Juneau Jazz & Classics Volunteer Job Description

Ticket Taker

COVID-19 PROTOCOLS:

· Wear a face mask/covering.

· Do not show up if you are showing any symptoms.

· Do not show up if you have been in close contact with someone who tested positive for COVID-19.

· Respect 6 feet social distancing measures.

Your job is to take the stub for the tickets for this event from each concert goer, so that only people with tickets are allowed in, and so that we have an accurate count of the number of people attending the concert. We will ask the ticket takers and program ushers to share the task of watching the door during the concert. If everyone chips in, the time spent at the door should be minimal. We will present you with a schedule at the event.

• Stand to one side of the doors. The House Manager will let you know when it is time to open the doors, usually 30 minutes prior to concert time.

• Presto Pass cardholders will form a special line next to a sign that says “Presto Pass.” All Presto Pass cardholders will enter first.

• Take the square end stub from the tickets as concert goers give them to you, return the large end to the person, and **keep the smaller square portion of the stub**.

• All tickets sold at the door will already have the stub removed. Just flag the ticket holder in. The ticket sellers will give you their stubs once they have reconciled their till.

• Staple the stubs in groups of 10 by category (General, Student/Senior, Comp) Put the stubs in the concert envelope, which the House Manager will have. Note on the outside of the envelope how many of each category of tickets. This is VERY important as sometimes we pay artists based on attendance.

• During intermission, stay by the door. You don't need to check stubs: Usually just your presence there is enough to prevent folks from entering without tickets.

Be alert for:

• If you are working at an event where alcohol is sold, you will be asked to familiarize yourself with the Juneau Jazz & Classics alcohol policy. Please alert the House Manager of any patrons, or non-patrons, that appear intoxicated.

• Keep an eye on the Ticket Sellers and Concessions Sellers. If they get swamped, one of the ticket takers can step in and help. Just close one half of the door, so everyone enters by going past a Ticket Taker.

• Prior to the concert, you can help the House Manager by checking the condition of the concert hall, making sure it is tidy, if we need to open or close windows, etc.

• At the end of the concert, help the concession folks do their final counts and pack up and load out.

**Thank you for volunteering to do this. We really appreciate your help!**

If there is any way that we can make this job easier, please let us know.