

Volunteer Department

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AUG 9-11

**SAN JOSE JAZZ
SUMMER FEST
2013** *block-to-block live music*
Plaza de César Chavez Park

Event info: jazzfest.sanjosejazz.org

General Admission

Single Day: \$20

Weekend Pass through 7/31: \$45

Online until 8/9: \$60

At Gate: \$60

VIP

Weekend Pass through 7/31: \$250

Thereafter and at gate: \$300

Sat or Sun, \$150 per day

San Jose Rep Stage General Admission

Sat, Sun – \$10 per day

Children (Ages 5 – 12)

Daily Pass: \$5; Weekend Pass: \$15

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**SAN JOSE JAZZ
SUMMER FEST
2013**

Volunteer Handbook



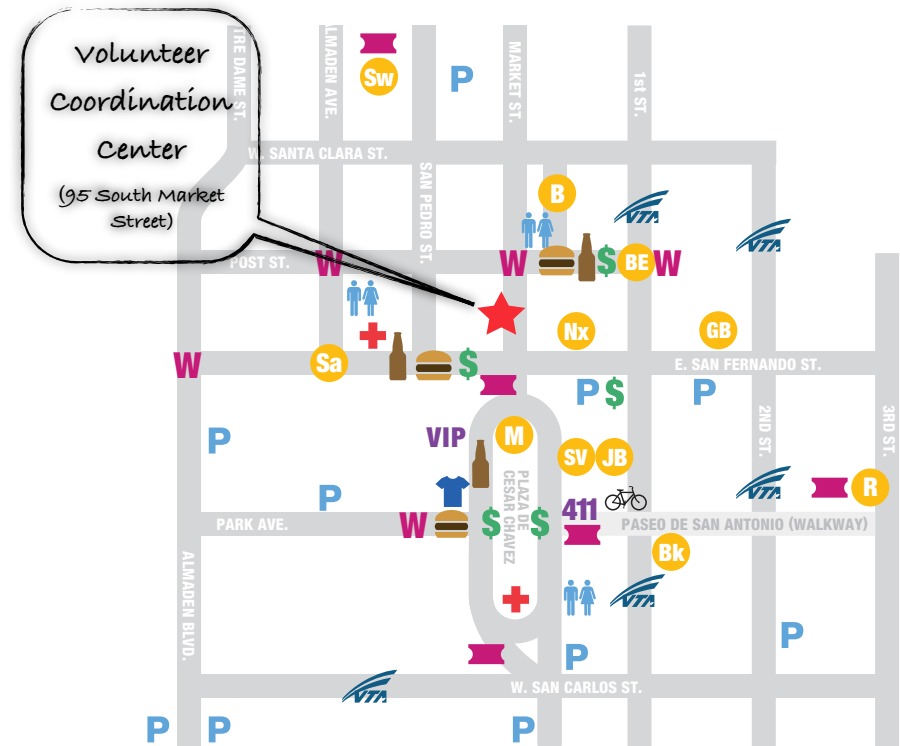
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Festival Map

SAN JOSE JAZZ SUMMER FEST 2013

AUG 9-11



Tickets	Parking Entrance	Main Stage	San Jose Rep Stage
Wristband Entry (No Sales)	First-Aid Station	YP Blues Stage	Adobe Blackbird Tavern Stage
VIP Pavilion	Bank of the West ATM	Kaiser Permanente Salsa Stage	Bank of the West Next Gen Stage
Main Ticket Booth / Will Call	Restroom	Big Easy Stage	Metro Gordon Biersch Stage
Jazz Store	Beverages	Cisco Silicon Valley Stage	Verizon Swing Stage
Bike Valet	Food	RBC Jazz Beyond Stage	
Light Rail			

The San Jose Jazz Family

Since 1986, San Jose Jazz has been committed to celebrating one of America's most distinct and beloved art forms. We seek to enrich the community through local music education, local concerts and events, and by hosting one of the most prestigious jazz festivals in the country. Our goal is not only to help jazz continue to thrive in Silicon Valley, but also to enrich our community through K-12 education programs and live music performance year-round. The weekend of August 9th through 11th marks the 24th annual San Jose Jazz Summer Fest, and will feature performances ranging from Jazz greats, to innovative young artists moving the art form forward.

As a volunteer for the hottest event of the summer, you will experience a weekend of music and fun while at the same time helping to make it all possible. Volunteers are needed for a variety of duties. All volunteers receive free access to the festival on the days they're working, as well as free drink tickets for soda or water and a free volunteer T-shirt!

