

St. Cecilia Music Center CHAMBER JAZZFOLK

VOLUNTEER HANDBOOK 2025-2026

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WELCOME ST. CECILIA MUSIC CENTER CONCERT VOLUNTEERS!

St. Cecilia Music Center is a community treasure promoting the study, appreciation and performance of music in all its branches since 1883. St. Cecilia Music Center enjoys the distinction of being the "mother of the arts" in Grand Rapids. Many of the city's most prominent arts organizations, including the Grand Rapids Symphony, Opera Grand Rapids and Civic Theatre, trace their roots to programs that originated at the Center.

Today, a broad range of affordable and accessible music education and performance programs span the seasons and the generations. The 2024-25 Presenting Series brings a variety of fabulous musicians to the Royce Auditorium stage with our Chamber Music Society of Lincoln Center, Jazz and Acoustic Cafe Folk Concert Series. St. Cecilia Music Center continues to be committed to music education with our many School of Music programs.

Over the past 140 years, SCMC has invested in musical excellence achieved by countless individuals who have generously given their energy, resources and talents. It is you--the supporters--who are SCMC's most cherished treasures. Your dedication makes it possible for the Center to continue enhancing the lives and enriching the spirits of people in West Michigan for generations to come.

Thank you for volunteering your time and energy to make St. Cecilia Music Center what it is today--a vibrant thriving organization that brings people together to listen to and learn about music as a community.



Cathy Holbrook
Executive + Artistic Director

ST. CECILIA MUSIC CENTER VOLUNTEERS

Our volunteers contribute significantly to the positive and enriching experience of our guests. You are the hosts for the evening, often one of the first people our patrons encounter when attending a concert. Your attentiveness assures each guest an experience, which highlights the professionalism of SCMC and the musical excellence of the performers on the Royce Auditorium stage.

In addition, you give our first-time concert patrons their initial impression of SCMC. Some have physical challenges; many have questions regarding the history of the Center, the building and the programs we offer, including upcoming concerts, our youth and adult music education programs, community concerts and volunteer opportunities. As a volunteer, you should answer the questions you know and, if you are unsure, refer guests to an SCMC staff member.

Volunteers contribute to the intimate atmosphere of the world-class concerts we present. We want to provide our guests with first-class treatment, efficient seating and information to help them feel welcome while encouraging them to return for another event.

TICKET HANDLERS WILL:

- be positioned at the main entrance inner lobby doors and the barrier free entrance.
- welcome each patron to SCMC and thank them for joining us.
- provide general information and answer any questions the patron may have.
- scan tickets using a hand held scanner, direct them to either the right or the left side of the auditorium by way of the coat room where ushers are available at the doors to escort them to their seats.
- remain at the entrance through the opening act (if applicable) and for the first 15-20 minutes of the main act.

USHERS WILL:

- be positioned at one of the two entrances to the auditorium.
- welcome each patron to SCMC and thank them for joining us.
- hand out concert programs and lead patrons left, right or center as best direction for row and seat placement to their seats. Ushers should have the seating chart memorized and be able to quickly determine the most efficient route to the patron's seat.
- know where wheelchair accessible and limited-mobility seating is within the auditorium.
- **prioritize seating guests with accessible seats as soon as the auditorium doors open.**
- caution patrons to watch their step as they enter and leave the rows where there is a step to navigate.
- express to attendees to enjoy the program before heading back to your post.
- close one door at each auditorium entrance one minute prior to start of concert. When the Executive Director takes the stage, all doors will be closed and coat room lights lowered.

SEATING AFTER A CONCERT BEGINS:

- CHAMBER CONCERTS: Once the concert begins, one usher will remain at each auditorium entrance until after the first movement of the first piece (about 10 minutes). At this time, any late comers will be quietly seated.
- JAZZ CONCERTS: Once the concert begins, one usher will remain at each auditorium entrance for the first 15-20 minutes of the show. Late comers will be held until a break between songs and may be seated at that time.
- FOLK CONCERTS: Many of our folk shows will have an opening act from 7:30-8:15pm with the main act taking the stage at 8:30pm. Ushers will remain at each auditorium entrance until the opening act is off stage. Doors should be closed once the opening and/or main act begins. Late comers will be held until a break between songs and may be seated at that time. Once the main act takes the stage, one usher will remain at each auditorium entrance for the first 15-20 minutes of the show.

