares serving area, helps bakers set out food. Directs cleanup volunteers and is responsible for cleaning up after the break. Arrival by 7:00 pm.

**Baker:** Brings homemade goodies or alternate foods to serve 16–24 people. Cuts up and serves the items they bring to put out on the table. Help with cleanup is always appreciated. Arrival by 7:30 pm.

**Alternate Foods:** Any manner of calorie and health conscious selections. In the past we've offered assorted wraps or rollups, fruit and cheese, fruit salad, fried plantains, cauliflower soup, baked potatoes with garlic aioli, egg salad, etc.  
Arrival by 7:30 pm

**Parking Assistants (when a large crowd is anticipated):** In the lots from 7:30 to 8:30 pm. Works to maximize parking and minimize stress to all. Needs to place our "No Parking This Side" signs on the far side of the street. Offers to help those that need assistance with mobility. Smiles and greets our attendees, as they are the first face of the Troubadour and may make or break the mood for the show. Arrival by 7 pm.

## **Baker**

Please show up with your food offering by 7:15 PM.

Sign in at the Welcome Table when you arrive, and tell either Door or Head Staff your name, and initial the volunteer sheet so you will get credit for your volunteering.

The expectation is that you actually turn on the oven and bake something. You should bring enough to serve a minimum of 16–20 people. Please plan to be available to cut up what you bring (if it needs cutting, which cookies would not) and place on plates at the large table in the room where the food is served. If the food is not gooey or doesn't need a fork to eat, it can be served in bulk on a tray or platter with napkins set nearby.

## **Alternate Foods**

If you sign up to bring alternate foods, these are generally non-sugary items such as cut up fruit, veggies and humus or dip, tortilla rollups. Think calorie- and health-conscious selections.

Otherwise, you do everything that Bakers do.

Thank you for helping to make the Troubadour experience more enjoyable for all by offering to bring food for our audience to enjoy.

## **Bookkeeper**

Bookkeeper is the financial wizard of the show. You are free to enjoy the first half of the show because your job really doesn't start until the intermission. This position requires training to understand the electronic Tally Sheet. Please inquire if you are interested in this position.

Prepare workspace in office. Plug in computer, money counter (kept in bin #2 usually found to the left of the double doors to the Terrace Room). Computer bag including Head Staff folder is also found in bin #2. The head staff folder contains deposit slips as well as envelopes and labels for the payment of performers.

Start computer Tally Sheet.

### **After the break:**

Kitchen staff should bring donations from food divided by denominations.

Door should deliver Cash Box and 1st creel funds divided by denominations.

You will basically spend the rest of the evening counting money, including:

- Total cash in drawer
- Receipts plus start-up money
- Income from sources other than admissions, including:
  - Membership
  - Kitchen
  - Donations
  - Merchandise
  - Special Concerts
- List expenses for the evening (ice and food items as well as stationary or any dry goods)

Get information from performers or Floater on the dollar amount of their merchandise sold, and record on Tally Sheet.

When all income and expenses have been recorded including the second Creel, press Calculate. The formula for paying the headliner is automatically calculated by the program, and the amount will be listed when you press Calculate.

Fill in label for envelope (from Head Staff folder), insert the amount the Tally sheet indicates, and pay the performers.

Save Tally Sheet PDF in folder on desktop, and email the PDF to [tally@folkproject.com](mailto:tally@folkproject.com).

### **The next day, Saturday, or absolutely no later than the following weekend:**

Deposit cash at Wells Fargo. Deposit must be made at the bank in person, and the slip should clearly show: total funds deposited, date of show, date of deposit, "Troubadour" to confirm which venue, and name of Head Staff.

### **Special procedures for Open Stage:**

Performers pay to get in. There is no creel.

## **Door**

Please show up by 7:00 PM and initial the volunteer sheet so you will get credit for doing your job.

Retrieve the money box, and count to confirm it contains \$200 (\$150 in \$1's and \$50 in \$5's).

Place Folk Project cards and E-mail sign-up sheet out on Welcome Table.

Greet people as they arrive and collect entrance fee. Remember you are the first face of the Troubadour, and as such you may make or break the mood for our attendees. This is your time to shine and be friendly.

If you don't recognize the person, ask if it's their first time, and offer a "one free entrance" card for their next show. Sign and date the card as it is handed out. Be sure to record cards given out on tally sheet. Also record any cards that come IN from a prior show on the tally sheet.

