



Volunteer *Mini* - Handbook for Preview Dinners

Thank you for volunteering to be a representative of the Guilds of The Santa Fe Opera and an ambassador of the Opera. Without you, the Guilds would not be able to host our largest fundraiser - The Preview Dinners. By giving so generously of your time, skills and effort, you contribute to our on-going mission of supporting the activities of The Santa Fe Opera.

The purpose of this Handbook is to develop consistent practices by which all involved in Preview Dinners understand the expectations, roles and responsibilities of each volunteer involved. Please be part of our success by adhering to all standards presented in this handbook and by welcoming our guests to the Dapples Pavilion of The Santa Fe Opera.

What are Preview Dinners? Preview Dinners are a special offering of The Santa Fe Opera. They are often the beginning of a unique experience for our opera-going public; they set the tone for the entire evening. The Preview Dinner provides not only excellent food and drink, but also heightens appreciation of the anticipated performance by shaping expectations and providing informative insights into the opera itself. You can feel the excitement in the air as our diners head toward the Crosby Theatre after the Preview Dinner event. This year there are 36 Dinners. How fortunate we are to be able to contribute to this delightful opera evening!

The Hosting Team: The team consists of seven people — a *TRAINED* Captain and six qualified volunteers plus two alternates.

The Preview Dinner Roles: consists of the following:

- Captain - to lead the volunteer team, to make all announcements and to work with The Santa Fe Opera Staff Representative.
- Volunteers - to host the dinner and to be the ambassadors of the Guilds and the Opera.
- SFO Staff Representatives - to check in people, assist with emergencies and escalated situations and checks on availability of performance tickets.
- SFO Staff Liaison - to facilitate and to insure the overall quality of the Preview Dinner Experience including the restaurant and the bar



Duties/Responsibilities of Volunteer Team Members

- Your professional appearance is essential. Please dress appropriately. (Business Casual or Cocktail attire is expected.)
- It is **crucial** for you to arrive on time and to be prepared to work.
- Wear your badge or pre-printed name tag so guests can see your name and the guild you represent.
- Place printed Guild Brochures, calendars and other promotional materials on each table, as directed by the Captain.
- Seat individual parties quickly and graciously (begin from the back area close to the bar). Patrons with disabilities may need to be seated close to the doors to the buffet line.
- Please use the evening table chart to seat assigned guests.
- Embody the ambassadorial role. This is an opportunity to introduce yourself and your guild. Familiarize guests with the Pavilion (restrooms, buffet, bar, rehearsal halls, etc.).
- Refer questions about food, drink or assigned table arrangements, to an SFO Staff Representative.
- If you receive a specific assignment from the Captain, please accept it and carry it out joyfully. You are working as a team.
- If a table requests additional wine, ask the bartender to deliver it.
- At the conclusion of the dinner, pick up all unmussed literature and table signs. Store them in the back closet.
- Check with the Captain and the SFO Staff Representative before you leave.

*Enjoy your evening and the volunteer experience!
Thank you for your involvement and support.*

Timelines Because the opera performance begins at two different times during the season, we have listed two **DIFFERENT** timelines. Please take note of the date and time of your hosting responsibility.

2016 Schedule

From July 2 to July 30	From August 1 to August 27
Captains report at 5:15 pm	Captains report at 4:45 pm
Volunteers report to work at 5:30 pm	Volunteers report to work at 5:00 pm
Guests arrive at 6:00 pm	Guests arrive at 5:30 pm
Buffet line opens at 6:30 pm	Buffet line opens at 6:00 pm
Introduce speaker at 7:15 pm	Introduce speaker at 6:45 pm
Event concludes at 7:40 pm	Event concludes at 7:10 pm
Guests depart for the opera	Guests depart for the opera
Opera begins 8:30 pm	Opera begins 8:00 pm

Emergency Telephone Number

If you should experience an emergency as you drive to the Opera and you need to contact someone at the Opera, call **505-986-5961**. You will reach the box office. Explain the emergency and ask that your message be delivered to the person in charge at the Dapples Pavilion.

In case of emergency: Stay Calm. follow instructions of the SFO Staff Representative. If you encounter an accident, stay with the person. Offer comfort and reassurance. Immediately send someone to notify the SFO Staff Representative, who has been trained in handling medical emergencies.

Is photography allowed? Yes, except during performances. rev16