ALL VOLUNTEERS:

- When given the okay from the volunteer coordinator, you may sit in the designated spot assigned to you by the SCMC Box Office.
- If someone leaves during the performance, a volunteer should stand by the door, wait for the end of the next movement or song and allow them entrance into the auditorium.

EVENT ATTIRE:

BUSINESS CASUAL

- White Shirt
- Dark or Black Pants/Skirt – no jeans please.
- If you are unsure of the attire requirements, please contact the volunteer coordinator. If different dress is appropriate, the volunteer coordinator will notify you.

ARRIVAL AND PARKING:

Volunteers handling tickets and seating are to arrive **1 hour and 15 minutes before the concert start time**. This allows time to sign-in, retrieve a name badge and prepare for the evening's event. In some cases, you may be asked to arrive slightly earlier if there are extra tasks to take care of. All arrival times will be clearly marked on Signup.com and communicated to you by the volunteer coordinator.

Parking is at a premium downtown and St. Cecilia Music Center has a small parking lot which is reserved for patrons. Parking **may** be available at the following locations:

- Park Church – SCMC has arranged for staff and volunteers to park here on concert nights at no charge. Pull up to the call box and state that you are SCMC staff to be let in. If this lot is not available, you will be notified before the night of the concert.
- GRCC parking ramp

- First United Methodist Church – This lot is directly behind St. Cecilia Music Center on Barclay (just east of Ransom off Fulton) and is free if their gate is up.
- On-street parking is usually available during concerts and free after 7pm.

The area in front of the building is reserved for temporary parking and to drop guests off who use our street level entrance. This is also a loading zone.

SIGNING UP TO VOLUNTEER

SCMC volunteers will use signup.com to manage their own volunteer schedules. When concerts are released for signup, you will receive an email from your Volunteer Coordinator with a link to sign up for any of the concerts listed on the site.

To cancel your volunteer spot, please return to signup.com and remove yourself from the roster. This keeps all of our volunteer activity in one place and prevents any miscommunication due to missed emails or messages.

BARRIER-FREE, SMOKE-FREE AND FOOD-FREE ZONES

St. Cecilia Music Center is a barrier-free facility providing easy access for all. Street level entry is located to the north of the main doors. An elevator is available to take guests to all levels of the building. St. Cecilia Music Center also provides two accessible spots in our parking lot. Auditorium aisles are wide enough to accommodate wheelchairs and there are specific areas of barrier-free seating (see Royce Auditorium diagram).

St. Cecilia Music Center is a smoke-free facility. No food or drink other than water are permitted in Royce Auditorium or on the main level.

ALCOHOL

St. Cecilia Music Center volunteers represent the organization. Volunteers should refrain from any alcohol consumption before and during their evening assignments.

GENERAL INFORMATION

You will find up-to-date schedules of concerts on our website, www.scmcgr.org. Take some time to browse our website and learn more about the history of the venue, performance series and education programs. The website is a great tool with a wealth of information about St. Cecilia Music Center.

THANK YOU for choosing to volunteer your time with St. Cecilia Music Center. Your hard work and dedication do not go unnoticed. The staff and board of directors of SCMC value each and every one of you and we could not put on a successful presenting series without your help.

Thank you for being here - enjoy the music!

AUDITORIUM LAYOUT

- Rows are lettered A through T with A being the front row closest to the stage and T the back row.
- The **RIGHT** side is on your right when facing the stage; these seats are evenly numbered.
- The **LEFT** side is on your left when facing the stage; these seats are odd numbers.
- The **INSIDE** aisles, closest to the center are the lowest number on the L & R sides.
- The **CENTER** section is numbered 101 to 115 with the lowest number on the right aisle.

Tips:

- When a patron's seat is Left Row H - Seats 15 & 17 they should be ushered down the far left aisle between the seats and the wall. This will help when center aisles are congested and the patrons do not have to pass seven seated people to get to their seat on the end.
- Make sure to pay close attention to which aisle to lead to get closest to the seats. Seats # 107-109 are the center seats of the center.