

**Bryn Mawr Presbyterian Church
Fine Arts Council**

Concert Manager Guidelines and Checklist

Thank you for volunteering to serve as Concert Manager for this fine arts event at BMPC. As Concert Manager, you are in charge, and these guidelines will serve as a checklist to make your job easy. Questions may be addressed to the Fine Arts Program Assistant (Stephanie Speakman) or to any previous Concert Manager.

The list below outlines your responsibilities as Concert Manager. Staff responsibilities (i.e. things you do NOT need to worry about) are as follows: parking attendants, crossing guards and extra parking for large events, video monitors, table setup in Narthex, restroom signs, and ticket price signs.

Because attendance varies greatly at individual performances, ranging from 100 or less to a full house, the Concert Manager has latitude in adhering to these guidelines. However, those matters concerning risk and safety factors must be followed regardless of the size of the audience. Those items are indicated by an asterisk (*) in the checklist.

Three-Four Weeks Prior to Performance

1. Contact the Fine Arts Office for an estimate of the size of the audience, since this will determine the number of ushers and greeters needed. For example, Chapel performances need two greeters and four ushers. A packed Sanctuary needs 6 greeters and as many as 18 ushers if there is an offering (Sanctuary floor, transepts, balconies, and loft.)
2. Start contacting persons to be ushers and greeters (and ticket sellers if needed). Friends, family, and other church members may be contacted. Get an early start in contacting volunteers. The list needs to be handed in to the Fine Arts Office (or emailed to StephanieSpeakman@bmpc.org) no later than one week before the performance for inclusion in the program.

One Week Prior to Performance

1. Contact Fine Arts Office regarding the following:
 - a. Provide names of ushers and greeters so name tags can be prepared.
 - b. Determine where programs and name tags will be located on the day of the performance.
 - c. Determine if there will be a reserved section of pews (how many and where).
 - d. If this is a ticketed event, make arrangements for change and cash box with Stephanie.
 - e. Determine when latecomers will be seated after the performance has started.
 - f. Ask if there are any special requirements for the performance.
 - g. Find out how the program will begin, who will welcome the audience, etc.
 - h. Ask if a music critic expected so that you can reserve a good seat for them.
 - i. Make sure to note the custodial cell phone number in case of an emergency (610-496-6985) and bring it with you the day of the event.
2. Contact ushers, greeters, and ticket sellers in the week before the concert:
 - a. Thank them for volunteering.
 - b. Give details as to the time of the performance and the time they are to arrive for duty.
 - c. Assign each greeter and usher to a specific location. Assign the most experienced ushers to the middle aisle positions.
 - d. Assign ticket sellers, and notify the ushers if they are expected to collect tickets.
 - e. Assign those who will hand out programs (ushers or greeters).
 - f. If child care is located in the Ed Building, all volunteers should know how to direct parents there.

- g. If there are Patron pews, are non-patron latecomers to be seated there when other seating is filled? If so, how soon before the start of the performance?
- h. Notify ushers as to the timing of intermission, free-will offering, and any other issues.

Day of the Performance

1. As Concert Manager, plan to arrive 1 ½ hours prior to the performance. Other helpers should usually arrive one hour prior to performance.
2. *Be sure to have a cell phone available in case of an emergency.
3. *Contact the on-duty custodian if any doors to the Sanctuary are locked or blocked in any way.
4. *Check to see that all interior lighting is on and, in the case of an evening performance, all exterior lighting is on. Call the custodian if anything needs to be changed.
5. *Check the Ministries Center to see that lights are turned on in the Court area for walkways and stairs leading to restrooms.
6. Do a scan of the performance space to see that all is presentable for a concert setting (including closing doors to utility closets, removing “reserved” signs that are incorrectly placed, etc.)
7. Gather the ushers, greeters and ticket sellers to explain logistics. If there will be a passed offering, assign ushers to specific sections of pews and show them where they can find the offering plates. Make sure they know when this will happen during the program. If surveys are to be collected at the end of the program, assign ushers to stand at the exits and take completed surveys.
8. Ask if child care will be provided during the event, and inform ushers and greeters.
9. Make sure that performers understand the placement of any video cameras if they are being used.
10. If there is reserved seating, place “reserved” signs on those pews.
11. Place cords across entrances to balconies and/or choir loft as requested.
12. If a large crowd is expected, place ropes in the Sanctuary blocking off back pews to be used for late seating (as on Sunday morning).
13. Where possible, identify medically trained individuals in the audience and note their seating location in the event their services might be needed in a medical emergency. If medical care is needed, always dial 911 immediately. Be prepared to give the dispatcher the address of the church (625 Montgomery Avenue in Bryn Mawr). If a medically trained person should need to use the church’s AED, note that it is located in the entrance to the Ministries Center on the sanctuary side, on the wall just before the ramp begins. There is also typically a wheelchair somewhere in the narthex of the sanctuary that can be used if needed.
14. Remind ushers when latecomers may be seated during the program.
15. Remind ushers as to if or when latecomers can be seated in the reserved pews when no other seating is available.
16. Ask ushers to take a head count. This should be done as the offering is collected, or just prior to intermission (when latecomers have arrived and the impatient have not yet left).
17. Greeters should be permitted to take their seats five minutes prior to the start of the performance.

18. If Stephanie is not present to handle money, take the money and cash box home with you to be delivered as soon as convenient. Notify the Fine Arts office immediately that you have the money and make arrangements for the transfer.

Post-Concert

1. Following the concert, pick up any programs, nametags, completed audience surveys, articles for the lost and found, etc. in order to leave the sanctuary as you found it.
2. Thank your volunteers for their work.
3. Complete a post-concert evaluation using the outline shown below. (Previous evaluations are available from the Fine Arts office for reference.) Send the evaluation to Jeff and the Chair of the Fine Arts Council within two weeks.

BMPC Fine Arts Council
Post-Concert Evaluation Outline

Overview/Summary

Attendance/Ticket Sales

House Management/Venue

Program/Publicity/Marketing

Miscellaneous

Audience Response