

## Concert Hall Greeters

**Project Description:** Help make every patrons' experience with the NJSO a special one that will keep them coming back for more. Ambassadors act as greeters in the halls at selected NJSO concerts. They mix and mingle in the lobby to welcome people as they enter the hall, answer questions and make patrons feel comfortable.

**Project Objectives:** To provide distinguished customer service to NJSO patrons and enhance their experience in the concert hall.

### **NJSO Organizational Objectives You Will be Supporting:**

- Provide an engaging and accessible experience for patrons.
- Exceed patrons' expectations.
- Cultivate patrons through multiple points of personal contact to build sustainable relationships.
- Develop opportunities to utilize volunteers' skills, knowledge and efforts.

### **Ambassador Tasks/Activities:**

- Greet symphony patrons with a smile as they arrive for performances.
- Answer general questions regarding the NJSO and its concert season.
- Orient patrons to the theater's logistics (seating levels, restrooms, concessions, etc.).
- Direct patrons with questions to the box office and subscriber concierge table as appropriate.
- At Weekday Matinees: Assist in organizing groups that are attending by bus in the lobby after the concert and escort them back to their bus.
- At Trenton: Assist the NJSO staff in running the complimentary dinner before the concert. This may include checking in guests at the registration table, collecting dinner tickets and distributing boxed meals.

**Ambassador Qualifications:** Seeking Ambassadors who are friendly; enthusiastic; outgoing; customer service-oriented; able to stand for a one-hour shift or longer; comfortable working in a busy environment; possesses general knowledge of the NJSO and its venues (training is provided).

**Project Timeframe:** Greeters welcome patrons to NJSO concerts throughout the regular season, which runs from October through May.

**Length of Commitment:** At least two concerts per season.

**Estimated Hours:** Training – One-time, 30 minute session for each venue you volunteer in.  
Greeting – Two and a half hours per concert (includes the performance) for a total minimum of five hours per season.

**Scheduling:**  at discretion of volunteer  at specified times

Greeters must be in the hall and ready to greet patrons one hour prior to the performance time and stay for the duration of the concert, which is approximately 90 minutes. Our goal is to have at least three greeters at each concert.

**Worksite:** Greeter opportunities are currently available in the following locations. A list of available performances dates will be distributed each season:

<u>Location</u>	<u>Venue</u>	<u>Day(s)</u>	<u>Time</u>
Englewood	bergenPAC	Sunday	2:00 PM to 4:30 PM
Morristown	Community Theatre	Thursday	6:30 PM to 9:00 PM
Red Bank	Count Basie Theatre	Saturday	7:00 PM to 9:30 PM
Trenton	The Patriots Theater at the War Memorial	Friday	6:30 PM to 9:00 PM (4:30 if working at dinner)
Newark	NJPAC	Thursday	12:30 PM to 4:00 PM

**Training Required:** All Greeters are required to attend a one-time, 1-hour training session for each venue they will be volunteering in.

**Benefits:**

- You will receive a complimentary ticket to the performance at which you are greeting.

**Supervisor:** Renee Pachucki, Sr. Director of Patron Relations & Major Gifts  
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