

# THE TORONTO CONSORT

## Volunteer Manual 2019

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# Welcome to The Toronto Consort

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Founded in 1972, The Toronto Consort is Canada's leading ensemble specializing in the music of the Middle Ages, Renaissance and Early Baroque — roughly 1200 to 1675. Each season The Toronto Consort presents a five concert program of over twelve concerts, running between October and May.



We invite community members to participate in our annual concert series at Trinity-St. Paul's Centre by joining our circle of over sixty front of house volunteers that provide assistance to our concert patrons. The Toronto Consort seeks to provide a positive and friendly environment for volunteer members of our community to

interact with other supporters, patrons and staff while providing a valuable volunteer service and an opportunity to share an appreciation for live music.

Volunteers are one of The Toronto Consort's most important resources. Like most non-profit performing arts companies, ticket sales and donations make up only a fraction of the financial resources it takes to operate our company. In order for The Toronto Consort to fulfill its public service mission of offering affordable ticket prices, we rely on volunteers.

"Front of House" is the hospitality part of our organization. It includes all the work and activities that greet and seat patrons. Volunteers work closely with our staff team to respond to the specific needs of our patrons and ensure a high-quality experience.

## *Our commitment to our volunteers:*

The Toronto Consort demonstrates commitment to its volunteers with the position of Front of House manager/Volunteer Co-ordinator. This staff member is responsible for the policies, procedures, training and co-ordination of volunteer work at the concert hall and at special events. Regular communication with volunteers is done through e-mails, phone and personal contact. At the end of each season we hope that you can join us to celebrate the year at our Volunteer Appreciation Party.



If you have any questions or concerns, please contact the Front of House Manager/Volunteer Co-ordinator at [cecilia@torontoconsort.org](mailto:cecilia@torontoconsort.org). If you are not comfortable doing so, please contact the Toronto Consort Managing Director, Michelle Knight at 416-966-1045.

We hope that you will have a sense of fulfillment and satisfaction as one of our volunteers. Other benefits include:

- The opportunity to enjoy concerts by The Toronto Consort.
- The satisfaction that comes from helping other people.
- Interacting with other volunteers, patrons and staff.
- Applying your skills and interests.

## ROLES, RESPONSIBILITIES and REQUIREMENTS

We ask volunteers to understand the **commitment and requirements** involved with your volunteer participation, including:

- Informing the Volunteer Co-ordinator of any change in your contact information or other circumstances that affect your volunteer commitment.
- Annually complete the mandatory emergency contact form.
- Complete Health & Safety and AODA training as requested.
- Regularly review volunteer policies and guidelines.
- Be pleasant, positive and friendly to patrons, fellow volunteers and staff.
- Be 18 years of age or older.
- **Enjoy early music!**



We respectfully ask for the following **specific time commitments**:

- Being on time for the mandatory pre-concert volunteer information meetings before each concert: ticket scanners 6:15pm, ushers 6:45p.m. Fridays and Saturdays, and ticket scanners at 1:45 p.m. on Sundays.
- Be available to volunteer for **at least** three of the five concerts in the season (or three individual concerts).

## Our venue and specific physical requirements



Trinity-St. Paul's is a heritage building and our 700-seat concert hall, Jeanne Lamon Hall, is on two levels: the lower level is referred to as the Orchestra and seats up to 230 patrons and the upper level is the Balcony and seats up to 470 patrons.

Please note that the Balcony is accessible only by stairs.

Because of the layout of the building and special needs of concert patrons, volunteering has particular physical requirements. We respectfully ask volunteers to self-assess and make sure that you can meet all physical requirements. Your safety and our patron safety depend on it.

- Ability to Stand for a minimum of 45 minutes at a time.
- Efficiently climb and descend the long flight of stairs from the main level to the balcony.
- Ability to collect items from floor level at the end of the concert.

## Volunteer conduct

Please dress neatly all black. Dress pants for men. Volunteers will be provided with a Toronto Consort vest to wear during concerts and events.

Volunteers are in the business of helping people. When you see someone who appears to need assistance, give a friendly smile and offer your help. If the problem is more than you can handle, take or direct him/her to the Front of House Manager/Volunteer co-ordinator.

Volunteers should be very aware of their behavior while in the concert hall, especially during a performance. Talking or unnecessary noise can disturb others. Once in the hall, volunteers should not come and go unnecessarily. If leaving or coming in during a performance, volunteers should be as quiet as possible, especially with the hall doors.

