

**WSMA SOLO & ENSEMBLE FESTIVAL
UW OSHKOSH**

Name:

Assignment: INFO T-SHIRTS

Shift: AM PM ALL-DAY

VOLUNTEER MEMO: INFORMATION DESK

Thank you for volunteering to work at this year's Solo & Ensemble Festival. Your presence and generosity enable us to host this exciting statewide event.

Please note the following directions:

Check in at the Festival Headquarters (Art Student Lounge, S205) before 7:30 a.m. (morning volunteers) or 12:30 p.m. (afternoon volunteers). Verify your work assignment since last minute changes may be made. You will receive brief instructions and a festival t-shirt which you should wear during the day. Please also wear a nametag, which will be provided. If you are volunteering in the morning or all day your name tag entitles you to lunch food items near the headquarters.

All **INFORMATION DESK** volunteers please collect your box of materials in the Festival Headquarters (Art Student Lounge) as soon as you arrive between 7:00-7:30 AM and take them to your assigned tables in AC Lobby or Halsey North Hallway. (Any heavy items will already be at your table.)

You will have the following items:

- A TWO-WAY RADIO for communicating with the headquarters or other festival personnel.
- One or more notebooks with festival performers listed ALPHABETICALLY BY SCHOOL and IN ORDER BY SITE.
- A CASH BOX—for program and t-shirt sales.
- Printed Festival PROGRAMS for sale @ \$1.00 each
- Festival T-SHIRTS for sale @ \$15.00 each.
- Other items like maps, guides, signs, tape, and markers for use as needed.

If you have a smart phone, tablet, or laptop you can use the searchable program online to give site and rating information: wsmamusic.org/festivals/state/oshkosh/

➔ Your job is to answer questions and guide students, parents, and directors. One person will also be designated to sell T-Shirts using cash handling protocols. It is also your responsibility to monitor noise and congestion in the lobby areas (and music hall), to report problems to headquarters.

Here are the answers to some common questions you may encounter:

The schedule is available in your notebooks, the printed program, and at wsmamusic.org/festivals/state/oshkosh/
Ratings will be available online only, at the same link. You will have QR Code Signs to post.

Ratings typically take 90 minutes to be posted, after comment sheets are collected, processed, and entered.

Directors may see comment sheets in the Festival Headquarters, but may not take them until all events from the school are processed. Parents and students may not see sheets until their director gives them out.

Basic First Aid is available in the Festival Headquarters. For emergency dial 911 immediately or inform headquarters to call. Lost and Found items may be taken to the Festival Headquarters.

T-shirts, programs, food service, and instrument repair will be available in the lobby of Music Hall.

There is no copy machine available to students in the A/C and we generally can't make copies of music. There are coin copiers at Polk Library.

There is ramp access to Halsey and A/C near the lobby doors. Both buildings have elevators.

There is a freight elevator near the rear loading dock of the A/C which can be used to move percussion equipment to the basement sites (including the music hall stage). A designated student will have the key to the freight elevator.

If a student or accompanist is late for a scheduled performance, or a schedule change needs to be made, the student and/or director should tell this to room manager at the site. Schedule changes within a site are permissible. Site changes are only permissible when the adjudicators agree.

Volunteers working in the morning or all day are welcome to have lunch food near the Festival Headquarters. Morning and afternoon info desk shifts will need to take turns eating lunch so that the desk remains staffed during the lunch break.

Your attention and friendliness throughout the day will mean so much to the student performers, parents, directors and judges. We want to make this festival a positive experience for everyone. Please be professional and courteous. If you have any questions, please see Dr. Liske.

Again, thank you for your invaluable assistance.

Dr. Liske
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