



# **Britt Event Staff Manual**

**2017**

## General Guidelines for Event Staff Volunteers:

- \* Ensure the security of the artists and the Pavilion by guarding entrances and preventing unauthorized entry. Secure artists' transportation vehicles when requested.
- \* Monitor patrons for alcohol policy violations. If underage drinking is suspected, contact the ID checker. If hard liquor consumption is suspected, call a licensed CYA Supervisor for further action.
- \* Be kind but proactive when you see someone smoking (no matter what it is they are smoking). The patron(s) need to be told to please stop and that they must go to the very top of the Hill to smoke.
- \* Observe and report any unusual patron activity to the person relieving you in rotation. If activity persists, the CYA Supervisor should be quickly notified.
- \* Enforce Britt's "no camera and photography allowed" policy. Occasionally, there are exceptions that will be announced at the nightly meeting.
- \* File any necessary incident reports.
- \* Utilize your radio to assist all other volunteers should they have a need of some sort.
- \* Use radio only for Britt business, with clear and concise messages, and with professional, positive language.
- \* Answer patron questions and conduct yourself with a positive customer service approach at all times.
- \* Sign in for shift no earlier than fifteen minutes prior to start time (for example, if the shift begins at 5:00 pm, sign in no earlier than 4:45). Use Catering door for access to Security Room.
- \* Two public restrooms are now located just outside Gate One and attached to the Volunteer Booth. No longer will Event Staff be allowed to use the restrooms in the Pavilion Green Room.
- \* Contact CYA Supervisor for authorization before signing out and departing after end of show and venue is clear.

## **Position: Beverage Booth**

### **Major Tasks:**

- \* Start the full Event Staff rotation from this station on the hour at 20 and 40 minutes after the hour.
- \* Announce the time and start of the rotation over the radio.
- \* Monitor patron activities within observable area.
- \* Assist with gate alcohol check, stage support, or other activities after the last rotation as requested by the CYA Supervisor.

### **Special Instructions:**

- \* Use the clock mounted on the West side of the Beverage Booth to time the start of the rotation.
  - \* Make note of the time the current rotation begins if your current position is the concession area. When the current rotation is slow, you may need to start the next rotation immediately after being relieved at the concession area.
  - \* Consider taking a bathroom break while at this position.
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## **Position: Stage Right**

### **Major Tasks:**

- \* Prevent unauthorized persons from getting on the stage, sitting or otherwise.
- \* Monitor patron activities on the lawn in front of Stage Right and Reserved Seating.
- \* Sit or stand in front of the stage prior to the performance and during intermission.

- \* Sit or stand at the side of the stage, facing audience, during the performance far enough away from the stage so as not to block patron view, but close enough to get to a patron who is on the walkway or attempting to get on the stage.
  - \* Keep walkway in front of the stage clear of patrons or their materials.
  - \* Utilize radio to assist Hill Ushers and Roving Security with alcohol and camera policy issues.
  - \* Do not give patrons any items from stage (picks, song lists etc.) No exceptions.
  - \* Monitor and enforce "Wristband Procedure" when wristbands are used in front lawn area.
  - \* Call for assistance from CYA Supervisor, if patrons begin to crowd aisle or stage area at end of show.
  - \* Stand in front of stage at the end of the performance, until released by CYA Supervisor.
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## **Position: Tunnel**

### **Major Tasks:**

- \* Prevent unauthorized patrons from accessing the North Pavilion entry.
- \* Monitor the adjacent Artist Merchandise sales area; provide radio support if requested.
- \* Monitor activities in the Gate 1 and hillside areas.

### **Special Instructions:**

- \* Do not leave your position while guarding the tunnel entrance, even to just look at Artist Merchandise. Call for assistance if you observe problems.
- \* Check each person for the proper credentials before allowing entrance to the Pavilion's tunnel entrance; remember that this entrance also provides access to the stage via the adjacent stairwell.
- \* Monitor each person leaving the Pavilion via the tunnel to insure the proper identification is carried; gently remind anyone not displaying the proper ID.....that the proper credentials are required to re-enter.