We will provide you with a "Volunteer" name tag so that patrons know who to approach when in need of assistance. After you have been with us for three seasons we will make one especially for you with your own name on it.

## Volunteer job description

**Door Greeter** welcome and direct patrons to either pick up tickets at the Box Office or for patrons who have tickets, direct them to the ticket scanning areas

**Ticket Scanners** welcome and scan patron tickets at access points.

**Ushers** welcome and assist patrons before, during and after concerts. This includes but is not limited to:

- Distributing programs
- Showing patrons to their seats
- Assisting with late arrival seating
- Assisting patrons requiring assistance with wheelchairs/walkers as requested
- Notifying the Front of House Manager in the event of a patron emergency
- And, cleaning up after concerts

*These responsibilities may require you to miss part of the performance.*

**Balcony Greeter** welcome and direct patrons to the appropriate entrance to access their seats

**Wheelchair/Walker Assistants** assist wheelchair and walker patrons to locate their seat. Attach the patrons ticket to their wheelchair/walker and store in the lobby (the FOH Manager will direct you to the appropriate location. At intermission and after the concert, bring the wheelchair/walker to the patron's seat and assist with exiting the hall.

**Intermission services** includes sales and serving intermission refreshments or assisting with CD sales. Volunteers will be assigned to the following roles:

- CD Sales Assistant
- Food & Beverage Cashier
- Food & Cold Beverage Server
- Direct patrons to concession lines

**Reception services** includes catering setup, wine serving, and cleanup at post-concert receptions.

## Some *TIPS* to help you do your job well

- Before the start of a concert, as patrons are entering the hall, it is very important to keep the "traffic flowing" and seat people as efficiently as possible.
- Please be aware of the late entrance time (a very short break in the concert) and help latecomers find a seat as quickly and quietly as you can.
- Please take the time to familiarize yourself with the facility so that you may direct patrons to the gym, box office, washrooms and wheelchair accessible washroom, water fountain, cloakroom area and to their seats.
- If you have any problems with patron seating prior to or during a concert, please take the patron's name and note the seat number and bring the problem to the attention of the Volunteer Coordinator.

## Key REGULATIONS:

- Due to fire regulations walkers are not permitted to remain in the sanctuary during the concert.
- Due to strict copyright regulations, no cameras or recording devices are allowed in the hall during a performance. Photography, recording or filming is strictly prohibited.
- Cell phones and all other electronic devices must be silenced. Texting is not acceptable. The only exception is that sometimes students are permitted to take photos **after** an education concert.
- No food or beverages are permitted in the concert hall. Only water is allowed in the hall.
- Babes in arms are not permitted in the hall during a concert.
- Patrons must sit in their assigned seat; they may not 'move up' to empty seats. This is strictly enforced; a patron may arrive late to find their seat filled by someone taking advantage of the vacancy. If this happens, politely ask the patron to show you their ticket and direct them to their proper seat.
- When checking tickets it is important to look at the **date/day**; if the seat is in the **Orchestra or Balcony** and the **seat number**.



## SAFETY

***St John Ambulance volunteers (typically two or more) are in attendance at each concert. Their location will be provided by the FOH Manager. If there is a medical emergency please get their attention immediately and then contact the Front of House Manager.***

## MISCELLANEOUS

- The front of house manager will lock purses and bags in a storage cupboard upon request, but if possible please do not bring valuable items to the concert. *The Toronto Consort is not responsible for lost or stolen items.*
- Flashlights will be provided. In case of emergency shine the light towards the floor to help guide people to the exits.

