



TD Toronto Jazz Festival Volunteer Areas

- Front of House
- Jazz Patio Team - ***New***
- Jazz Volunteer Headquarters
- Green Room
- Box Office
- TD Comfort Zone
- Jazz Fest Info Booth Team
- Corporate Box
- Transportation
- Seating Setup - ***New***

Please scroll through the following pages for additional information on the 2016 Festival Volunteer Areas.

Please direct any questions to:

Veronica Sinnaeve, Volunteer Coordinator

volunteers@tojazz.com

416-928-2033 x24 (office/voicemail – calls will be returned evenings)

647-933-5565 (Festival cell – texts preferable)



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[Watch the Festival Video!](#)





TD Toronto Jazz Festival Volunteer Areas

Front of House

- Communication is key and crowd control is a major focus
- Volunteers will receive information on our various types of tickets (new for 2016: reserved seating areas)
- Greet patrons, scan tickets, and stamp hands for re-entry
- Monitor reserved seating areas
- Ensure patrons follow venue rules (e.g. guests may not take alcohol outside of licensed areas)
- Volunteers: You will report to Karen Turner

Jazz Patio Team - *NEW FOR 2016!*

- Maintain the Jazz Festival's patio oasis (large uncovered patio located near the Outdoor Stage at the main festival site at Nathan Phillips Square)
- Patio furniture and element monitoring/inspection
- Aesthetically rearrange furniture/plants for comfort/visibility
- Keep patio and furniture clean and free of hazards
- Keep walking pathways clear & ensure furniture stays on patio
- Agility and ability to lift and relocate Muskoka chairs and other stand-alone furniture items is required



TD Toronto Jazz Festival Volunteer Areas

Jazz Volunteer Headquarters

- Located in the Sheraton Hotel across from the Festival site at Nathan Phillips Square (Details TBA)
- Distribute volunteer T-shirts and passes
- Assist with shift changes/schedule updates
- Track volunteer shift check-ins
- Keep water and snacks stocked
- Keep Headquarters clean, organized, and presentable
- Monitor volunteer party ballot box

Green Room

- Located on the main Festival site at Nathan Phillips Square, northwest of the Toronto Star Stage tent
- Backstage and behind the scenes, the green room is where Festival artists relax and unwind before and after shows
- Professionalism is key when working in the green room.
- Work alongside green room hospitality staff to help fulfill artist rider requirements and prepare dressing rooms
- Assist with additional requests as required
- Please note: The green room is strictly off limits to volunteers who are not scheduled.



TD Toronto Jazz Festival Volunteer Areas - 2016

Box Office

- Located on the main Festival site at Nathan Phillips Square
- Sell Festival tickets and promote Festival shows
- Volunteers will be trained on the TicketPro system
- Volunteers will be responsible for a cash float and tickets. You must be organized and able to balance a float.
- Excellent customer service skills and enthusiasm for jazz are important in this role.

TD Comfort Zone

- Located on the main Festival site at Nathan Phillips Square
- The TD Comfort Zone is a relaxing covered patio featuring comfortable chairs and high-powered fans
- Invite Festival patrons in to cool down and listen to the live music playing on the Square.
- Keep brochure racks stocked with Festival programmes and sponsor publications
- Promote the Festival and provide Festival information
- Keep the TD Comfort Zone presentable (e.g., rearrange/straighten furniture, sweep/clean)
- Volunteers on the late shift are responsible for powering down the fans



TD Toronto Jazz Festival Volunteer Areas - 2016

Jazz Fest Info Booth Team

- Located on the main Festival site at Nathan Phillips Square
- Ideal for enthusiastic and outgoing team players who love promoting their favourite jazz acts
- Act as ambassadors for the TD Toronto Jazz Festival
- An info booth will be set up. You are the face of the Festival here; knowledge of who is performing is a must.
- Volunteers should study the Festival programme and will also be provided with additional info sheets with key facts.
- Volunteers will take turns monitoring the booth and distributing programmes across Nathan Phillips Square
- Promote ticket sales & direct guests to Festival Box Office

Corporate Box

- Located inside the Toronto Star Stage tent (VIP entrance is on the southwest corner of the tent)
- Greet and escort VIP patrons to assigned corporate boxes
- Ensure corporate boxes are kept clean and presentable
- Monitor patrons (be aware of who enters and exits)
- Assist VIPs with any questions or issues that may arise
- Volunteers: Please report to Aileen Le Breton, Marketing Manager, 15 minutes prior to your shift start time.



TD Toronto Jazz Festival Volunteer Areas - 2016

Transportation

- Safely escort your favourite jazz artists plus equipment to and from the airport, hotels, venues, and more
- For anyone seeking “crew” experience, in addition to chauffeuring musicians, you’ll be transporting their gear, and in some cases assisting with load-in, etc.
- Logistics are extremely important in this role. Our transportation coordinators have a detailed schedule of airport pick-ups and transfers. Following instructions and remembering important details are a must.
- Obtain receipts for parking, immigration expenses, etc.
- Be on time for shifts and pick-ups and be prepared to remain on standby if necessary.
- Professionalism is key. As much as this is a driver position, you also hold an artist liaison role.
- **Please note: Transportation volunteers must be at least 21 years of age with a valid driver’s license. You will be using vehicles provided by the TD Toronto Jazz Festival.**
- Volunteers: You will report to Shawn McConnell and Don, Festival Transportation Coordinators.



TD Toronto Jazz Festival Volunteer Areas - 2016

Seating Setup - *NEW FOR 2016!*

- Joining a team effort at musical chairs in the mainstage tent, you will be helping out with the seating setup for the Festival's new reserved seating area
- This is a logistical role that requires agility and the ability to move chairs around a large venue
- Prior to showtime, you will work alongside a team lead who will guide you in completing the desired audience chair arrangement for the evening's performance, before the doors open to the public.