

JOIN US AS A VOLUNTEER!



**2010 VOLUNTEER INFORMATION
PACKAGE**

WHO WE ARE

An international classical music festival and academy, Toronto Summer Music (TSM) brings world-renowned performing artists to Toronto for an unparalleled combination of performances and summer music education.

Programmed by our celebrated Artistic Director Agnes Grossmann, the TSM Festival offers classical music lovers a feast of engaging concerts, enriched by master classes, lectures, exhibitions and workshops. During four weeks of programming, Toronto audiences step into an intimate world imbued with musical energy and creative activity, a world where classical music expresses its power to unite body and soul.

The only summer music program of its kind in Ontario, the TSM Academy offers instruction at the highest level to musicians at the threshold of their professional careers through individual master classes and string quartet, composition and chamber music workshops.

WHAT WE DO

THIS YEAR'S FESTIVAL: *SONGS OF THE EARTH*

JULY 20 – AUGUST 14, 2010

Toronto Summer Music celebrates its 5th annual Festival from July 20 – August 14. Some of the world's finest interpretive artists are featured in a series of concerts programmed around the theme, *SONGS OF THE EARTH*, a celebration of the anniversaries of composers Schumann, Chopin and Mahler.

Highlights this year include:

- Master pianist **Anton Kuerti** opens the Festival July 20 at Koerner Hall
- German baritone **Matthias Goerne** makes his highly anticipated Festival debut
- Revered pianist **Menahem Pressler** teams up with the brilliant young artists of the Grammy award-winning **Pacifica String Quartet**
- **Free concerts** twice a week featuring Emerging Artists from around the world
- Four opportunities to **observe gifted young artists learn** as they are coached by the **Vienna Piano Trio**, **Matthias Goerne**, **Menahem Pressler** and the **Pacifica String Quartet**.

THE TORONTO SUMMER MUSIC ACADEMY

Running concurrently with our month long Festival is our Academy program aimed at musicians who are at the threshold of their careers. It gives them the opportunity to study with a Faculty of the highest quality and reputation allowing them to learn from the Faculty's experience and musicianship. The Academy Faculty has been drawn from internationally acclaimed artists from across Canada, the United States and Europe. Our academy program is focused on enhancing music performance skills and offers a series of intimate and highly focused programs including: individual master classes (piano, strings, winds), chamber music coaching (string quartet workshop), a composition workshop, an opera studio and regular performance opportunities.

VOLUNTEER INFORMATION

Our volunteers are one of the most important resources we have! Toronto Summer Music succeeds only with the help of our volunteers who take on various supporting roles such as front of house support, hospitality, special events and administration. You name it; our volunteers help do it!

Through work with the Festival, volunteers receive the opportunity to broaden their skills, network, observe and participate in festival planning activities, see outstanding performances and make an enormous contribution to their community and the success of the Toronto Summer Music Academy and Festival.

Since our first Festival in 2006, over 15,300 hours have been donated!!

Come join our enthusiastic team of volunteers and experience the enthusiasm, energy and commitment as part of the 2010 Toronto Summer Music Academy and Festival.

RESPONSIBILITIES AND VOLUNTEER BENEFITS

BENEFITS

In appreciation of your work as a volunteer of the Toronto Summer Music Academy and Festival, we provide the following:

- a) An opportunity for involvement in a prestigious performance festival and a unique and inspiring educational Academy.
- b) An opportunity to meet other music lovers from diverse backgrounds and make new friends.
- c) Complimentary concert tickets: one concert ticket for every two (four-hour) shifts worked (with the exception of the opening night concert). *(Note that the performance must not be during your shift. Shifts must be completed PRIOR to redemption of the complimentary ticket.)*

RESPONSIBILITIES

As a volunteer and an ambassador of the Toronto Summer Music Academy and Festival, you are responsible for the following:

- a) Attending one volunteer orientation session: June 17, 10 - 11:30 am or June 17, 5:30 - 7 pm
- b) Arriving for your shift at least 5 minutes prior to your start time.
- c) Checking-in with the Festival Coordinator upon arrival and checking out on departure.
- d) Attending the information exchange session at the start of your shift.
- e) Volunteering for at least two 4-hour shifts.
- f) Fulfilling the role assigned for your shift.
- g) Dressing professionally (i.e. business attire).

VOLUNTEER ROLES AND DESCRIPTIONS

FRONT OF HOUSE

LOBBY SET-UP, FRONT OF HOUSE SUPPORT & INFORMATION DESK

- Set-up and maintain reception table (replenish flyers and brochures, arrange and water flowers and ferns, disseminate festival info, etc.)
- Ensure banners are displayed and sponsor/donor signage is up
- Assist Front of House Staff as needed
- Assemble, stuff and distribute programs
- Show patrons to their seats (ushering)
- Prepare and post signage throughout venue
- Distribute newsletters and surveys to festival patrons
- Set up table and chairs in lobbies as needed
- Set up media desk with Press Kits and signage
- Organize and set-up the information desk in the lobby
- Provide information and answer or redirect questions from the general public, donors, sponsors and Festival pass holders and fellow volunteers

TICKET PICK UP DESK

- Obtain paid and comp tickets from box office
- Ensure all tickets are alphabetized correctly by last name
- Set-up two rows of ticket pick ups for ease of pick up for patrons
- Assist with box office as required
- Liaise with Festival Coordinator for periodic updates

REFRESHMENTS TABLE & MERCHANDISE SALES

- Set up, manage inventory and reconcile stock to sales in refreshment booth
- Sell refreshments prior to concert and at intermission
- Advise Festival coordinator of items to be restocked
- Manage inventory for CD sales and bags including reconciling sales to inventory
- Update inventory sheet and balance float and cash sales at the end of all shifts

PUBLIC GREETERS & TRAFFIC DIRECTORS

- Greet concertgoers at the front and back doors of the building before Festival events
- Ensure smooth flow of traffic throughout lobby by directing concertgoers to appropriate line-ups / tables
- Answer or redirect questions and generally *be an ambassador of Toronto Summer Music*

SPECIAL EVENTS

- Assist with invitation preparation, mailing and RSVP follow-up for special events and receptions during the Festival
- Assist with execution of these events

MARKETING/PROMOTION

- Assist with the distribution of promotional material
- Assist with the administering of a patron survey
- Academy mailings in November 2010
- Festival brochure mailing in March 2011

ADMINISTRATIVE SUPPORT

- Assist with office work before, during, and after the festival, including preparation of mailings
- Assemble welcome packages, filing, data entry, telephone follow up calls
- Assist with phone campaign for groups sales
- Assists with brochure distribution throughout downtown to retail and arts organizations

ACADEMY SUPPORT

- Assist the Academy Coordinator with preparation for master classes
- Assists the Academy Coordinator with including data processing, welcome package assembly
- Assist with set up of Sunday student concert receptions
- Assist with set up of twice-weekly Emerging Artists concerts

TRANSPORTATION

- Pick up and deliver supplies as required, including occasional transportation of all artists within downtown Toronto