

**WSMA SOLO & ENSEMBLE FESTIVAL  
UW OSHKOSH**

Name:

Assignment: INFO T-SHIRTS

Shift: AM PM ALL-DAY

## **VOLUNTEER MEMO: INFORMATION DESK**

**Thank you** for volunteering to work at this year's Solo & Ensemble Festival. Your presence and generosity enable us to host this exciting statewide event.

**Please note the following directions:**

**Check in at the festival headquarters (Music Resource Center, N235) by 7:00 a.m. (morning shift) and 12:00 p.m. (afternoon shift). Verify your work assignment since last minute changes may be made.** You will receive a festival t-shirt which you may wear during the day. Please also wear a nametag, which will be provided. This helps others in identifying staff members/volunteers, and is your lunch ticket.

All **INFORMATION DESK** volunteers please collect your box of materials in the Festival Headquarters (Music Resource Center) as soon as you arrive at 7 AM and take them to your assigned tables in AC Lobby or Swart Lobby. (Any heavy items will already be at your table.)

You will have the following items:

- A TWO-WAY RADIO for communicating with the headquarters or other festival personnel.
- One or more notebooks with festival performers listed ALPHABETICALLY BY SCHOOL and IN ORDER BY SITE.
- A CASH BOX—for program and t-shirt sales.
- Printed Festival PROGRAMS for sale @ \$1.00 each
- Festival T-SHIRTS for sale @ \$15.00 each.
- Other items like maps, guides, signs, tape, and markers for use as needed.

If you have an iPad, laptop, or similar device you can use the searchable online database to give site information:  
[wsmamusic.org/festivals/state/oshkosh/schedule](http://wsmamusic.org/festivals/state/oshkosh/schedule)

Your job is to answer questions and guide students, parents, and directors. One person will also be designated to sell T-Shirts. It is also your responsibility to monitor noise and congestion in the lobby areas (and music hall), to report problems to headquarters.

**Here are the answers to some common questions you may encounter:**

Ratings will be posted in the AC North 2nd Floor Hallway (above lobby) and in the Swart 1st Floor Hallway.

Ratings typically take 30-90 minutes to be posted, after comment sheets are collected, processed, and entered.

Directors may see comment sheets in the Festival Headquarters, but may not take them until all events from the school are processed. Parents and students may not see sheets until their director gives them out.

Ratings will also be posted in a searchable database at the WSMA website by late Saturday evening: [www.wsmamusic.com](http://www.wsmamusic.com)

Basic First Aid is available in the Festival Headquarters. For emergency dial 911 immediately or inform headquarters.

Lost and Found items may be taken to the Festival Headquarters.

T-shirts, programs, food service, and instrument repair will be available in the lobby of Music Hall.

There is no copy machine available to students in the A/C and we can't make copies of music. There are coin copiers at Polk Library and the Reeve Union "Copy This."

There is ramp access to Swart in the rear of the building, and A/C near the lobby doors. Both buildings have elevators.

There is a freight elevator near the rear loading dock of the AC which can be used to move percussion equipment to the basement sites (including the music hall stage).

If a student or accompanist is late for a scheduled performance, or a schedule change needs to be made, the student and/or director should tell this to room manager at the site. Schedule changes within a site are permissible. Site changes are only permissible when the adjudicators agree.

**Students working in the morning or the entire day** are welcome to have lunch in the Festival Headquarters (music resource center). **Faculty volunteers** are invited to have lunch with adjudicators in AC N211. Morning and afternoon info desk shifts will need to take turns eating lunch so that the desk remains staffed during the lunch break.

**Your attention and friendliness** throughout the day will mean so much to the student performers, parents, directors and judges. We want to make this festival a positive experience for everyone. Please be professional and courteous. If you have any questions, please see Dr. Liske.

Again, thank you for your invaluable assistance.

Dr. Liske  
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