



## **SHOW VOLUNTEER HANDBOOK 2023**

### **Welcome New Volunteer!**

**Most of your training will happen on the job, however, it is very important that you read this entire handbook to ensure you are set up for success when volunteering for your first show at Blue Ocean. Once completed, please sign the form on the last page indicating you have read the handbook, and bring the form with you to your first shift.**

**We will be happy to answer questions and go over any items with you. Thank you for signing up to join the Blue Ocean Volunteer Team!**

#### **Blue Ocean Music Hall Address/Email:**

4 Oceanfront North, Salisbury, Massachusetts 01952

Email: [info@blueoceanhall.com](mailto:info@blueoceanhall.com)

#### ***Venue General Manager, Managing Director of Atlantic Hospitality Group, LLC:***

Kathy Aiello at [kaellido@atlantichg.com](mailto:kaellido@atlantichg.com)

#### ***Box Office Manager:***

Sue Sirois at [ssirois@atlantichg.com](mailto:ssirois@atlantichg.com)

#### ***Volunteer Manager:***

Reggie Lockwood at [blueoceanvolunteers@gmail.com](mailto:blueoceanvolunteers@gmail.com)

## **VOLUNTEER SERVICE PHILOSOPHY AND GOALS**

Welcome to Event Volunteer Services at Blue Ocean Music Hall! Your goal and the goal of the venue is to provide high quality event customer service, and orderly and helpful entry to shows to ensure our guests have an enjoyable entertainment experience each time they visit.

Event volunteers play a vital role at Blue Ocean Music Hall. You represent the venue in all of your interactions with patrons, therefore, your knowledge, appearance, attitude and behavior are important in setting the tone for a positive guest experience.

As a venue volunteer team member, you will be expected to maintain a high degree of professionalism and handle a wide range of questions in a calm, courteous, and respectful manner. Guests will seek you out to assist in solving problems—many routines and some more complex. Your knowledge of the venue, and staying up to date on show information, are important in providing guidance and correct responses.

This manual has been prepared to assist you in understanding what is expected of you. If at any time you have any questions, please be sure to ask for clarification.

***We look forward to working with you and thank you for volunteering!***

## **ABOUT BLUE OCEAN MUSIC HALL**

Opened in November 2009, and heralded as one of the best intimate live music venues on Boston's North Shore, Blue Ocean Music Hall on Salisbury Beach is a state-of-the-art oceanfront concert facility that showcases top national and regional bands, solo artists, stand up comedy and more. In 14 years since opening, Blue Ocean Music Hall has presented more than 1,000 shows and hosted 300,000+ patrons for first class performances by musicians in many genres from rock and R&B to pop and country, as well as comedy shows.

## **BLUE OCEAN MUSIC HALL AT A GLANCE**

- **FIRST CONCERT:** November 7, 2009 featuring Little River Band
- **CAPACITY:** 500 seated, 750 standing room only
- **SOUND:** State of the art Meyer Line Array system
- **SIGHT LINES:** All seats within 50 feet of stage
- **ATMOSPHERE:** Intimate oceanfront venue, up close live music experience
- **AMENITIES:** Two full bars—table and walk-up service, nearby parking, wheelchair accessible, air conditioning/heat
- **SHOWS:** Presenting up to 100 shows annually with national headlining bands, solo artists, comedians, tribute acts and more.

- **LOCATION:** On the seacoast, less than 1 hour from Boston MA and Portland ME, off I-95/I495
- **AWARDS:** Best Live Music Venue on Boston's North Shore
- **WHO'S PLAYED HERE:** .38 Special, America, Brandi Carlile, Marc Cohn, Blue Oyster Cult, Brothers Osborne, Colin Hay, Dave Mason, David Gray, Dispatch, Edwin McCain, Gin Blossoms, Granger Smith, Southside Johnny, The Outlaws, Peter Wolf, Todd Rundgren, Comedians Bob Marley, Juston McKinney, and Lenny Clarke, national high-quality tribute bands, and more!

### **RICH HISTORY OF LIVE MUSIC AT SALISBURY BEACH**

From the 1930s Ocean Echo Dance Pavilion to the 1940s live music venue, The Frolics, Salisbury Beach has long been a popular destination for live music. Big name acts of the time such as Glenn Miller, Duke Ellington, Ella Fitzgerald, Louis Armstrong, Frank Sinatra, Tony Bennett, Liberace, Paul Anka and Johnny Mathis, through to James Brown, Aerosmith, Marshall Tucker, The Fools and many more performed at The Frolics. With a capacity of 1,250, the cabaret style venue located just south of today's Blue Ocean Music Hall, was the largest nightspot on the New England coast in the 1950s through the 1980s.

As part of efforts to revitalize Salisbury Beach in 2009, Blue Ocean Music Hall launched a new year-round, state-of-the-art concert venue inside the former Pavilion building that marked the return of live entertainment to Boston's North Shore beach destination. Having presented more than 1,000 shows since opening 14 years ago, award winning Blue Ocean Music Hall continues the tradition of hosting national acts, comedy and entertainment at the ocean's edge.

### **STAYING UP TO DATE ON WHAT'S HAPPENING AT BLUE OCEAN**

To stay informed on Blue Ocean shows and information, we provide the following resources:

- **Weekly Venue Email** – Use this link to sign up for our weekly eblast where we announce new shows and provide important information to subscribers: <https://bit.ly/3JVBSf1>
- **Social Media** – Follow us on Facebook and Instagram for the most up-to-date event information and announcements: <https://linktr.ee/blueoceanmusichall>
- **Website** – Visit our website regularly to learn more about each performance: [www.blueoceanhall.com](http://www.blueoceanhall.com)

## **VOLUNTEER COMMITMENT AND SCHEDULING:**

### **MONTHLY COMMITMENT:**

By signing up to volunteer, we ask that you be available and willing to volunteer for at least two shows and approximately 8 hours per month. Blue Ocean relies on volunteers to ensure we have enough knowledgeable people available to assist patrons at each show.

