

Preview Dinner – Changes for 2016

(As a result of meeting with the Opera, the following changes will be instituted for the 2016 Season)

- All dinners require **1 Captain and 6 volunteers + 2 substitutes**. (This is an additional volunteer who will be at the dinner.)
- With the extra person, if we are asked by the Staff Person to do **the check-in**, we should have enough people to seat our guests.
- Patron comments about food or wine, need to be communicated to the Staff Person. The Staff Person is poised to handle every issues at the time it occurs.
- If the Captain or any volunteer receives feedback (positive or critical) about any facet of the dinner, that should be mentioned to the staff person at the end of the dinner so that it can be included in the nightly information that the Staff Person records.
- **Please enter the Opera Grounds through the Main Gate and park in the upper** lot and walk down to the Cantina to host the Preview Dinners.
- **Signs** will only be placed on assigned tables, this year. As usual, please note where these tables are so you can seat the appropriate parties at the assigned tables.
- **Name Badges:** Captains are to continue to create name tags, as we did last year **BUT** you will find in the back closet plastic holders for the name tags. Place the name tags in the plastic holders and distribute the tags and holders to your volunteers. At the end of the evening, please discard the name tags and return the plastic holders to the back closet for use by the next set of volunteers.
- **Unoccupied table settings and seats after people line up for the buffet:** We are suggesting that the following process be used to handle the concern: PRIOR to Opening the Buffet, appoint 2 or 3 of the volunteers walk around and note which tables have empty seats. MAKE NOTES. (You may want to assign one person to note where the single places are and another person to note where there are two or more

empty places.) Once the buffet is open, it is hard to remember if notes aren't taken. Please do not put anything on the tablecloths or use any physical additions to the tables. If we remember to jot down where there are open seats, if people come late, we will know where to seat them.

- We will continue to **form two lines** for the buffet and we will continue to guide people so that these lines do not snake between the tables. This worked well last year.
- With the exception of the Opening Night of *Cold Mountain*, the Opera was able to **offer either seats or standing room** to our volunteers. Every effort will be made to continue to accommodate us on performance evenings, however, there may be exceptions when the whole house and standing room are sold out. We would ask your understanding. What a tribute to the success of The Santa Fe Opera!
- **Evaluations:** Last year all the Captains did a wonderful job with completing the evaluations. We are modifying the questions this year and we ask everyone to focus on what we can do to improve our service in the upcoming years. The Evaluation Forms can be Downloaded from the GI Website: <http://www.guildsofsfo.org/Guilds-Inc.Documents>
- **NEW CAPTAIN TRAINING:** We will offer training to new Captains, volunteers and/or Coordinators and to any Captain who would like a refresher. Please send me the name and contact information for anyone who has volunteered previously and who would like to be a Captain this year. **In 2017, the Preview Dinner Coordinators will be responsible for training new Captains. In anticipation of this new responsibility, if any Coordinators would like to join the training, you are welcome to come. Just let me know, so I have materials ready.**

I will offer the training on these two dates and times.

- **June 4th** at The Santa Fe Opera at the Cantina at 10:30am
- **June 11th** at The Santa Fe Opera at the Cantina at 2:00 pm

So that I will know whom to expect, please send me by **May 18th** the names and contact information for anyone who will be coming to the training. If there is a conflict, please give me a call so we can make alternate arrangements. Thank you.