



TD Toronto Jazz Festival Volunteer Areas 2017

- Front of House
- Festival Ambassador
- Jazz Volunteer Headquarters
- Bottled Water Sales
- Green Room
- Box Office
- Transportation

Please scroll through the following pages for additional information on the 2017 Festival Volunteer Areas.

Please direct any questions to:

Veronica Sinnaeve, Volunteer Coordinator

volunteers@tojazz.com

Before June 23: 416-928-2033 x24 (voicemail only)

From June 23 to July 2, text or call:

647-360-1617 (Festival cell) / 647-952-1952 (Volunteer Headquarters)



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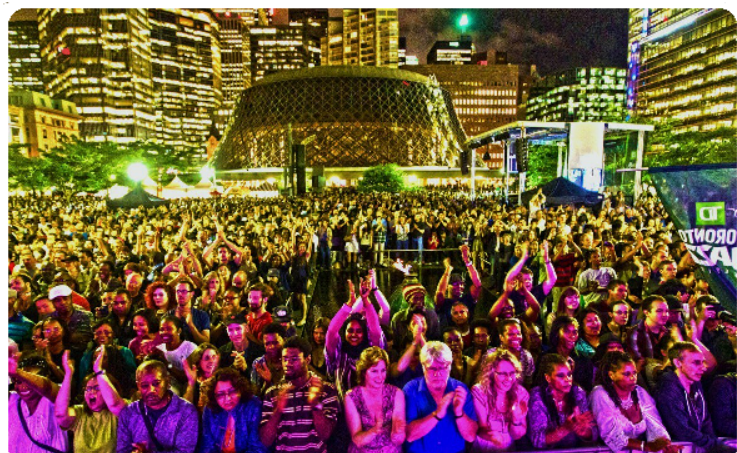
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[Watch the Festival Video!](#)





JUNE 23 - JULY 2, 2017

TD Toronto Jazz Festival Volunteer Areas 2017

Front of House (FOH)

- Communication is key and customer service is a major focus
- Volunteers will assist in directing patrons to their proper seating area. The Front of House Manager will provide information on the various types of tickets and seating arrangements for the evening (shows may be either GA or reserved).
- Greet patrons, scan tickets, and stamp hands for re-entry
- Monitor seating areas and crowds (be aware of who enters and exits)
- Assist patrons with any questions that they may have
- Ensure patrons follow venue rules (e.g. guests may not take alcohol outside of licensed areas)
- Concert Hall Volunteers:
 - Report to Karen Turner or Michelle Gormek (FOH)
 - You will be assigned by the FOH managers above as a scanner, an usher, a clicker, or box monitor
- Church of the Redeemer / Heliconian Hall Volunteers:
 - Visit the Volunteer Headquarters for instructions
- The Phoenix Concert Theatre
 - Report to Joni Smith (Box Office)



TD Toronto Jazz Festival Volunteer Areas 2017

Festival Ambassador

- Ideal for enthusiastic and outgoing team players who love promoting their favourite jazz acts
- Be an ambassador for the TD Toronto Jazz Festival
 - You are the face of the Festival; knowledge of who is performing is a must.
- Festival Ambassador volunteers are required to study the Festival programme and review www.torontojazz.com
 - It is your responsibility as a Festival Ambassador to find out who is performing during the time and at the location you are scheduled to volunteer.
 - You may also be asked who is performing on the other stage; it's recommended you always keep a Festival programme with you as a guide.
 - Familiarize yourself with the Festival's Yorkville footprint and various stages (a map is available on the website and in the Festival programme)
- 2017 Festival Ambassador locations:
 - **Info Booth at the OLG Stage on Cumberland St.:**
 - Sat. June 24 to Sun. June 25
 - 11:30-3pm, 3-6:30pm, 6:30-9:30pm
 - **OLG Stage on Yorkville Ave:**
 - Sat. June 24 to Sun. June 25
 - 11-1pm, 1-4pm, 4-7pm, 7-10pm
 - **OLG Stage on Hazelton Ave:**
 - Mon. June 26 to Sun. July 2
 - 1-3:30pm, 3:30-6:30pm, 6:30-9:30pm)



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Jazz Volunteer Headquarters

- Volunteers must check in here 15 min before every shift!
- **InterContinental Toronto Yorkville Hotel – Room 725**
 - 220 Bloor St. W. (just west of Bloor and Avenue Rd.)
- **Hours: Fri. June 23 to Sun. July 2, 11am-9pm**
- **Text or call 647-952-1952**
- Your role is to assist in running the volunteer office
- Distribute volunteer T-shirts and passes
- Assist with shift changes/schedule updates
- Provide volunteers with instructions (e.g., Festival Ambassadors, Front of House, Green Room, etc.)
- Track volunteer shift check-ins
- Keep water and snacks stocked and manage inventory
- Keep Headquarters clean, organized, and presentable
- Monitor volunteer party ballot box
- Thorough clean up at end of evening (coffee maker, etc.)
- Other responsibilities and errands as required
- Please familiarize yourself with the Festival map and volunteer areas and be prepared to provide directions to your fellow volunteers



TD Toronto Jazz Festival Volunteer Areas 2017

Bottled Water Sales

- Reporting to Lindsay Groves
- You will be selling Eska bottled water to Festival patrons
- There will be a water storage location (details will be provided upon your check-in at the Volunteer Headquarters)
- You will be responsible for signing off on and handling a cash float
- 2017 Bottled Water Sales locations:
 - **OLG Stage on Yorkville Ave.:**
 - Sat. June 24 to Sun. June 25
 - 12-3pm, 3-6pm, 6-10pm
 - **OLG Stage on Cumberland St.:**
 - Sat. June 24 to Sun. July 2
 - 11:30-3pm, 3-6pm, 6-9:30pm

Green Room

- Located at the Concert Hall (888 Yonge St., Yonge/Davenport)
- 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 2017

Box Office

- 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 must be able to balance a float.
- Excellent customer service skills and enthusiasm for jazz are important in this role.
- 2017 Box Office Locations:
 - **Yorkville Village**
 - Open June 23 to 26
 - 12-8pm (volunteers: 12-4, 4-8pm)
 - **The Concert Hall**
 - Volunteers from June 23 to 25, 5:30-9pm
 - Also open June 27-30, July 2, 5:30-9pm
 - **The Pilot Tavern**
 - Open June 24-26
 - 7-10pm
 - **The Phoenix Concert Theatre**
 - Open June 26
 - 7-11pm



TD Toronto Jazz Festival Volunteer Areas - 2017

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.
- When required, assist international artists with the immigration procedure at the airport
- 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 Rambajan, Festival Transportation Coordinators.