

TMP VOLUNTEER ROLES

TIME FRAMES

Set-up	3:00-5:00pm
Pre-Show	5:30-7:30pm
First Half	7:30-8:30pm
Intermission	8:50-9:40pm
Second Half	9:30-10:30pm
Post-Show	10:25-11:00pm
Pack-Up	11:00-11:30pm

BACKSTAGE ROLES

Ambassadors	<i>Escort Performers from Check-in Table to Green Room, Dressing Rooms (if applicable) Show Performers where to enter stage (Stage Left), where to watch the show (Stage Right) Escort Performers to their personal Merch Table in Lobby, ask if will need help at intermission Need one Ambassador to collect a Performer Survey from each act before they leave Must have worked backstage already and have familiarity with areas/processes</i>
Backstage Set Up	<i>Assist with unloading, moving backstage items into place, posting backstage signs Deliver waters, programs, final singalong lyrics to dressing rooms Assist with setting up check-in tables and Green Room Assist with greeting/orienting first-time backstage volunteers</i>
Backstage Pack Up	<i>Clear TMP items from dressing rooms, collect and pack up posted signs for reuse Help with moving storage bins to loading dock and confirming all inventory accounted for Be available to escort volunteers upon request to cars in parking garage</i>
Backstage Volunteer Check-In	<i>Have sign-in, collect additional contact info if needed, give nametag and T-shirt (if new) Inform them of Green Room, viewing show from Stage Right Invite to come onstage for final singalong, encourage to take volunteer survey online Connect new volunteers to assigned volunteer lead who will orient them to their role Must have worked backstage already and have familiarity with areas/processes</i>
Curb Hospitality	<i>Greet Performers from sidewalk, inform where to park and to do so before checking in Help them if needed to bring in instruments (they will be able to store them on side stage left)</i>
Green Room Hospitality	<i>Welcome Performers & Volunteers and monitor food and drink needs to set out as needed Keep serving areas and tables clean, involves minimal bussing of tables Answer performer and volunteer questions, facilitate introductions Needed for pre-show, intermission, after-show for breaking down and packing up</i>
Performer Check-In	<i>Collect CDs for raffle & John, get release form; give sticker, parking stipend, performer survey Inform of private dressing room (if applicable) and coming onstage for final singalong Confirm use of lobby table and communicate needs/changes if any, connect to Ambassador Must have worked backstage already and have familiarity with areas/processes</i>
Runners	<i>Assure performers are "on deck" Stage Left at least 10 minutes before performance Remain in the backstage Stage Left area to assist John when not seeking out a performer Assist with rounding up performers and volunteers for last sing-a-long, give program/lyrics Must have worked backstage already and have familiarity with areas/processes</i>

LOBBY ROLES

Doorkeepers	<i>Sit at lobby side of backstage door (need for 1st and 2nd floor) Confirm backstage pass (or theater personnel) before allowing entrance to backstage Post-show, redirect people who request to talk to John by saying he will come out if he can</i>
Lobby Host	<i>Greet patrons and promote TMP, be available for any needs in front of house Talk about Merch, Memberships, VIP Lounge, Silent Auction, Raffles, Performer CD Tables Escort performers to back door sign-in if they happen to come in front Gather unused comp tickets from Will Call after intermission and give to Carol</i>
Lobby Pack Up	<i>Assist with gathering and packing TMP lobby items Help with moving storage bins to loading dock and confirming all inventory accounted for Be available to escort volunteers upon request to cars in parking garage</i>
Lobby Set Up	<i>Assist with unloading, moving cocktail tables and other lobby items into place Assist with setting up lobby table poles and posted signs, Silent Auction table, VIP Lounge Assure TMP programs are distributed in needed amounts to Usher stations Assist with greeting/orienting first-time lobby volunteers</i>
Lobby Volunteer Check-In	<i>Have sign-in, collect additional contact info if needed, give nametag and T-shirt (if new) Provide comp ticket, inform them of accessing Green Room from 2nd floor lobby Invite to come onstage for final singalong, encourage to take volunteer survey online Connect new volunteers to assigned volunteer lead who will orient them to their role Must have worked backstage already and have familiarity with areas/processes</i>
Merchandise	<i>Sell TMP Merchandise before, at intermission and after show, must be trained on ipad for sales Assist with set up and/or break down of merchandise staging, tracking and packing inventory</i>
Memberships	<i>Answer questions about and sell TMP Memberships, must be trained on ipad for sales Provide perks for new and existing members, answer questions about perks & VIP Lounge Collect complete contact information for new members</i>
Raffles	<i>Talk up raffle sales at upstairs and downstairs stations, sell before the show and intermission Return money with 3 raffle ticket tubs asap when intermission ends for handoff to backstage One person is needed to appear onstage and be available after show to collect winners' info</i>
Silent Auction	<i>Promote socially by talking it up in the lobby, standing beside bidding board, taking bids Answer questions about song dedication (or other auction item) Needed before the show, at intermission, and after the show until bidding closes 11pm</i>
VIP Lounge	<i>Assist with food & set up, must be trained on ipad to sell tickets or memberships at the door Check in members and guests at the door the hour before the show and during intermission Move remaining food to Green Room after intermission ends, return supplies to Lobby Lead</i>

NOTES

- All new volunteers are provided a Tosco Music T-Shirt and are asked to wear it when they volunteer
- All volunteers are invited to eat dinner in the Green Room
- All volunteers are invited to come onstage for the final singalong
- Backstage volunteers typically watch the show from Side Stage Right where seating is limited
- Lobby volunteers typically watch the show from a ticketed seat in the theater
- Volunteers are encouraged to purchase tickets and become members if they can
- Volunteers are able to request a comp ticket if they need one for themselves
- Those who receive a comp ticket are asked to use it as much as possible to prevent empty seats