

2025 Highwood Lions Music Festival

Doors/Greeter Volunteer Position Guidelines

A short training video will be sent to you a few days before the festival begins. If you have questions about your role, email Chelsea at help@highwoodmusicfestival.com for more information.

Thank you so much for considering volunteering with the Festival this year! We are so excited to be welcoming over 450 participants this year, and we wouldn't be able to do it without you.

Musical Theatre, Voice & Speech sessions will take place at the Okotoks Alliance Church (322183 15 St E, corner of 338 and Highway 2A, Okotoks). All other sessions will take place at the High River United Church (123 Macleod Trail).

We ask that all volunteers be at the High River United Church 30 minutes before their session start time, so that you are in place when the participants begin arriving. Please check over the schedule provided carefully to make sure you know when your session starts.

The volunteers who work the doors and act as greeters are a very important part of the Festival. You are usually the first person that Festival participants and audience members talk to when they arrive. You are also responsible for the intake of music, keeping an eye on the voluntary donation bin, and most importantly controlling entry to the Performance Area.

When you get to the Venue, you will see the main Festival entry table where you will be working. Please introduce yourself to the other volunteers on duty for your shift (there is usually an Adjudicator's Secretary, sometimes another Door/Greeter Volunteer, and a Festival Board member).

There will be a page of name tag stickers for you to write your name on to identify yourself as a volunteer.

Door/Table Volunteers are responsible for checking off that the Participant has arrived and accepting their music. There will be a binder with the program on the table where you can check off that the person has arrived and that you have received their music, and a sheaf of Adjudication sheets. These are the sheets that the Adjudicator will record their comments and the performer's numeric mark (the volunteer acting as secretary will be able to get you these sheets if they aren't on the table already). Please make sure the correct Adjudication sheet is put in the Participant's music book at the page of the music they will be performing. These music books and Adjudication sheets need to be taken to the

Secretary prior to a group beginning. Please wait until all of a group has submitted their music or the class is about to begin and then you can bring them to the secretary. The secretary may also come out and collect their music when they're ready.

Admission for the audience is by donation. There will be a container for people to put their contributions. Just keep an eye on it, and if it seems to be getting too full, there is an envelope for money in the supply box under the table. The Festival Director (Chelsea Bustin) will collect the money after each session.

The festival program will be available online for participants and the audience. There will be a few paper copies available at the check in table- they can be taken by donation.

Another important part of your job is to remind people when they can enter the performance area. There will be signs posted on all doors, but we need you to remind people that NO ONE should enter when a Participant is performing, or the Adjudicator is talking. This can be difficult at times to enforce, but we ask that you do your best to keep all distractions down for the sake of the participants.

As sound does carry into the performance area, you may have to remind people to talk quietly in the lobby area.

While it is tempting to enter the hall yourself to listen to the participants, it is important that there always be someone out front to welcome and check in new arrivals and watch the doors. Once the final group of participants for your shift has arrived, you are welcome to watch, or to leave.

If you have any questions or concerns about anything that arises during your shift, bring them to the attention of the Board member on duty.

PLEASE NOTE: If you are not able to make it to your time commitment, please get a hold of our Festival Director as soon as possible so we can fill your shift.

Festival Director Contact Information:

Chelsea Bustin

help@highwoodmusicfestival.com

Call or text- 403-880-9586