### **VOLUNTEER SCHEDULING:**

- Volunteers are scheduled by Volunteer Coordinator Reggie Lockwood. Reggie's email is: [blueoceanvolunteers@gmail.com](mailto:blueoceanvolunteers@gmail.com).
- The Volunteer Coordinator determines volunteer staffing levels for each show and sends out a monthly email requesting volunteers for upcoming shows.
- Volunteers will receive an email confirming the shows you have been assigned to.

### **VOLUNTEER SHIFT CANCELLATIONS/NOTIFICATIONS:**

- If you sign up to volunteer for a show, we are counting on you to be here! We understand that there are circumstances beyond your control that could preclude you from being here, such as illness. Please let Reggie know via email as soon as possible before a show if you cannot be here. If you must cancel on the day of a show, please also call the box office and leave a message at 978-452-5888. We will do our best to find a replacement for your shift as we carefully schedule a certain number of volunteers that are needed for each show.
- If we cancel a show due to weather or other unforeseen circumstances, we will notify you as soon as we know via email.

### **VOLUNTEER ARRIVAL AND DEPARTURE TIMES FOR EACH SHOW:**

- **ARRIVAL TIME:** 45 minutes before doors for a show. For most shows, doors open at 7:00PM. Volunteers should arrive no later than 6:15PM.
- **VOLUNTEER TIME EXPECTATION:** Volunteers must be able to stay, at a minimum, through show intermission, which is typically around 9:30PM-10:00PM. Most shows end by 10:30PM-11:00PM.

## **VOLUNTEER EXPECTATIONS DURING EACH SHOW:**

***WHAT TO DO ONCE YOU ARRIVE/WHEN DOORS OPEN/DURING THE SHOW: Please read below and see the checklist at the end of this document as a quick reference.***

### **WHEN YOU ARRIVE:**

- **Check in with the Box Office Manager and stowe your belongings in the box office.** The Music Hall does not have lockers, however, we do have coat hooks and a cabinet where you can store small personal belongings in the Box Office. We recommend leaving valuables in your vehicle as we cannot be held responsible for any theft or misplaced items.
- **Put on an Event Staff Volunteer lanyard and wear it throughout your shift.** Lanyards are stored in the box office cabinet and identify you as someone who is available to assist guests with questions.
- **Pick up a flashlight (or bring your own).** Flashlights assist with reading table numbers on guest tickets and guiding patrons to tables, particularly once the show has started and the lights are turned down—it can get pretty dark!
- **Pick up a seating map in the box office (if you are assigned as a seating assistant).** Make sure you know the location of the table numbers to be able to quickly and efficiently direct guests to their assigned table numbers. **PLEASE NOTE:** While seats at tables may be numbered on tickets, that is just a Ticketmaster counting process for the amount of seats sold at each table. Seat numbers are not present on chairs and are not assigned at tables. Seating at table is on a first-come, first-served basis.
- **Attend the pre-show meeting.** You will be assigned a section to assist with guest seating and monitoring for safety issues. We will also provide information about the show--set times, intermission time, and whether or not there is a pre- or post-show meet and greet, as well as where the meet and greet will take place.
- **Turn off the ringer and alarms on your phone.** You may keep your cell phone on your person while volunteering in the Music Hall, however, we ask that you do not use your cell phone in front of patrons or while performing your duties.

Many of our volunteers ask if there is anything they can do to assist staff in preparing the venue for a show. Some options are listed below that we may ask for help with:

- **Take a walk through the venue.** Check table number for accuracy, ensure there are six seats per table. Assist with placing show schedules and beverage menus on each table.
- **Check the bathrooms.** Take a walk through the bathrooms to ensure we have adequate supplies stocked for the show. Check toilet paper, paper towel and soap dispensers. Let the house manager know and assist with stocking product.

- **Assist with other set up as needed.** At times, the venue manager or box office manager, may ask for assistance with general set up or getting needed supplies.

#### **WHEN DOORS OPEN:**

- **Be present.** Please resist being distracted and engaging in lengthy conversations with patrons or other volunteers. It's important to be alert to what is happening around you and with patrons so that you can assist where and when needed.
- **Stay in your assigned section.** We need volunteers to be available to direct guests in each designated area, even once the show has begun. Oftentimes, we have late arrivals, or patrons who choose to skip seeing the opening act, and arrive during intermission for the headliner. Blue Ocean continues to seat guests throughout all performance times.
- **Assist guests with seating at the correct table number.** Sometimes a group may sit at the wrong table number. Check the tickets of the arriving group, or a
- **Direct patrons to the box office for assistance with seating issues.** If there is a guest seating situation, please direct the patron to the box office if the issue cannot be easily rectified by you.
- **Notify security and the general manager of an escalating situation with a patron.** It is rare, but at times you may need to involve a security team member if a guest is in distress, has a medical issue, or there is a confrontational situation. Please do not put yourself in the middle of a heated guest dispute. Get help!

