



## Volunteer Information Sheet

**Where:** Jones Hall Lobby, 615 Louisiana Street

**When:** Every Houston Symphony performance!

**Why:** To support the Houston Symphony! The Houston Symphony Store is a project of the Houston Symphony League and staffed by volunteers. All proceeds from the store benefit the Houston Symphony and its Education and Community Engagement programs.

**Expectations:**

- Arrive 1 ½ hours prior to the performance and stay approximately 20-30 minutes after the conclusion of the concert. The store opens one hour prior to the concert and at intermission and after the performance.
- Wear appropriate clothing – no jeans, shorts, tennis shoes or t-shirts!
- Volunteers greet and interact with patrons as they enter the store and browse merchandise.
- Remember this is a retail establishment: Smile and refrain from activities such as reading the program or using your cell phone while at the store.
- Using iPads, volunteers complete credit card and cash sales
- Performances featuring guest artists may require additional duties, such as line management
- If you are unable to work your shift it is your responsibility to notify the Store Chairs ASAP and do your best to find a replacement. A list of store volunteers will be provided to each volunteer for this purpose.
- Only volunteer for shifts you intend to work – Your presence is expected if you are on the schedule and a no show may result in your removal from the schedule for one or more future performances.
- Training is required prior to working in the store.
- Store communication will be made primarily through email. If this is not convenient for you then you may wish to find a “buddy” that can share information with you.

As a “Thank you!” for your service, each volunteer will receive a ticket to the performance for which they work. The symphony and League appreciate your time and effort!

**For more information contact:**

Julie Erickson, HSL Store Chair: [hslstorevols@gmail.com](mailto:hslstorevols@gmail.com)