After the show starts, during a slow time, record tics on individual cards for volunteers who signed in on the volunteer sheet.

Recount money, leaving \$200 in the box, organize the rest by denomination, and deliver to Head Staff. Deliver the cash box to Head Staff insuring that any checks (membership, donations, special concert payments, etc.) are under \$20 bills in the top tray, not hidden underneath the tray. Make sure the designation is indicated on the check so it can go in the correct "bucket."

After the intermission collect the creel, organize by denomination, and deliver to Head Staff.

Once these tasks are completed, you are free to go watch the show.

At the end of the show, once again, collect the creel, organize the money by denominations, and deliver to Head Staff.

Thank you for your part in creating a successful show.

## Troubadour Master of Ceremonies

All times are approximate. The important times are:

**The show starts at 8:00 pm**

**The show finishes 10:45 - 11:00 pm**

If you expect an encore, plan ahead

For tonight, you are the public face of our venue. Please dress and act accordingly. To a first-timer, **you are** the Folk Project. You should be welcoming, likable, informative, brief, and entertaining. But you are not the show. If you can't be all of those things simultaneously, "entertaining" should be the first characteristic to be dropped. Don't forget to initial the volunteer sheet so you will get credit for doing your job! You should arrive by 7:00 pm.

Starting in May of 2016 we are going to add another wrinkle to the MC job. It was brought to our attention at the Board Meeting that the stage sometimes looks pretty messy. Opening Acts sometimes leave their instruments on the stage. The MUF items that are there could be moved further to the sides, instrument cases or extra music stands may be sitting on the stage. The piano may be too far on stage when no one is going to use it. We would like to try adding a stage management aspect to MC. When you first go into the hall, take a look at the stage from an audience member's perspective. Is it attractive? Are there wires all over the place, or are they neatly organized along one stair so they do not create a hazard for people coming to or leaving the stage? Are there items that can be moved to the side? Please feel free to call on the Sound Assist or Floater to help move these items and make sure the stage is tidy before the beginning of the show.

- 7:55:** **Chime Time.** Start urging the audience to come in
- 8:00:** **First Announcements:** Welcome, House rules (No food in meeting room, no smoking, silence phones, don't wander.) Welcome first-timers and ask how they found out about us. Tell them about 2<sup>nd</sup> timer passes. **Introduce Opening Act**
- 8:05 – 8:25:** **Opening Act First Set**
- 8:25 - 8:30** **Announcements:** This is a good time for priority announcements: Getaway, Special Events, etc. Volunteering. Ask for helpers to put away kitchen stuff. **Introduce Main Act**
- 8:30–9:15** **Main Act First Set**
- 9:15:** **Get up there quickly and get their attention before they rush out.** Push performer product. **Push the Creel!** See notes on page 2. Ask for volunteers to assist kitchen in cleanup when the first chime sounds.
- 9:15–9:45** **Break:** Variable length (15 minutes for small crowds up to 30 minutes for full house). The following times assume the longest break. Adjust accordingly for shorter breaks.
- 9:35:** **First chime.** Urge people to leave the break room to allow kitchen volunteers to do cleanup.

- 9:40:** **Second Chime.** Urge the audience to return
- 9:45 - 9:50** **Announcements:** Various: Join the Folk Project, or other announcements suitable to what's happening at the time.  
**Introduce Opening Act**
- 9:50–10:10:** **Opening Act Second Set**
- 10:10:** **Announcements:** Short – No more than a minute or two: upcoming shows at the Troubadour. **Introduce Main Act**
- 10:15–11:00** **Main Act Second Set**
- 11:00:** **Depending on encore: Say goodnight. Push the Creel Again!**  
Keep it short. People are leaving.

## **Floater**

Starting in May 2016, the Floater will be buying the supplies. This is a job that the Head Staff has always done, but since the Head Staff is usually one of the last to leave, we figured they should not have to be running errands before the show as well. It makes for a long evening.

Before arriving pick up what is needed of the following:

- 1 large bottle soda
- 1 large bottle juice
- Milk for coffee: for regular nights 1 quart (2% works) and 1 quart of half & half. 1 quart of milk should be sufficient for Open Stage evenings.
- 1 medium bag of ice
- Bakery items as needed, based on projected attendance and number of volunteer bakers
- Any items requested by previous week's head staff such as: tea, decaf coffee, sugar, paper plates in 2 sizes, paper cups in 2 sizes (hot and cold), plastic utensils, paper bags, stationery supplies such as # 10 envelopes, spare index cards for tick file, Sharpie for performer autographs, pens if needed. Head Staff should let you know by Friday if any of these items are needed.