#### **DURING THE SHOW:**

- **Remain in your section.** Be available for guest questions or concerns. Stand where you are not blocking a patrons view of the stage.
- **Keep your eyes and ears open.** If you see a situation with a patron that needs intervention – an unruly or loud guest, words between patrons, a guest in distress, a guest with nips or outside alcoholic beverage bottles, please immediately notify a security team member and let the General Manager know what is happening.
- **Assist with guest questions throughout the show.** Often, patrons will ask what time the show ends, where the bathrooms are, if there is a smoking section, etc. Please be helpful in providing information or direct the patron to the box office if you do not know the answer.
- **Help us maintain a clean environment.** If you see a spill, let the staff know so that clean up can be prompt. If you see trash or drink cups on a railing or the floor, please pick up the debris and place in a trash receptacle. If the restrooms need toilet paper, soap or paper towel replenishment, or there is a maintenance issue, please inform the Box Office Manager and assist where needed or to the degree you are comfortable doing so.

## **VOLUNTEER POSITIONS:**

More comprehensive job descriptions and helpful tips for each job are provided later on in this manual. Below are brief outlines of the Music Hall's volunteer positions:

- **Lobby Greeter** – assist guests with opening their tickets on their phones, directing to a line for ticket scanning, and answering questions about the venue – such as where the restrooms are located, where they can buy a drink or smoke, what time the show ends, who the opener is, etc.
- **Ticket Scanner** – use handheld device to scan barcodes on tickets and cell phones
- **Usher/Seating Assistant** – assist guests with locating their table
- **Merchandise Sales Representative** – handle cash transactions and sell artist merchandise in designated area. Count merchandise prior to on-sale and at conclusion of sale. **PLEASE NOTE:** A volunteer agreeing to fulfilling this role on the night of a show must stay until all guests have departed and any merch counter meet and greets or signings have ended, and items are counted with the band's representative.

## **VOLUNTEER DRESS CODE:**

A clean and neat appearance is required as you represent the face of the Music Hall to our patrons. While Blue Ocean does not provide a uniform, we have a few specific guidelines for attire provided below:

- **CLOTHING ATTIRE:**
  - Clean, neatly pressed clothing.
    - Jeans are permitted. Please, no ripped jeans!
    - Sleeveless shirts and shorts are NOT allowed.
- **SHOES:**
  - Close-toed shoes and sneakers are required.
  - Open-toed shoes/sandals are NOT permitted for safety reasons.
- **OTHER PERSONAL ITEMS:**
  - No politically-charged or religious oriented pins, hats, scarves or other attire representing a personal viewpoint on an issue.
  - No excessive or explicit jewelry.
  - No visible/exposed tattoos that are offensive or use profanity.
  - No chewing gum.

## **VOLUNTEER PARKING:**

- Blue Ocean Music Hall makes every effort to provide free parking close-by for volunteers. Due to building events, parking in the Blue Ocean Event Center lot is not

always possible. AHG has two free employee parking lots located within two blocks/walking distance of the venue. The Volunteer Coordinator will provide you with a map showing the location of all nearby lots.

## **TIPS FOR POSITIVE GUEST RELATIONS**

Blue Ocean Music Hall places a great deal of value on guest relations, and we repeatedly receive wonderful compliments about our staff and volunteers. Positive experiences = return patrons. Listed below are some of the fundamental aspects of positive guest relations which must be followed by volunteers at all times:

- Remember that our guests' enjoyment and experience is our first priority.
- Always be courteous, greet guests with a smile and welcome them to Blue Ocean
- Take the initiative and make the first move. Do not be afraid to approach a guest and ask if they need assistance.
- Please use the "magic" words and phrases as often as possible: Please; Thank You; Welcome; Enjoy the event; How may I assist you?
- Make sure that you are attentive to our guests' needs, making every effort to assist them.
- If a guest has a question, take the time to answer it. If you cannot answer it, please direct the patron to the Box Office.
- NEVER be negative towards guests, regardless of the circumstances. Retain your composure and remain calm even when someone is being disrespectful toward you. Always politely refer an unruly guest to the box office and remove yourself from the conversation or issue.
- Keep in mind that your posture and facial expressions play a large role in how you are perceived.
- Never let your mood interfere with the proper and professional delivery of service.
- Be honest and sincere when dealing with the public.
- Be aware of all the policies and procedures of our facility, so you are a well informed and valuable resource for our guests.
- Do not discuss personal or work-related problems with or in the presence of our guests.
- Treat all of our guests the same way you would want to be treated!



## GENERAL VOLUNTEER GUIDELINES

### GUEST COMPLAINTS:

- **HANDLING IRATE GUESTS AND GUEST COMPLAINTS – VERY IMPORTANT!**

**Volunteers should not attempt to handle irate patrons.** All irate guests should be directed to the Venue General Manager or Box Office Manager. Please do the following:

- Listen to the guest.
- Politely direct the guest to the box office or ask them to step aside and you will get a manager.
- Locate a manager and inform the manager as to the exact nature of the complaint.
- Always handle issues quietly and out of ear/sight of other patrons.
- **Do not answer questions with speculation and do not promise anything.**

### PHYSICAL CONTACT WITH GUESTS:

- Treat all guests with respect and dignity that is free of inappropriate behavior, including discrimination and harassment.
- Volunteers are to refrain from physical contact with Music Hall patrons including patting them on the back, holding or touching arms, etc.