## The Toronto Consort – Volunteer Front of House position assignments and tasks – October 2019

Position	Pre-Concert	Intermission	Post Concert
Pre-concert set-up assistant #1	Move boxes and event items from room 206 to the gymnasium & room 104. Must be able to lift boxes up and climb stairs	n/a	n/a
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Ticket Scanner #1/ Intermission Gym Concession Cashier #1	Scan patron tickets, direct patrons to pre-order concessions, washrooms, lecture as required	directly go to gymnasium and work concession cashier station #1	collect recycling from the hall
Ticket Scanner #2/ Intermission Gym Concession Cashier #2	scan patron tickets, direct patrons to pre-order concessions, washrooms, lecture as required	directly go to gymnasium and work concession cashier station #2	collect recycling from the hall
Ticket Scanner #3/ Intermission Gym Concession Cashier #3	scan patron tickets, direct patrons to pre-order concessions, washrooms, lecture as required	directly go to gymnasium and work concession cashier station #3	collect recycling from the hall
Ticket Scanner #4/	scan patron tickets, direct patrons to pre-order concessions, washrooms, lecture as required	directly go to gymnasium and work the pre-order concession pickup table	collect recycling from the hall
Box office ticket assistant	assist box office with ticket pickup	directly go to the gymnasium and assist with directing patrons to the concession ordering lines	collect recycling from the hall
Greeter – Main doors near box office	direct patrons with tickets to scanners, direct patrons that need to pick up their tickets to the box office.	directly go to the gymnasium and assist with directing patrons to the concession ordering lines.	collect recycling from the hall
Greeter – Wheelchair entrance door	direct patrons to box office and ticket scanners	directly go to the gymnasium and assist with directing patrons to the concession ordering lines	collect recycling from the hall
Wheelchair assistant #1	welcome patrons and assist with wheelchair storage	bring wheelchair/ mobility devices to patrons as required. At the end of intermission, return wheelchairs to storage area.	collect recycling from the hall

Position	Pre-Concert	Intermission	Post Concert
Wheelchair assistant #2	Pre-concert- welcome patrons and assist with wheelchair storage.	bring wheelchair/ mobility devices to patrons as required. At the end of intermission, return wheelchairs to storage area.	assist patrons with return of their wheelchairs/ mobility devices
Orchestra Usher – Inside house left	Welcome patrons, hand out program and direct patrons to their seats as required.	directly go to the gymnasium and assist with CD sales	collect recycling from the hall
Orchestra Usher – Inside house right	Welcome patrons, hand out program and direct patrons to their seats as required.	stay in hall, direct patrons to washrooms, concessions as required	collect recycling from the hall
Orchestra Usher – Main doors house right	Welcome patrons, hand out program and direct patrons to their seats as required.	stay in hall, direct patrons to washrooms, concessions as required	collect recycling from the hall
Orchestra Usher – Main doors house left	Welcome patrons, hand out program and direct patrons to their seats as required.	stay in hall, direct patrons to washrooms, concessions as required	collect recycling from the hall
Balcony Usher - South East Double Doors	Welcome patrons, hand out program and direct patrons in the direction of their seats. If they need assistance, direct them to the usher located nearest their seats.	directly go to the gymnasium and serve concessions from station #1	collect recycling from the hall
Balcony Usher – Center stationed between seats 50-51	Welcome patrons and direct patrons to their seats as required.	directly go to the lobby and assist with CD sales	collect recycling from the hall
Balcony Usher - North East Double Doors	Welcome patrons and direct patrons to their seats as required.	directly go to the gymnasium and assist with directing patrons to the order lines for concessions.	collect recycling from the hall
Balcony Usher – Stationed between Seats 9-1	Welcome patrons and direct patrons to their seats as required.	directly go to the gymnasium and serve concessions from station #2	help collect recycling from the hall
Balcony Usher – Stationed between Seats 91 - 100	Welcome patrons, hand out program and direct patrons to their seats as required.	directly go to the gymnasium and serve concessions from station #3	help collect recycling from the hall
Balcony Usher – Stationed between Seats 21-20	Welcome patrons, hand out program and direct patrons to their seats as required.	stay in hall, direct patrons as required	help collect recycling from the hall
Balcony Usher – Stationed between Seats 72-81	Welcome patrons, hand out program and direct patrons to their seats as required.	stay in hall, direct patrons as required	help collect recycling from the hall



## OTHER VOLUNTEER OPPORTUNITIES

- To help set up, serve drinks, and clean up on nights when there is a reception
- Education concerts are one hour long day-time concerts and we usually need between 6 to 8 volunteers to usher. The call time for this is 10:00am as the first concert starts at 11:00 a.m. and the second concert starts at 1:30 p.m. with a call time of 12:30pm. Please bring your lunch as the time between concerts is brief.
- Charitable Gaming Volunteers – the Consort participated in Bingo events held at the Kennedy/Lawrence Bingo Hall. Volunteers help with greeting customers, calling back bingo numbers, tidying playing areas, directing customers to washrooms, bars, and food ordering areas. If you are interested in joining the bingo volunteer team, please email [michelle@torontoconsort.org](mailto:michelle@torontoconsort.org)

*Thank you for being an ambassador for The Toronto Consort!*