If we are expecting a full house, add

- 1 quart of half & half
- Another bag of ice for beverages

Please show up at MUF with purchased supplies that can be taken to the kitchen by 7:15 PM and initial the volunteer sheet so you will get credit for doing your job.

Floater will be taking over the tasks of posting signs (location of bathrooms upstairs, "Do not Enter, Soundcheck in Progress," etc.). Floater will also now be responsible for setting up the table across from the welcome table with bulletins and flyers that are found in an accordion folder. If you haven't done this before, Door can help you with the signs, because this has been their task in the past, and Door or Head Staff can point out where the accordion folder is.

Just as the name implies, this position could be pulled in to help as needed anywhere during the evening. One possibility might be helping to tidy the stage at the direction of MC. Another possibility might be running out to the store to buy cookies if not enough baked goods arrive before intermission.

As you can imagine, some evenings may be rather quiet with this position. Other times you might be as busy as a one-armed paper-hanger. The name of the game is flexibility and an eagerness to help.

Thank you for taking on this special task.



## **Head Sound**

Please show up by 6:30 PM and initial the volunteer sheet so you will get credit for doing your job.

This position is responsible for the setup of the microphones, cables, speakers, and soundboard. The sound equipment needs to be hauled in from the lobby and set up. The soundboard and larger cables are located in the Terrace Room. There will most likely be some simplifying changes with our new sound system, so stay tuned.

Once the stage is set up, Head Sound runs the sound check before the show. He/she then manages the soundboard throughout the entire show. In some ways you could say this position makes or breaks the show. The musicians know that the person who runs the soundboard really controls how their music comes across, and they are most appreciative when it makes their presentation sparkle.

At the end of the evening the Head Sound is responsible for making sure all the equipment is broken down and put away.

If you are interested in learning this position, please contact Mike Del Vecchio to let him know of your interest so he can set up the required training.

## **Head Staff**

Head Staff is the person in overall charge for the evening. The buck stops with you. Arrive at Troubadour no later than 7 PM and initial the volunteer sheet so you will get credit for doing your job.

You are the manager of the entire show. Interested persons may inquire about training. Head Staff is available if there are any emergencies, customer complaints, staff questions or disputes that Door or MC cannot resolve.

### **Before show:**

If any information has been passed along about supplies that need to be picked up, please email whoever has signed up to work the floater position by Thursday evening. They will also need to know whether we are expecting a full or average crowd because they will now be buying the supplies before the show.

Head Staff should introduce themselves to all performers letting them know they are available to help out with anything they may need during the evening. They should check in with various volunteers to see that things are proceeding smoothly.

Check in with Door. Confirm they have what they need (2nd timer passes, pen, etc.), and confirm \$200 start up is in cash box.

Check the Desk Schedule (under the money tray of the cash box) for important data about the show including expected attendance, performer cell phone numbers, Feature Act's guarantee, Opening Act's pay, and any notes about special procedures for the evening's show.

Make sure Folk Project cards and sign up sheet for people interested in receiving the Troubadour is out on table.

If you have a Merch volunteer, introduce them to the musicians so they can go over the merchandise they will be selling, prices, change, inventory, and "deals." Make sure they know their responsibilities.

At the beginning of the evening, sit next to Door person and help with tally record keeping part of door job, so Door is free to take money and greet people. Help Door with first timers by signing and dating 2nd timer passes as they are handed out. Fill out Info Work Sheet as the evening progresses, and when time permits make sure volunteers are accounted for and ticks marked on their index cards.

At some point during the evening, take inventory of supplies that will need to be replenished (Inventory form). Also check with Kitchen staff to see if we are short on staples (cups, plates, sugar, tea, etc.) By end of weekend, send a note to [headstaff@folkproject.org](mailto:headstaff@folkproject.org) with needed items for the following week.

When all responsibilities are under control you can take a few minutes to enjoy the show.

### **After show:**

Go into auditorium, green room, lobby and confirm that they are clean: stray papers, water bottles, coffee cups, etc., are thrown away, chairs are back where they belong in the auditorium.

Check kitchen to confirm it has been left clean and neat.