### GUEST ETIQUETTE AND SAFETY:

- Keep a watchful eye out for the safety of our guests. If you see or witness suspicious activity or erratic guest behavior, please alert the Venue General Manager, Security and/or the Box Office Manager. **Do not handle the situation on your own.**
- Do not argue with or show anger toward a guest under any circumstances.
- It is important to remember that most individuals will respect you if you respect them. Never approach an individual in a confrontative or argumentative manner. It is better to keep your voice low and quiet to assist in calming the guest. Direct the issue to the Venue General Manager or the Box Office Manager for resolution.
- Never hold belongings for a guest.
- Do not flirt with or make dates with any guests while wearing a Blue Ocean Event Staff lanyard. This kind of behavior is not professional and is not in keeping with the image of Blue Ocean Music Hall.
- Bring any guest complaint to the attention of the Venue General Manager or Box Office Manager, depending upon the nature of the issue. Complaints will be handled accordingly at the management level only.

- If you witness a medical or security incident happening, or an accident inside the venue—e.g. patron falls/is hit by equipment, please alert the Venue General Manager, Box Office Manager or member of the Security team.

## **EMERGENCY EVACUATION PROCEDURES:**

- **If the fire alarm sounds in the Music Hall, ALL STAFF, VOLUNTEERS AND GUESTS MUST EXIT THE VENUE** immediately.
- Do not stop to get jackets, pocketbooks, etc.
- Here are some guidelines to follow:
  - Remain calm.
  - Assist in directing guests to the nearest emergency exit.
  - Open the exit door nearest to you and put down the door stopper for ease of exit by patrons (if the stopper is not already in the down position).
  - If you are asked if there is a real fire or emergency, please simply answer that you do not know. By fire code we are mandated to evacuate the building no matter the circumstance.
  - Once outside, please help us guide patrons down the stairs and into the parking lot. For safety reasons, patrons cannot remain on the walkway area outside of the building.
  - Volunteers should assemble near the bottom of the handicapped accessibility ramp so that we can be certain that all volunteers are accounted for.
  - Patrons and staff will be allowed to return to the building and the show will resume if the fire department completes a search of the entire venue and determines that it is safe for occupancy.

## **VOLUNTEER CODE OF CONDUCT -- DO'S AND DON'TS:**

- **To foster a good working relationship between volunteers and to demonstrate respectful team spirit, please do not order a fellow volunteer around.** If you are concerned about how a volunteer is behaving or performing their duties, talk with the Venue GM. Do not take matters in your own hands!
- **Ask questions.** If you are unfamiliar with a task or you encounter a problem, seek assistance from the Box Office Manager or Venue GM.
- **Remain at your assigned post throughout your shift.**
- **Never approach or converse with a Blue Ocean performer while volunteering.** Being a volunteer does not give you access to artists. Staff engagement with artists is frowned upon by Tour Managers and artists and is a “no-no” in the industry. Please do not ask a

Tour Manager, Production Manager or any member of the venue or security staff for a favor to have an artist sign something, etc.

- **Never ask a Blue Ocean performer for an autograph while volunteering.**
  - PATRON REQUESTS: If a patron asks for you to get an item signed or make a request of the artist, simply tell the patron that you are not able to take any requests.
  - VOLUNTEER ACCESS TO ARTISTS: At the end of the evening, if there is a meet and greet, Volunteer Staff are to wait until the patrons have gone through the line and should get at the end of the line to meet an artist.
- **Never go back stage for any reason unless you are specifically asked to assist the Venue General Manager.**
- **Never go on the stage or touch sound or lighting equipment.**
- **Ask the Venue GM or Box Office Manager if it's okay to be inside the venue while a performer is in sound check.** Volunteer staff is to remain by box office area outside the entry doors until sound check is complete unless the GM says it's okay to listen in.
- **Do not consume beverages or food during the volunteer period.** Volunteers are welcome to enjoy beverages after their volunteer shift. No drink cups/bottles or cans should be out and visible during patron arrival to the venue or stored in the merchandise area or on the countertop. No food is to be consumed during a volunteer shift.
- **While wearing an Event Staff/Volunteer badge, alcohol consumption is not permitted.** You are representing the Venue and should conduct yourself in a professional manner as if you were a paid staff member.
- **Volunteers should not go inside the Blue Ocean Music Hall kitchen or storage areas.**
- **Check out, turn in your lanyard, and then enjoy the show!** When your services are no longer needed during a show, Show Volunteers should remove and return their event lanyard to the Box Office, and are welcome to enjoy the rest of show by standing in designated areas. Do not block other patrons, aisles or exits or stand next to the stage.
- **No outside guests, please.** Volunteers should not invite or bring outside guests or family members to join them at a show while volunteering or at the show after they have completed their volunteer duties.

## **TYPES OF TICKETS – RESERVED SEATS, THEATER STYLE SEATING, AND STANDING ROOM ONLY**

For each show, the price of the ticket varies and there are several seating plans. Blue Ocean sells seats at tables, theater style seats, and standing room only tickets.

Each patron ticket is marked as to whether it is a Reserved Seating or a General Admission/ Standing Room Only ticket.

- **RS = Reserved Seating.** Guests have purchased a ticket at a specified table number. The table number is listed on the top of the ticket. The tables are numbered, the seats are not. There are no seat assignments at tables; seats are first-come, first-served at tables and seats are not individually numbered at the tables.
- **GA/SRO = General Admission, Standing Room Only.** There are no tables and chairs available for a guest with this ticket type.
  - Standing Room Only patrons are allowed to stand in the area by the back bar for shows that have full reserved seating. Some standing is allowed near the curved wall.
  - For shows that are completely sold as Standing Room Only, patrons are able to stand wherever there is open space in the venue.
  - Patrons are not allowed to stand in areas where they will block the view of seated patrons.
  - Patrons are not allowed to stand in aisles. Aisles need to remain clear.
  - Patrons are not allowed to stand at the bars to block service.
  - Patrons are not allowed to stand in the VIP area for any show.