This handbook is intended to provide all volunteers with basic information on what tasks they are expected to perform, and how to perform them. It will also contain information regarding appropriate and inappropriate volunteer conduct. The handbook itself can be read in its entirety, or specific sections can be located via the Table of Contents and read on their own.

We thank you for your willingness to participate in the San Jose Jazz Summer Fest 2013! Welcome to the San Jose Jazz family :)

Summer Fest 2013 Highlights



Pink Martini **Main Stage – Sat, Aug 10 @ 6pm**

Formed in Portland in 1994, they draw inspiration from music around the world crossing genres of classical, jazz, and old-fashioned pop.

More info:
• pinkmartini.com



Ben Vereen **San Jose Rep Stage – Sat, Aug 10 @ 8pm (Jazz + ticket required)**

With the talent and versatility of being an actor, dancer, singer & activist, Ben Vereen has found a way to bring awareness to people living with diabetes.

More info:
• benvereen.co



California Honeydrops **Big Easy Stage – Sun, Aug 11 @ 7:30pm**

This group embraces the traditions of blues, gospel, second line New Orleans jazz and early R&B.

More info:
• cahoneydrops.com

Job Descriptions

Admissions Sales and Check-In

Volunteers will sell wristbands to the public, check in ticketed attendees and distribute programs. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).



Beverage & Beverage Ticket Sales

Volunteers will sell beverage tickets to those who would like to purchase beverages. For alcoholic beverage ticket sales, check IDs. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).

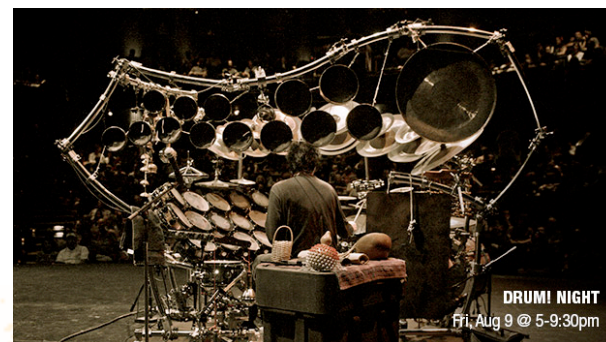
Rules & Regulations:

- Tickets only in all Beer & Wine areas: NO Cash
 - Domestic Beer/Wine – 5 Tickets
 - Import Beer – 6 Tickets
- NO Tip jars or soliciting of tips allowed anywhere in or near the booths.
- NO service without wristbands. NO service to minors.
 - Each beer booth will have an ID-Checker to do wristbands. Those who look under 30 should be carded. If you do not see a valid ID, politely refuse service. Everyone legal should have a wristband. If a minor is caught with a beer cup (full OR empty), they may be ejected from the park.
- No service to obviously-intoxicated individuals.
 - If one beer-tender decides that someone should not be served, then all servers shall refuse service. Please notify all others in your booth, as well as your Lead Server as soon as possible.
- Only two (2) beers per trip to the bar.
 - This helps curtail service to minors. You MUST see one wristband for every two beers you serve.
 - There is no limit on non-alcoholic beverages.
- No free drinks to anyone.

- Volunteers and staff will be issued beverage coupons they can use toward beverages.
 - If issues arise, refer the individuals to your Lead Server
- No smoking in the booth
- No drinking on duty.
 - If you want to drink alcohol you can only do so OUTSIDE the booth and AFTER your shift is complete.
 - If you violate this rule, you may be ejected from the park.
- If you leave the booth, please notify your Lead Server that you are stepping out for a break. The same applies if you must leave early.
- No empty beer cups are to be given out. No cups refilled.
 - Cups may be counted periodically to keep tabs on sales.
- No unauthorized or unscheduled beer pourers allowed in booth at ANY time.
- Help clean before you leave by organizing cups, tossing trash and wiping down tables as needed.
- Don't pour or open more than you need.
 - Once a case is opened, we pay for it, so please open cases prudently.
- If you have ANY questions, ask your booth captain.

Jazz Retail Store Sales

Volunteers will work with the Retail Store manager to stock and sell merchandise at the Jazz Store. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).



Job Descriptions (cont.)

Info Team

The Summer Fest Info Team is responsible for answering questions from festival-goers, and approaching patrons to encourage them to take our Summer Fest survey. These volunteers need a basic understanding of San Jose Jazz's music and education programs, and have a deep knowledge about Summer Fest, as patrons will be directed to these volunteers to answer their questions. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).