- \* Watch the Artist Merchandise area for orderly conduct by patrons; suggest that patrons maintain a line (queue) when the Consignment Area is crowded.
  - \* Do not allow anyone to block your view of the tunnel entrance; gently keep purchasers away from the walkway leading into the Pavilion.
  - \* Prevent smoking in the tunnel area.
  - \* Hold all patrons with an after-show pass, who are directed to the tunnel entrance until the CYA Supervisor allows entrance to the Pavilion.
  - \* Do not leave your position at end of performance until relieved by CYA Staff or Britt House Manager.
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## **Position: Patio**

### **Major Tasks:**

- \* Prevent unauthorized persons from entering Patio or Pavilion.
- \* Record or provide information in Event Staff notebook as requested.
- \* Observe and report any unusual activity around main entrance to venue, box office and any vehicles in front of Pavilion steps; call for assistance if you observe problems around these areas but don't leave your position except to quickly close large gate to your right.
- \* Close black gate (but don't lock) when performance begins.
- \* Distribute stage crew and artist passes if requested.
- \* Check in musicians during classical season using list provided.

### **Special Instructions:**

- \* Tactfully control crowds seeking autographs at end of show.
- \* Never give patrons information regarding artists or their whereabouts. (Using the "I don't know" or "I'm not sure" response is preferred.)
- \* Assist artists and production staff when requested without leaving your position.
- \* Hold after-show guests behind the chains at the bottom of the steps until the performing artist's CYA Supervisor allows entrance to the Pavilion.

- \* Inform smokers that regulations require them to be at least 10 feet away from the building.
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## **Position: Stage Left**

### **Major Tasks:**

- \* Prevent unauthorized persons from getting on the stage, sitting or otherwise.

### **Special Instructions:**

- \* Prohibit patrons from cutting through wheelchair accessible seating area at all times.
  - \* Assist ticket Takers with wheelchair accessible seating section and traffic around it as required without leaving stage area. Help ushers keep walkway along inner chains clear.
  - \* Sit or stand in front of the stage prior to the performance and during intermission.
  - \* Sit or stand at the side of the stage, facing audience, during the performance far enough away from the stage so as not to block patron view, but close enough to get to a patron who is on the walkway or attempting to get on the stage.
  - \* Keep walkway in front of stage clear of patrons or their materials.
  - \* Utilize radio to assist Hill Ushers and roving security with camera policy.
  - \* Stand in front of the stage at the end of the performance, until released by CYA Supervisor or Manager.
  - \* Do not give patrons any items from stage (picks, song lists, etc.) NO exceptions.
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## **Position: Gate 3**

### **Major Tasks:**

- \* Monitor fence line in both directions and gate for illegal entry while remaining at station. CYA Supervisor will advise of special issues.
- \* Monitor hillside and picnic area.
- \* Announce Jacksonville Police arrival and departure.

### **Special Instructions:**

- \* Prevent patrons from taking open alcohol containers from venue at end of show. (No exceptions)
  - \* Notify CYA Supervisor, and/or House Manager of any illegal activities outside venue on Fir Street.
  - \* Monitor and enforce Britt Liquor Policies at picnic tables in vicinity of Gate 3.
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## **Position: Sound Booth**

### **Major Tasks:**

- \* Prevent patrons from entering or being too close to the Sound Booth as well as sitting and placing items on the platform. Keep the lined perimeter clear at all times unless directed otherwise by CYA Supervisor or Manager.
- \* Prevent patrons from disturbing production crew.
- \* Observe hillside and Fir Street fence line for inappropriate activities.

### **Special Instructions:**

- \* Move in closer to Sound Booth when the production staff is not present.
- \* Face the audience (uphill) to be most effective during the performance.

\* Ensure the security of the Sound Booth and assist in urging patrons to clear the park in a timely fashion at end of the show.

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## **Position: Concession Area**

### **Major Tasks:**

\* Stay directly in front of the Concession Area and watch for excessive alcohol consumption and attempted underage drinking.

\* Remain in position until released by a Britt staff member or the CYA Supervisor.

\* Monitor picnic area and hillside for inappropriate activities during the time Concessions is open.

### **Special Instructions:**

\* Report any unusual activity behind the Concession Area and upper restroom to CYA Supervisor or Rover.

\* Watch for alcoholic beverages purchased from the Vendor booth being distributed to minors; anyone buying for more than one person should be observed.

\* Do not leave the Concession Area and move to the Beer and Wine Booth until the Event Staff person from the Sound Booth relieves you, even if the rotation is behind schedule.

\* Request status and inform CYA Supervisor of situation via radio, if you have not been relieved after fifteen minutes into rotation.