## **BLUE OCEAN MUSIC HALL PATRON VENUE POLICIES**

- **ITEMS PERMITTED INSIDE THE VENUE:**

- Small wristlet or handheld wallet, with or without handle or strap, that does not exceed 6.5" x 4.5"
- A clear plastic bag that does not exceed 12" x 12" x 6"
- Drinks purchased from Seaglass Restaurant ONLY

- **PROHIBITED ITEMS:**

The following items are not allowed inside Blue Ocean:

- Backpacks, totes and large handbags
- Outside food and beverages
- Weapons
- Noise makers
- Illegal substances
- Animals that are officially designated to assist guests with special needs
- Containers
- Inflatable items

- Laser pointers
- Banners/large posters or signs
- Professional cameras: If a patron is not on a pre-approved list from the artist or venue to receive a Press Pass, there is no camera equipment allowed in the Music Hall. Please direct anyone with camera equipment to the Box Office.
- **PATRON DRESS CODE:** All guests must wear shirts and shoes.
- **PATRON CONDUCT:** Disturbing the artist or other guests will be asked to leave the Music Hall by the Venue GM or Security.
- **NO RE-ENTRY:** There is no re-entry once a guest has been admitted to the venue.
  - If a guest has an emergency need, please send them to the Box Office to make a re-entry request.
  - If a guest wishes to go Seaglass or the Gift Shop, please have them go to the Box Office to obtain permission.
- **CELL PHONE USE:** Guests are requested to turn off the ringer on cell phones during performances and refrain from cell phone use inside the venue.
- **ALCOHOL CONSUMPTION:** Patrons must be at least 21 years of age and present a valid Driver's License, U.S. Passport or Military ID. Other ID cards, paper or duplicate licenses, expired or damaged driver's licenses, and driver's licenses which do not have photos will not be accepted.
- **SMOKING:** Smoking is not allowed in the Music Hall. There is a small outdoor secured smoking section that is only accessible through one designated door that can be accessed to the right of the front bar by the Men's Room.
- **INSPECTIONS:** Guests are subject to bag searches by security personnel when entering Blue Ocean Music Hall.
- **PHOTOGRAPHY:** Cell phone photographs without a flash are allowed for most shows. Cameras, and audio and video recording devices are not permitted. Anyone showing a personal press pass must come to the Box Office to check in and the Box Office Manager or Venue GM will determine if a Blue Ocean Music Hall press pass has been pre-approved for a particular show.

*These guidelines are subject to change without notice.*

## ON-SITE DINING OPTIONS

Satisfy your craving for great music and food with three unique dining options at and nearby the Blue Ocean Music Hall:

***Seaglass Restaurant*** – Breathtaking panoramic ocean views and award-winning cuisine featuring fresh seafood, fish, choice steaks and vegetarian/gluten-free selections. Located next door to the Music Hall. [www.SeaglassOceanside.com](http://www.SeaglassOceanside.com). For reservations, call 978.462.5800 or visit [www.OpenTable.com](http://www.OpenTable.com)

***Capri Seaside Italian Kitchen & Pizzeria*** – Authentic Italian cuisine an thin crust, crispy pizza, prepared with fresh, wholesome ingredients located across the street from the Blue Ocean Music Hall. [www.CapriSeaside.com](http://www.CapriSeaside.com) For reservations call 978.462.7543 or visit [www.OpenTable.com](http://www.OpenTable.com)

**In Summer Months – *SurfSide deck*.** Full menu featuring appetizers, salads, sandwiches and fried seafood/dinner entrees with a summer flare. Mid-May through Labor Day.

## PATRON PARKING

Blue Ocean Music Hall does not provide patron parking. Paid parking is available at nearby lots at various rates depending upon the season.

## FREQUENTLY ASKED QUESTIONS

### **What time do the doors and box office open on show nights?**

The Box Office and Music Hall doors usually open 60 minutes before show time unless otherwise noted on the schedule.

### **Do you serve food and alcoholic beverages inside the Music Hall?**

The Music Hall offers a full bar serving beer, liquor, wine and seltzers. Snacks offered are chips and salsa, and Blue Ocean's Rockin' Trail Mix. Full service dining is available next door at Seaglass Restaurant ([SeaglassOceanside.com](http://SeaglassOceanside.com)) or across the street at Capri Seaside Italian Kitchen & Pizzeria([CapriSeaside.com](http://CapriSeaside.com)); reservations are suggested.

### **Is the venue wheelchair accessible?**

The venue is wheelchair accessible and several handicapped parking spaces are available in the on-site parking lot. Guests should speak directly with the Box Office for seat selection at select tables prior to ordering tickets.

**What is the capacity of Blue Ocean Music Hall?**

The maximum number of seats is 480. To a sold out seated show, Blue Ocean often adds 75 Standing Room Only tickets. The maximum occupancy of the Music Hall is 750—a show with this capacity would be Standing Room only with no seating.

**Can I bring in my camera?**

No professional cameras are allowed.

**What is the policy on meet and greets with the artist?**

Some artists do provide a limited meet-and-greet opportunity that is available for purchase on-line when a patron purchases tickets. Other artists will come out to the venue merchandise area following the show to sign memorabilia. This differs for every show and every artist.

**What is the policy on delivering/accepting food or notes for the artist?**

Politely decline. Blue Ocean Music Hall does not deliver food items or notes with requests to the artist from the patrons.