Info Team volunteers will ask festival patrons for their emails after they answer a patron's question. If the patron declines, the Info Team member will give the patron a slip of paper with the survey url on it, also in hopes that the patron will later take the Summer Fest survey. They will all be floaters and remain stationed within or between stages to assist anyone who has questions or may be lost. What volunteers need to know:

About San Jose Jazz:

- Progressions
- High School All Stars
- Summer Jazz Camp
- Upcoming Concert Dates
- Membership (& perks as a member at Summer Fest)

Summer Fest:

- Festival Layout, Admission Price
- Stage Times and Locations
- Restroom Food Locations
- Artist Names
- Jazz+ Concerts, and prices

Please refer to the Appendix (page 13) for individual descriptions of each.



Theater Elevator Operator

Volunteers will be working at the Tabard Theater/Theater on San Pedro Square where they will be able to run you through the procedure to run the elevator. You need a person on the 2nd level and a person on the 1st level to operate it properly (and not leave someone stuck all shift in the basement).

Transportation

Volunteers will work with the Transportation Coordinator to help transport artists between airport and the hotel and stages and hotel. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).

Stage Crew

Volunteers working as Stage Crew are responsible for loading and unloading of sound and back-line equipment (amplifiers, instruments, etc) as well as setup, production and deliver of production gear to various locations. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).



Job Descriptions (cont.)

VIP Hospitality



Many people in attendance at this year's festival will purchase VIP passes for the weekend, or will receive them as one of the benefits of their membership level. These passes grant the holder access to the premium seating area directly in front of the Main Stage, as well as entrance to the VIP Pavilion, where free food and beverages are provided for their convenience. While it is important to be courteous to all in attendance at Summer Fest 2013, volunteers working in VIP Hospitality must be aware of our patrons' expectations of service and consideration within the VIP areas, as well as what privileges they are allowed. As well, volunteers should know who to report to should a problem arise. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).

Greeters – Be bubbly as you greet each VIP patron! You will change their Summer Fest wristband to a VIP wristband. You will also have an iPod touch to scan their tickets and look at the online list of VIP pass holders. Don't forget to hand over their swag bag! We encourage you to wear presentable attire.

Busers – You will be in charge of clearing tables and maintaining the cleanliness of the VIP area. You need to at least be able to lift 5–10 lbs. We encourage you to wear comfortable closed-toe shoes and a white shirt & black pants.

Bartenders – You will be serving beer, wine, and one mixed drink cocktail. You are required to be over 21 to serve alcohol. We encourage you to wear comfortable closed-toe shoes and semiformal attire.

Security – You will be in charge of maintaining the security and safety of the VIP area. You must be over 21. We encourage you to wear jeans/nice shorts, a button up shirt and closed-toe shoes.

The Mayor's Jazz Circle Brunch & Platinum Brunch are special events held annually the Saturday and Sunday of the Festival. They are held at the Capital Club and the Fountain Restaurant, respectively, and are attended by a number of high-level donors, members, sponsors, city officials and other invited guests. Volunteers for the Mayor's Jazz Circle Brunch & Platinum Brunch should possess a friendly demeanor, and a willingness to socialize and offer helpful information as needed.

Duties:

- Greet guests in a friendly manner and ask for their names

- Acknowledge guests by title, if any (Honorable, Dr., etc.)
- Add guests' name to our records if they are not currently listed
- Assist guests in locating their name tags, and you will need to remove the tags' backing
- Mark off guests' attendance and wish them a good time at the event.
- Guests at the Jazz Brunch on Saturday whose names appear in the Non-Member column with a 1 underneath should be offered a Summer Fest Admission Wristband for Saturday.
- The checklist and all leftover wristbands must be turned into the VIP Concierge Booth located in the VIP Pavilion.

VIP Set-up and Tear-down:

Set-up and Tear-down duties will be required on Friday from 3:30–8pm and on the last day of the festival (Sunday, 6–9PM). Tasks are primarily physical in nature, but there will not be much (if any) heavy lifting.

- Moving and setting up of tables
- Placement of linens on tables
- Moving and setting up of chairs
- Moving of umbrellas and stands
- Miscellaneous tasks as required by Special Events Coordinator

Wristband Check-In

Volunteers will verify that all patrons entering a venues to attend a performance have the required entrance wristband. Please check-in at the Volunteer Coordination Center at 95 S Market Street (check the festival map on page ii).