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## **Position: Alcohol ID Checker**

### **Major Tasks:**

\* Enforce O.L.C.C. and Britt Liquor Policies.

\* Check identification of patrons drinking alcohol who appear to be under age, typically 30 years old



or less.

- \* Place a colored band on the right wrist after verifying patron is of legal age.
- \* Tell patrons drinking alcohol, who are underage or cannot produce valid ID, that they are in violation of Jackson County's regulations, and to immediately stop drinking alcohol. Report to CYA Supervisor.
- \* Contact CYA Supervisor to confiscate and properly dispose of any illegal alcohol or substance.
- \* Monitor patrons for excessive consumption of alcohol and report to CYA Supervisor.
- \* Maintain the role of a bartender, which has the responsibility to terminate drinking by patrons who are highly intoxicated.
- \* Alert appropriate Event Staff and CYA Supervisor of potential patron problems.
- \* Monitor patrons exiting the facility at the end of shows to ensure no alcoholic beverages leave the Britt grounds. (No exceptions)

**Special Instructions:**

- \* Be aware of any patrons pouring drinks from unmarked containers, flasks or seen mixing their own drinks.
  - \* Use extreme care and call for backup before approaching an intoxicated patron.
  - \* Solicit advice and/or backup from more experienced Event Staff personnel, CYA Staff if needed, for any of the above items.
  - \* May be assigned to assist with pre-show lines when gates are opened.
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## **Position: Reserved Seat Roving**

### **Major Tasks:**

- \* Help ushers keep aisles and pathways clear of patrons and their belongings in the reserved seating area.
- \* Assist ID checker with enforcement of O.L.C.C. and Britt Liquor Policy compliance.

### **Special Instructions:**

- \* Avoid blocking patrons' view when moving through crowd.
  - \* Keep a visible "presence" during the show by occasionally walking the aisles and observing patrons in the area for potential problems.
  - \* Perform other end of show duties as assigned by CYA Supervisor.
  - \* Assist ushers or CYA Supervisor in front lawn area as necessary when wristbands are utilized.
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## **Position: Roving Event Staff**

### **Major Tasks:**

- \* Assist with enforcement of O.L. C.C. and Britt Liquor Policy compliance by calling the ID checker or CYA Supervisor if hard liquor consumption is suspected.
- \* Work with other roving Event Staff personnel to ensure patron safety.
- \* Move throughout the venue, specifically areas not easily monitored by rotation staff (e.g. fence lines, smoking area, restrooms, picnic area, behind the Pavilion, Fir Street), if not assigned to a specific task.
- \* Prevent non-paying customers from entering venue.
- \* Monitor fences, gates and communicate breaches to CYA Supervisor.

- \* Monitor Food Court area and assist vendor in policy enforcement issues.

### **Special Instructions:**

- \* Provide relief for Event Staff in rotation as requested by CYA Supervisor.
  - \* Perform special duties such as bus security, Pavilion security, artist special requests, end of show duties (assisting House Manager with Gate 3 traffic control, assist with alcohol checks at Gate 1, 2 or 3) or other special assignments as directed by CYA Supervisor.
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## **Position: Circular Drive After-show**

### **Major Tasks**

- \* Get flashlight and vest from Security Room fifteen minutes before end of show.
- \* Determine assignments in Circular Drive.
- \* Remove barricades from bottom of Fir Street when house lights come on and communicate with upper lot that barricades are down.
- \* Direct traffic out of circular drive left onto Fir Street.
- \* Direct traffic down the hill on Fir Street from upper parking lot, except when you need to hold this traffic to allow vehicles exiting the circular drive to leave.
- \* Warn pedestrians of oncoming traffic.

### **Lower Gate:**

- \* Direct traffic from First Street to turn right into circular drive or down from Fir Street to turn left into circular drive.
- \* Direct traffic to move all the way up to the upper gate to allow space for other vehicles.
- \* Warn pedestrians of oncoming traffic.

**Circular Drive Apex:**

- \* Direct traffic to move all the way up to the upper gate to allow space for other vehicles.
- \* Warn pedestrians of oncoming traffic.
- \* Assist artists' vehicles and vehicles coming from behind Pavilion to gain access to circular drive.