**What is the age requirement? Can my child sit on my lap during a show?**

Most Blue Ocean Music Hall shows are “all ages” unless posted otherwise on the website. However, anyone under the age of 18 must be accompanied by a parent or guardian who is over the age of 21. When shows are “all ages,” it is up to the parent to decide what is appropriate for their children. EVERYONE, no matter what age, needs a ticket for shows at the venue.

**What is the Music Hall conduct policy?**

Out of respect for the artist and fellow music lovers, we ask that talking is kept to a minimum during the performance. Patrons who are talking loudly or in a disruptive manner to other guests or the artists performance will be approached by security and asked to quiet down. If security approaches the same patrons again, it will be to ask them to leave the venue.

**Is cigarette smoking, vaping or e-cigarettes allowed?**

There is no smoking inside Blue Ocean Music Hall. Cigarettes and e-cigarettes are allowed in the outside smoking area.

**Do you have a lost & found?**

Lost and found items are turned into the Box Office if recovered by staff at the end of a show. Patrons can email [info@blueoceanhall.com](mailto:info@blueoceanhall.com) and we'll do our best to see if the missing item was found or turned in.

**How can I sign-up to learn about upcoming shows at Blue Ocean Music Hall?** Sign up for our weekly e-blast *online at* [www.blueoceanhall.com](http://www.blueoceanhall.com). *Subscribers will be notified when shows go on pre-sale and have an opportunity to purchase the best seats in the house before they go on sale to the public.*

## **TICKETING FAQ's**

### **Do I have assigned seats at a table?**

Guests have purchased a ticket at a specified table number. The tables are numbered, the seats are not. There are no seat assignments at tables; seats are first-come, first-served at tables and are not individually numbered.

**I misplaced / didn't get my tickets / can't open the bar code up on my phone; what should I do?** Anyone who does not have their tickets, or is having difficulty opening their tickets on their phone should be sent to the Box Office for assistance. We will also train you and provide tips that you can use to assist patrons with accessing the bar code for their electronic tickets.

**Does Blue Ocean Music Hall give refunds or exchange tickets? Accept extra tickets not being used?** All sales are final; there are no refunds or exchanges for purchased tickets unless the show has been rescheduled or cancelled. If a patron cannot attend a show but would like someone else to use their tickets, they will need either (a) need to transfer electronic tickets or (b) provide the physical tickets to the person using the tickets. Picking up tickets at the box office requires the photo ID and credit card of the purchaser. We do not accept tickets that will not be used, or give them away to other patrons.

### **Do you cancel shows due to inclement weather?**

If the traveling artist can get to Blue Ocean Music Hall for the show, the show will go on. We will only cancel a show if there is a state of emergency declared by Massachusetts or if an artist cannot get to the venue. We do not issue refunds for those who choose to stay home due to inclement weather.

## **BLUE OCEAN MUSIC HALL VOLUNTEER JOB DESCRIPTIONS & HELPFUL TIPS:**

### **LOBBY GREETER – one per show**

As guests arrive, your job is to be welcoming, informative and helpful. Greeters will:

- Tell everyone entering to have the bar code up on their phone, if electronic tickets are being used, or to have their paper tickets ready to be scanned.
- Direct patrons to use both stanchioned ticket lines for speed of entry.
- Assist patrons with wheelchairs or walkers to enter venue. Alert manager or security to remove a seat from the table to accommodate a wheelchair.
- This position also must know: the locations of the bathrooms, venue policies, and general information about the show to answer patron questions.

### *Lobby Greeter Tips:*

- Greeters should know the venue policies and what is permitted/prohibited inside the venue. For starters, know that:
  - we do not have a coat check or room
  - there is no outside food or beverage allowed, except for drinks/food purchased at Seaglass



- we do not hold items for guests; items not allowed in must be returned to their vehicle
- there is no venue re-entry once they have entered and had their ticket scanned
- the By the Sea Gift Shop is open until the show start time
- a full bar is available selling beer, mixed drinks and wine – some tables have walk-up service only, other tables have a server. There are signs on the tables alerting guests if it is “walk-up service only” for their table
- there is a smoking section accessed from the side of the front bar
- two snacks are available – chips and salsa, trail mix. We do not serve food
- Be in the know about the venue and our policies, as well as information about the show’s performance times and meet and greet time and location, if there is one scheduled.
- Remain calm! You will be asked a varying number of questions. If you don’t know the answer, tell the guest you don’t know and ask the Box Office Manager or refer the guest to the Box Office.

### **TICKET SCANNER – one to two per show**

Ticket scanners will obtain a Ticketmaster handheld electronic scanner from the Box Office Manager. Patrons will be held in the box office lobby until you are notified by the General Manager that doors are open.

Once doors are open, ticket scanners will:

- Use a handheld Ticketmaster scanner to electronically scan patron’s tickets to enter the show – tickets will either be on a patron’s phone or a paper ticket.
- Ensure each paper or electronic ticket is verified—screen will turn green once the bar code is scanned. This ensures the ticket is for the correct show, and is not a ticket that has already been scanned.
- If a ticket does not scan—device turns red, try scanning again. If the ticket is still not scanning, refer the party to the box office.
- Once the ticket has been scanned, note the table number that pops up on screen and point the patron in the general direction of their seat – up the ramp, or toward the front floor and let them know that there will be someone available to assist them in finding their table.
- Ticket scanners must remain at their post until after intermission has concluded and/or the headliner has taken the stage.