San Jose Jazz Volunteer Code of Conduct

I. Code of Conduct

While a volunteer at San Jose Jazz Summer Fest ("Summer Fest"), I, _____, will conduct myself in accordance with all of the Summer Fest's rules, guidelines, instructions, policies and procedures ("Code of Conduct"). I understand that I will not be paid for my volunteer services for Summer Fest. I understand that my volunteer service is a privilege and not a right. If I fail to conduct myself in accordance with the Code of Conduct, I may be dismissed from volunteer service. I may also be dismissed from volunteer service at the sole discretion of the Staff of San Jose Jazz.

San Jose Jazz is committed to creating a safe, enjoyable and memorable experience for everyone. In order to facilitate an experience in which families can enjoy the festival, we have instituted a Summer Fest Code of Conduct. This is not meant to detract from the fun; rather, it is a reminder to be respectful of others who are also trying to have a good time. Any activity which interferes with the ability of those around you to enjoy the Summer Fest will result in a warning. If such behavior continues after the warning, San Jose Jazz reserves the right to eject you and to revoke your volunteer pass. Such behavior includes, but is not limited to:

- Drinking alcohol in a booth.
- Inappropriate dress.
- Accessing seated/restricted areas without proper passes.
- Abusive language or gestures.
- Placing tip jars anywhere within a booth and/or soliciting tips for service.

If an individual participating in this behavior is uncooperative or a persistent offender, s/he will be removed from the festival site. The following actions will result in ejection from the festival grounds:

- Fighting or engaging in any action that may harm, endanger, threaten or bring discomfort to anyone.
- Possession/use of illegal drugs.
- Damage, destruction, vandalism or theft of any property.

San Jose Jazz Waiver of Liability

II. Waiver of Liability

By volunteering with the San Jose Jazz Summer Fest (the "Summer Fest"), you agree that you are in reasonable physical condition and have no medical condition that would prevent you from engaging in such activities. You acknowledge and assume all risk of injuries or damages involved with such activities, whether known or unknown. You voluntarily release and waive all claims against San Jose Jazz Society, as well as its employees, volunteers, instructors, vendors, sponsors or the subsidiaries of any of them (collectively, "San Jose Jazz"), that you may incur as a result of participating in such activities and agree to defend, indemnify and hold San Jose Jazz harmless from all such claims. Further, by attending the Summer Fest, you hereby waive and release San Jose Jazz from any liability arising from injury, illness, or lost/stolen or damaged property while at the Summer Fest, and agree to defend, indemnify and hold San Jose Jazz harmless from any and all such damages suffered by you.

I also understand that this document is a contract, which grants certain rights to and eliminates the liability of the San Jose Jazz Society.

Signature: _____ Date: _____

Printed Name: _____

If volunteer is under 18 years of age, a signature of a Parent or Guardian is required:

Signature: _____ Date: _____

Printed name of Parent or Guardian: _____



Frequently Asked Questions

1. Who do I contact with questions of volunteering?

Please contact the Volunteer Coordinator at volunteer@sanjosejazz.org.

2. Where do I start my first shift?

Please report to the Volunteer Coordination Center at 95 South Market Street, just north of the intersection of Market and San Fernando. There the VC or their staff will direct you to your proper shift location.

3. What if I am unable to make a shift, due to illness or emergencies?

For planned absences please contact Tracey Ferraro at volunteer@sanjosejazz.org. For unexpected absences text (408) 476-9008 with your name and shift time as soon as possible.

4. If I'm going to be late to my shift, should I call or just come in?

Yes, please text Tracey Ferraro at (408) 476-9008 with your name and shift time and let us know you will be late. Please come in even though you are late. We can always use your help.

5. Can I change my shift permanently, and if so – how?

Yes, you may change your schedule. Log back into your GoVoluntr account and go to the 'dashboard' on the upper right portion of your screen. Look for your upcoming opportunities and click on the shift you would like to change. Scroll down to whichever shift you have registered for and click 'unregister'. Then proceed to register for your desired shift. If you have more questions, please contact volunteer@sanjosejazz.org.

6. May I drop in and volunteer when I'm not scheduled?

Please check-in with Tracey Ferraro first by phone or in person. Often we can use your help; however, volunteers scheduled for the shift have first priority.

7. What should I wear to work?

The appropriate dress is shirt with a minimum of short sleeves, closed-toed, comfortable shoes, and shorts. It's going to be hot and sunny, so please bring a hat and wear appropriate sunscreen.