**Special Instructions:**

- \* Cooperate with ushers in moving traffic around circular drive.
  - \* Encourage patrons who are waiting on the street for pick-up to move to circular drive at the regular pick-up spot.
  - \* Hold patrons who want to drive to top of hill for access pick-up off the street between the gates until upper parking lot person indicates it is clear for the patron to drive up the hill.
  - \* Tell patrons who are waiting to enter circular drive before the show ends to turn off motors and lights until the gates are opened at end of performance.
  - \* Remain at position until all patrons who are waiting at the circular drive have been picked up and CYA Supervisor has approved leaving the post.
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**Position: Early Line Duty****Major Tasks:**

\* Establish an Event Staff presence on shows where lines start forming early, utilizing guidelines as outlined in “Pre-show Line Policies”.

\* Enforce the 1 for 1 only line-sitting position of patrons to prevent cutting in line.

\* Inform patrons of “No alcohol consumption outside of venue” policy and Jacksonville City Ordinance banning open alcohol containers.

**Special Instructions:**

\* Use diplomacy to resolve problems/issues with patrons in line; have additional Event Staff present when necessary.

\* Assist production with any needs required, prior to CYA Supervisor’s arrival.

\* Work closely with other early line Event Staff personnel to ensure uniformity with procedures.

\* Report back to CYA Supervisor after the gate assigned to has cleared.

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**Pre-show Line Policies**

\* Every person waiting in line is required to have a ticket for that day’s performance. Those without a ticket will be subject to removal from the line.

\* An individual may not hold another person’s place in line except for short breaks (fifteen minutes maximum).

\* Any person waiting in line will be subject to removal for any rough-housing, throwing of objects, etc. or any other activities that may disturb others waiting in line.

\* Leaving articles unattended in line does not ensure a place in line. Items and place in line will be removed by Event Staff or CYA Supervisor.

\* Paid line sitters are allowed to sit for only one designated patron.

### **Frequently asked questions:**

**Q. *Can other people join me in line when they arrive?***

A. *No. It is not fair to those behind you to see the line in front of them grow in size just before the gates open. (Hint: It only takes one person to throw a blanket down once inside the park, the others in the party can follow later to join you).*

**Q. *Is it legal to bring in your own alcohol to all shows?***

A. *No. Britt reserves the right to restrict outside alcohol at select shows each season.*

**Q. *Is it legal to drink alcohol while waiting to get into the venue?***

A. *No. This is the City of Jacksonville property and the city prohibits open containers and alcohol consumption within the city limits.*

### **Wristband Procedure**

#### **CYA Supervisor duties:**

\* Check with the House Manager or Event Staff Coordinator a few days before the show to see if wristbands will be used for this particular show.

\* Check personnel list and review show assignments to see if additional Event Staff are needed. Depending on the show, two extra people for the reserved section (four total) may be needed, if wristband are being used.

\* Get the wristbands (approximately 250) from the House Manager, who will determine the color for the evening.

\* Assign two Event Staff to the openings at the back of the front lawn section. One is stationed at the pole, stage right, between section C and front lawn section; the other, next to the wheelchair pad, stage left, between sections A and B. Their job is to control traffic into the front lawn section by these entrances. The two Event Staff, in rotation at stage right and left, will control those front entrances into this section.

\* Assign two Event Staff who will be roving when the gates open, to the front lawn to apply the initial wristbands.

\* Check for over-crowding in the front lawn section as it fills up. The House Manager determines when it is no longer safe to let more patrons into this section.

**Wristband Event Staff duties:**

\* Place a colored band on the left wrist of each person sitting on that blanket as patrons spread their blankets.

\* Ask the patrons if they have anyone else joining them later on that blanket. If they do, instruct them to get one of the Event Staff, with the wristbands, to band those persons when they arrive. Do not give them the extra wristbands at any time.

\* Check to see if each patron, attempting to enter the lawn area, is wearing a wristband. If not, and the patron is identified as a part of a group already sitting in that section, then wristband. Ask a visiting patron to step outside the front lawn section.

\* The other two Event Staff for the reserved section will observe the steps between the three sections. They will be responsible for keeping other patrons from standing on the stairs, in the walkway between reserved and the front lawn, and/or trying to get into the front lawn section by climbing over the chains.

\* At end of the show, Event Staff lawn person, at stage left, will remove inner chains (outer chains will be removed by ticket takers). The Event Staff lawn person, at stage right, will place the stanchions out of the way near the light pole.