



## Usher Information Sheet

### **Preparing for the concert**

Please plan to check in at the **Volunteer Tent by 5:45 PM** on your scheduled evenings. There will be free parking available for all volunteers. A shuttle will be available at 5:15pm and 5:30pm to transport you to the North entrance of the concert grounds. If you miss the shuttle, you may walk across the street to the South Parking Lot (behind the Antique Mall) and walk down the valet path to the South entrance.

Volunteer Parking Location (look for Volunteer flag)

3701 Birchman Avenue

Enter off West Fwy service road onto Owasso

Grass lot is located on Owasso between El Campo and Pershing Avenue

Sign in on the attendance sheet located in the tent marked Volunteer Check in by the sound booth as soon as you arrive. This tent is located at the South Entrance. Your post for the evening will be indicated on this sheet. Check the concert site map to determine where your post is located.

Usher briefings will take place every evening at 6:00 PM. At this time, we will review the concert schedule, house rules, emergency plans, and any other updates for the evening. Following the briefing, please take a few minutes to prepare (visit the facilities, spray down with insect repellent, fill your water bottle, etc.).

Be in place at your assigned position no later than 6:20 PM, ready for the gates to open.

### **After the gates open**

- Greet our guests with a SMILE. Offer help if a guest looks confused.
- Prevent problems from developing by offering assistance/information. For example, if patrons are about to set up full-size chairs on the front lawn—or set up a table larger than an ice chest anywhere—stop them before they begin. When in doubt, ask for help from the House Manager.
- Stay in your assigned area but move with the crowd; areas closest to the stage usually fill up first. If you need to leave your assigned area for any reason, please let the House Manager or another volunteer know.
- ALWAYS be on the lookout for smokers, candles, e-cigarettes, and full-size tables (small, short tables the size of an ice chest are OK.) There is a designated smoking area located behind the concession stand and EMS tent.
- No full-sized lawn chairs are permitted directly in front of the stage on the south side of the road.

- **Open carry** is not allowed on the concert grounds. If you see anyone carrying a gun, please do not confront them, but immediately find the House Manager or Volunteer Manager in a red shirt or a security/police officer. They will handle the situation.

### **During the concert**

Please stay at your post until 8:30 p.m. You may sit with your guest during the concert. However, at intermission please return to your assigned post to guide guests to designated smoking locations and restrooms.

Enjoy the music, but also be alert for any problems that should be passed on to a staff member.

### **Emergency Management**

Please refer to the sheet marked Emergency management procedures. In the event of an evacuation, volunteers will be instructed to help move patrons to the North Entrance. The shelter location for volunteers is the Garden Club Building.

### **Reminders**

- There is a no-alcohol and no-smoking policy while volunteering.
- You must wear your official 2022 *Concerts In The Garden* t-shirt. Please wear khaki shorts/pants and comfortable shoes. No jeans allowed.
- The FWSO provides one guest lawn ticket per volunteer for each night that you work. Your guests may not enter the gates before 6:30 PM. All guests must have a physical comp ticket to enter the grounds. Guests may not cut to the front of the line to enter but must wait in line with other patrons.
- Parking passes and guest tickets may NOT be duplicated if lost or stolen.

Weather – Please assume that all concerts will go on as planned until you hear otherwise from FWSO staff. If a concert is delayed or canceled due to inclement weather, we will contact you directly. Until then, please plan to arrive at the regularly scheduled time. Concert updates will be available on our social media channels and on the home page of our website, [fwsymphony.org](http://fwsymphony.org).

If a conflict arises and you are unable to attend one of your scheduled concerts, PLEASE immediately email our Volunteer Manager at [citygvolunteers@fwsymphony.org](mailto:citygvolunteers@fwsymphony.org)).

### **Front of House Crew (Red T-shirts)**

Carrie Ellen Adamian – House Manager  
Katie Kelly – House Manager  
Marti Deno - House Manager

### **Volunteer Manager (Red T-shirts)**

Jacque Carpenter – Volunteer Manager  
Melanie Thomas – Volunteer Manager