8. Where do I put my stuff?

We request that you not bring anything with you that you can't keep on your person. For special circumstances, please ask the Volunteer Coordinator for assistance. Please note that San Jose Jazz is not responsible for any lost or stolen items; leave any valuables at home.

9. When do I take my meal break?

You will be able to take your meal break between shifts. Volunteers that work more than one shift are provided a meal. They can come pick up their box lunch at the Volunteer Coordination Center between their shifts. There will be tables and chairs for your convenience.

10. If I have ideas or suggestions, whom should I tell?

We welcome your ideas and suggestions. Feel free to talk to our coordinator and/or lead staff person at anytime during Summer Fest. Please contact us during Summer Fest, or email us any time at volunteer@sanjosejazz.org

11. What are the benefits of volunteering?

Volunteers will receive a festival wristband on the days they're working, as well as free drink tickets for soda or water and a free volunteer T-shirt! Only one T-shirt per volunteer please :)



Appendix

Info Team Program Descriptions

Founded in 1986, San Jose Jazz is dedicated to promoting music through education and performance and building a stronger, more vibrant community through participation in the arts. In 1987, San Jose Jazz produced its first jazz series, in 1989 its first jazz festival, and in 1993 its first youth education program. Today, San Jose Jazz is a dynamic, year-round arts organization that contributes to its community by producing a series of education and performance programs.

Education Programs:

- The **High School All Stars** is a high quality, regional, audition-based big band and jazz combo led by Dr. Aaron Lington.
- **Summer Jazz Camp** is a two-week learning lab for talented and committed middle and high school students with backgrounds ranging from intermediate to pre-professional.
- **Progressions** is a rigorous music education /youth development program for underserved youth.

Performance Programs:

- **Summer Fest**, the organization's signature performance event, explores and celebrates the musical and cultural heritage of San Jose's and Silicon Valley's richly diverse community.
- **Winter Fest**, the "cool" counterpart to Summer Fest, includes legends and fresh, emerging artists.
- **Free Jazz Wednesdays** is a participatory forum that includes 50 free concerts annually at the De Anza, Fairmont, and Hilton Hotels.
- **Music at the Market** reflects our community through 50 diverse performances at San Pedro Square Market in downtown San Jose on Friday nights.
- **Jazz Beyond Series** presents year-round concerts by emerging artists in the Pagoda at the Fairmont Hotel, one of the best small spaces for live music in Silicon Valley.

Upcoming Concert Dates:

August 14th, 28th, etc – Free Jazz Wednesdays @ Lou's Village
August 16th, 23rd, etc – Music at the Market @ San Pedro Square Market
August 21st – Jazz Jam at the Hedley @ Hotel De Anza
August 29th – Cyrille Aimee and Diego Figueiredo @ Cafe Stritch

SJJ Membership:

- 1) Join or renew [online](#)
- 2) Call San Jose Jazz Membership at 408-288-7557 x2335

San Jose Jazz member benefits and levels for one year are described below.

Individual \$75 (fully tax-deductible)

- FREE admission every day to Summer Fest
- Member discounts for ticketed concerts and events
- Up to \$100 off our Summer Jazz Camp (see earlier description)
- Members-only concerts and events
- Master classes taught by stellar performing artists
- 20% discount on all San Jose Jazz merchandise
- Bi-weekly e-newsletter with all the latest information you'll need to know!

Dual \$150 (fully tax-deductible)

- FREE admission every day for 2 persons to Summer Fest
- PLUS all the other Individual benefits

Family \$250 (fully tax-deductible)

- FREE admission every day for 4 persons to Summer Fest
- PLUS all the other Individual benefits

Composer \$475 (\$425 tax-deductible)

- FREE admission every day for 2 persons to Summer Fest
- VIP privileges at Summer Fest: Main Stage premium seating, VIP Pavilion
- Exclusive house concert
- PLUS all the other Individual benefits

Conductor \$675 (\$575 tax-deductible)

- 2 invitations to the Summer Fest Preview Party
- 2 invitations to Mayor's Jazz Circle Brunch
- PLUS all the other Composer benefits

Platinum Circle \$1,200 (\$1,200 tax-deductible)

- FREE admission every day for 4 persons to Summer Fest
- 4 invitations to the Summer Fest Preview Party
- 4 invitations to Mayor's Jazz Circle Brunch
- PLUS all the other Composer benefits