### ***Scanning Tips:***

- The scanners can be finicky and not scan properly on the first try. Always try again!
- Screen shots of tickets will not work; alert the patron. If they need help logging into their Ticketmaster account, you can refer them to the box office.
- Suggest that patrons sign into Blue Ocean’s wifi for the best internet connection. WIFI NETWORK: Blue Ocean Hall PASSWORD: Showtime2022
- If the ticket is on a cell phone and does not scan, have the patron adjust the brightness on their screen if it is dim.
- Do not take a person’s phone; tell them how to position the phone. If you handle their phone, and it drops and breaks, the venue will be held liable.

- Be as quick as possible in getting the person's ticket scanned and into the venue. Do not take a lot of time to answer venue questions and try to be too specific about table location. Lengthy conversations back up the line. Let the patron know that there are event staff on the floor to assist.
- If you are having an issue with a paper ticket, please send the patron to the box office.

### **USHER/TABLE SEATING ASSISTANT – 3 to 4 per show**

For this job, you must have a copy of the seating floor plan that is being used for the show. You will:

- Know the general location of each numbered table
- Ask patrons if they need help finding their table and direct them to the proper row where they can find their table.
- Remain at or near your post through intermission.
- During the show, any distracting behavior such as cell phone use, flash photography or excessive noise, should be addressed at your discretion. If you do not feel comfortable speaking to a patron, please find a security team member or manager.
- If at any time before, during, or after the performance, you encounter any problem you are not able to resolve, either send a patron to the box office or notify a manager.

### ***Seating Assistance Tips:***

- Avoid leaving your assigned area; gesture to direct patrons to their table location so that you are available to help the next guest.
- There is no need to walk every patron directly to their table.
- If a guest tells you that "someone is in their seats at a table", please assist as follows:
  - Check their tickets to ensure they have the correct table number and that you know the table number to go check if needed.
  - Ask the guest to remain off to the side while you check the tickets of the patrons currently at their table.
  - Approach the table and politely ask the patrons at the table if you could please see each of their tickets. Check their tickets to see if each person at the table has that table number—sometimes people buy seats at different or adjoining tables. If they are not, direct them to their correct table and seat the waiting guests.
  - If both sets of people have the same table number, ask that the waiting guests go to the Box Office for further assistance.

### **MERCHANDISE SALES REPRESENTATIVE – 1 per show, by artist request only**

Some artists bring merchandise to be sold at the Music Hall before, during and after their performances. Touring artists may ask that the Music Hall provide a merch seller to work at the sales counter during a show. We may ask in advance of the show for a volunteer to perform this role.

As a Merchandise Sales Representative, you will:

- Assist the Tour Manager in the counting in and counting out of merchandise.

- Organize the merch display and assist customers with purchases.
  - The Box Office Manager will provide some available materials you may need to create a display and track sales such as paper/pens, display signs, clips/stands or hangers to display items.
- Handle cash sales and provide correct change.
  - Prices are set by the artist. In most cases, a representative of the artist will give you instructions.
  - Either the Box Office Manager or Artist's Tour Manager will provide a bank.
  - Credit card sales are only accepted if the artist brings a processing device. They will provide instructions to you on how to use the device.
- Keep an inventory of what has been sold.
  - For shirts/sweatshirts – keep a count by size of what sells
  - For CD's/DVD's/Posters and Other Items – keep individual counts on how many are sold of each item
- Remain at the merch counter for the duration of the show until all patrons have exited. You may be asked by the artist's representative to stay late to help in the packing up of the merch table.
- Know if there is a meet and greet with the artist and where and when it is taking place, so that you can answer questions from patrons.