It is Head Staff's ultimate responsibility to ensure that MUF is left in the best possible condition. Any complaints from MUF about a particular show night would be directed to Head Staff. Most likely you will be the last one out the door unless Bill Henderson is there and gives the OK that he can take it from there.

## **Kitchen**

Please show up by 7:00 PM and initial the volunteer sheet so you will get credit for doing your job.

**Making the coffee:** Be sure to use hot water and coffee pots that belong to the Folk Project, which can be found in the kitchen bin in the lobby. Most everything you need for kitchen duties will be found in this bin. Fill hot water pot and plug in. Fill coffee pot to top line with water. Use 3 cups of coffee in basket for approximately 90 people. Plug in. The coffee pot light will come on when the coffee is ready. The coffee pot and the hot water pot should not be plugged into the same outlet to prevent a possible circuit breaker going out. Hot water can be plugged in on the small counter space next to the stove.

**Setting up room:** The folding tables that belong to the Folk Project are found in the anteroom next to the dining room on the way to the kitchen. The tallest folding table (the one with extending legs) is for coffee and hot water, placed against the wall to the left of the fireplace. The tea/decaf table is set up between the French entry doors. The cold drink table is placed opposite the fireplace between the windows. Garbage and recycle bins found in the kitchen need to be brought into whichever room is being used for refreshments.

**Dressing the tables:** Tablecloths are in the bin. Largest goes on large oval table in center of the room, smaller ones on the tea table and cold drink tables. Leave coffee/hot water table uncovered. Place 4 large vases out for donations: 2 on large oval table, one each on cold drink table and tea table. Two standing signs regarding suggested donations need to be put out on large oval table. Three other signs for tea table, cold drink table, and coffee table can be taped to the wall above each table. Set out 2 baskets with plastic ware and napkins at each end of the large table. Set a stack of plates on the large table for bakers. (If there is time it is a gracious help to clean the pans that the bakers bring as they are emptied.)

**Setting out food:** Floater will bring juice, milk, soda, and ice. Put out 2 bowls of ice on the cold drink table (the bowls can be found in the island in kitchen): one for milk and possibly half and half, and one for cold drinks. Put out juices on cold drink table. Place two pitchers of water out on cold drink table. There is a bin of soft drink cans in the refrigerator that goes out on the cold drink table. Place the boxes of tea choices on the tea table including packets or jar of decaf coffee.

**Cleanup:** At the end of intermission everything is broken down and supplies are returned to their original places: folding tables in the ante room and all other Folk Project kitchen supplies in the kitchen bin next in the lobby. The pitchers and vases that we have borrowed from MUF need to be returned to the kitchen and put away. The garbage and recycle bins need to be returned to the kitchen. Be sure to check kitchen for final cleanup and counter wipe down before leaving.

Organize the money from the vase donations by denominations, but there is no need to count. Deliver to head staff.

## **Merch**

Please show up by 7:15 PM and initial the volunteer sheet so you will get credit for doing your job.

Your first task is setting up the table for merchandise sales. Round tables can be found in a closet to the left of the front doors. Rectangular tables can be found in a breezeway between the kitchen and the dining room where the snacks are usually served during intermission. There is almost always someone handy who will help to set this up.

The main task for this position is selling CDs and products for the visiting musicians. If they are providing their own assistance, this position will not be available for signups.

Your presence and help in this position allows the musicians to talk and interact with members of the audience and sign CDs.

Some musicians provide a basic change fund. If they do not, you can make change with cash from the Door cashbox. Whether they provide the funds or not, they are ALWAYS very appreciative of your help. Sometimes there is a thank you CD in the bargain for you.

Thank you for taking on this special task.

## **Sound Assistant**

Please show up by 6:30 PM and initial the volunteer sheet so you will get credit for doing your job.

This position helps set up the microphones, cables, speakers, and soundboard at the direction of Head Sound. The sound equipment needs to be hauled in from the lobby and set up. The soundboard and larger cables are located in the Terrace Room. Sound Assist also sets up the remote speaker in the lobby, so that Door can hear the show during the first half. There will most likely be some simplifying changes with our new sound system, so stay tuned.

The Sound Assistant helps organize the mics and cables during the sound check, and then is available during the performance to help the musicians adjust the mics according to their height and instrument. This position is vital for the smooth running of the show itself.

At the end of the evening the Sound Assistant helps break everything down and put it away.

This is often a lead-in position to Head Sound, which takes more detailed training.