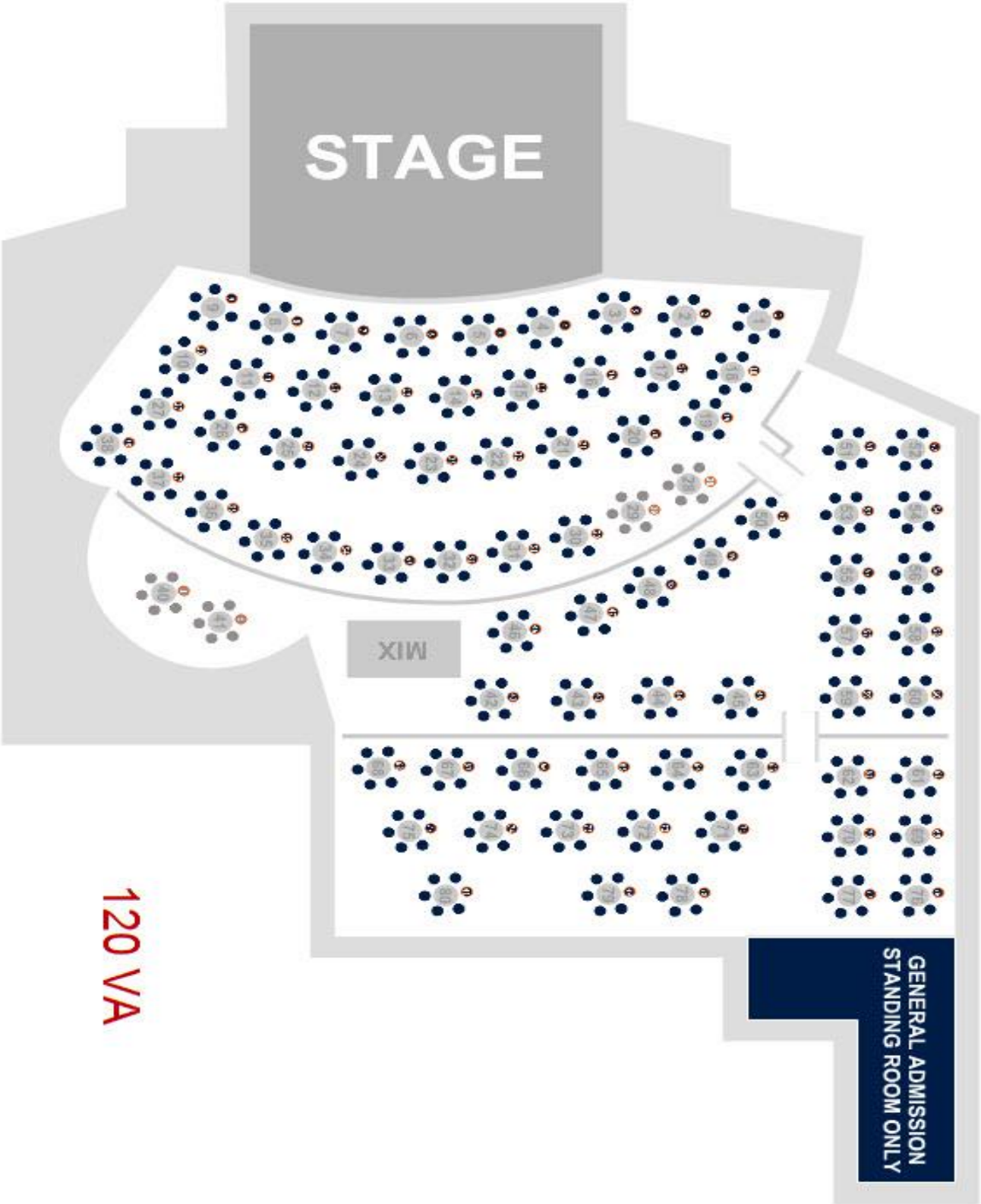
*Merch Sales Tips:*

- Familiarize yourself with the merchandise being sold, and organize clothing by size so that you can easily find the correct size.
- As you may be asked questions about the performer, it is advised that you read up on information about the artist and their latest music/album release.
- Help direct patrons to form a single line to purchase merchandise, rather than crowding the area. This will make your job easier and provide good customer service!
- Never leave the cash box unattended.
- At the end of sales, please stay with the merchandise until the performer's representative arrives to pack up and settle the percentage due to the venue.

## VOLUNTEER CHECKLIST FOR SHOW NIGHTS

|   |
|---|
| <b>ARRIVAL RESPONSIBILITIES</b>   |
| ✓ Arrive on time (by 6:15pm unless otherwise informed), dressed appropriately   |
| ✓ Stowe your personal belongings in the Box Office  |
| Pick up the following in the Box Office:  |
| ✓ Blue Ocean Event Staff lanyard; to be worn at all times while assisting guests  |
| ✓ Flashlight  |
| ✓ Seating plan  |
| ✓ Ticket scanner (if assigned to that position)   |
| ✓ Cash bag (if assigned to merchandise sales)   |
| <b>ATTEND AND LISTEN DURING PRE-SHOW BRIEFING</b>   |
| <b>KNOW THE FOLLOWING:</b>  |
| ✓ Who is performing—opener(s) and headliner   |
| ✓ Show start time, performance set times for opener(s)/headliner, intermission time, and approximate show end time                                  |
| ✓ Number of patrons expected  |
| ✓ Type of seating plan for the evening  |
| ✓ Bar hours   |
| ✓ Info about meet & greet, if applicable  |
| ✓ Any other important information pertinent to the particular show  |
| <b>RESPONSIBILITIES ONCE DOORS ARE OPEN</b>   |
| ✓ Greet and serve guests with a smile!  |
| ✓ Remain attentive to and face the guests as they are entering  |
| ✓ Refrain from conversations with other volunteers or lengthy interactions with patrons that you know   |
| ✓ Focus attention toward and on the patrons, including once the show has started  |
| <b>DURING THE SHOW</b>  |
| ✓ Remain in your assigned position/location until 9:30pm to ensure that all guests are scanned, greeted and shown to their seats                    |
| ✓ Keep your eyes and ears open. Check your surroundings for issues of safety or other concern and notify venue manager/security when necessary      |
| ✓ Assist with picking up/removing trash such as cups or floor debris  |
| <b>VOLUNTEERS DO's AND DON'TS</b>   |
| ✓ No beverages or food are to be consumed in view of patrons during the volunteer period. Store water bottles/beverage cups out of view of patrons. |
| ✓ Volunteers are welcome to enjoy a free soda or water and a small trail mix snack before the show begins or when their volunteer shift has ended.  |
| ✓ Never go backstage or onstage. Never approach a performer or ask for an autograph. Never touch instruments, sound or lighting equipment.          |
| ✓ Do not bring friends/guests with you when volunteering for a show.  |
| ✓ All alcoholic beverages are to be paid for and consumed after your shift has ended. Please do not go behind the bar.                              |

Blue Ocean Music Hall Fully Seated Show Floor Plan -- Tables 1-80



## **THANK YOU!**

Blue Ocean Music Hall is thrilled to welcome you to our volunteer team. We appreciate you taking the time to read this manual, and for committing to volunteer your precious time to assist us with bringing a great music and entertainment experience to all patrons who enter our doors. We wouldn't be able to do it without each and every one of you!

**Please sign and turn in the form below when arriving for your first volunteer shift.**

We look forward to meeting you!

Most sincerely,  
The Blue Ocean Music Hall Management Team

## **I AM READY TO ROCK...**

I have read and understand the Blue Ocean Music Hall Volunteer Manual, and my commitment as a volunteer.

NAME (Please print): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_