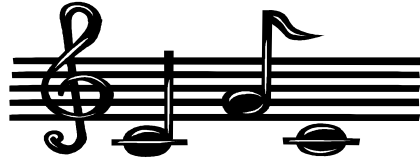


# We Believe In Music



North Andover Music Association, Inc.  
A 501 (c) (3) Corporation  
430 Osgood Street  
North Andover, MA 01845

## Work Instructions for NESBA volunteer stations:

**North Andover NESBA Show October 4, 2014. If you are volunteering at 2 PM or later, park at the Middle School, shuttle running continuously starting at 1:45. Other volunteers are welcome to park at Home Town Lacrosse (to help our guests have better access to our facilities).**

First- **Welcome and thanks!**

Please take this document with you as well as the event details which can be downloaded from here:

[http://www.nesba.org/schedule\\_detail.php?uniq\\_rand=d0c03a05fdb10b47d827cb9e7bb9d59b&eventcode=32](http://www.nesba.org/schedule_detail.php?uniq_rand=d0c03a05fdb10b47d827cb9e7bb9d59b&eventcode=32)

Please also bring any loaned items for the event to the check in area (extension cord, coffee urn, tents, coolers, FRS radio (we will be on channel 6, sub 13), folding chair, etc). Make sure they have your name on them (there will be duct tape and a marker there for you to label it). Any item borrowed or item not used will be returned to the band doors area after the event, so check there for your stuff. If you have not been assigned anything, sit tight and watch the craziness.

You will be issued a vest if you are working in parking or a band escort. You will be issued an apron and ticket can for 50/50 sales. You will also wear a "NAMA name sticker" (Hello my name is ...).

### **A few important items:**

- Contact the area leads, Volunteer Check-in (**Laura Biermann**) or (**Lauren Stone**) or Event Coordinator (**Martin McGrath**) or (**Kim Hearst 978-495-0940**) if anyone asks a question you cannot answer. Concessions Leader is **Kristine Murphy (978-886-0161)**.
- **Medical or Police Emergencies** - Try to get a hold of Martin on the radio first by saying "This is (name of station) with an emergency". If there is no reply call 911. There will be an assigned officer on site for the entire event but do not delay to try to find him or her!
- Check daubs on all people and politely ask them to enter via the gate if they are not daubed. If you are a dauber, please be constant and daub the back of 1 hand, one dot only.



**Rope off and Post signs:**

- 1) Pick up materials at volunteer check-in.
- 2) Deploy signage, Pylons, roped off areas, and saw horses- per plan.
- 3) Communicate any special needs or problems to the event coordinator.

**North Parking:**

- 1) Get your orange vest at Volunteer Check-in
- 2) Ensure "Bus Drop-off Only" sign is posted.
- 3) Ensure "Bus and Truck Traffic Only" sign is posted.
- 4) Ensure "Lot Full" sign is available.
- 5) Direct cars to closest parking spot.
- 6) Direct Buses to North Parking lot drop off area and where to park in the North Parking lot.
- 7) Prevent cars from going to upper bus drop off loop.
- 8) Direct equipment trucks down west road (move pylon as needed).
- 9) Keep spectator traffic off west road.
- 10) Stop all traffic on west road if a band is traveling to field.
- 11) Let Greet Coordinator know when there are less than 15 parking spaces are available.
- 12) Post "Lot Full" and direct cars back down east road to drop off and overflow parking.
- 13) Communicate any special needs or problems to the event coordinator.

**North Practice Area:**

- 1) Get your orange vest at the Volunteer Check-in. Bring your lawn chair.
- 2) Ensure "Practice Field 1" and "Practice Field 2" signs are posted.
- 3) Ensure "Battery Must Not Face School for Warm-up" sign is posted.
- 4) Ensure bands can find their assigned area.
- 5) Ensure battery does not face south when warming-up.
- 6) Work with assigned band greeter to get band traveling on time (block traffic as needed).
- 7) Communicate any special needs or problems to the event coordinator.

**North Drop-Off:**

- 1) Get your orange vest at Volunteer Check-in. Bring your lawn chair.
- 2) Ensure the "Pit gathering area" sign is posted (at war memorial)
- 3) Direct arriving band to the practice field.
- 4) Communicate any special needs or problems with band to the band escort and event coordinator.
- 5) Keep the bus drop-off area clear when bands arrive.
- 6) Communicate any special needs or problems to the event coordinator.

**Pit Practice 1:**

- 1) Get your orange vest at Volunteer Check-in. Bring your lawn chair.
- 2) Ensure "Pit Practice 1" sign is posted.

- 3) Ensure light equipment remains functional.
- 4) Ensure there is an active extension cord in the warm-up area
- 5) Keep spectator cars from obscuring access to practice area.
- 6) Wave in equipment trucks assigned to your location (look for the "Pit 1" destination card on the windshield or ask the driver).
- 7) Direct Pit 2 assigned equipment truck to continue to North lot and down west road.
- 8) Assist the truck in safely backing for unload.
- 9) Inform equipment truck of the where to meet the pit after the show.
- 10) Ensure the Pit un-load and practice does not interfere with traffic flow.
- 11) Direct empty equipment truck to continue to up the east road to parking.
- 12) Assist the school's greeter in getting the pit moving when it is time to travel.
- 13) Communicate any special needs or problems with band to the school's greeter and event coordinator.

**Pit Practice 2:**

- 1) Get your orange vest at Volunteer Check-in. Bring your lawn chair.
- 2) Ensure there is an active extension cord in the warm-up area.
- 3) Ensure "Pit Practice 2" sign is posted.
- 4) Ensure "No Cadence Past this Point" sign is posted.
- 5) Keep spectator cars from obscuring access to practice area.
- 6) Wave in equipment trucks assigned to your location (look for the "Pit 2" destination card on the windshield or ask the driver).
- 7) Assist the truck in safely backing for unload.
- 8) Inform equipment truck of the where to meet the pit after the show.
- 9) Ensure the Pit un-load and practice does not interfere with traffic flow.
- 10) Direct empty equipment truck to continue to up west road to parking.
- 11) Assist the school's greeter in getting the pit moving when it is time to travel.
- 12) Communicate any special needs or problems with band to the school's greeter and event coordinator.

**Southeast Parking (SE Parking):**

- 1) Get your orange vest at Volunteer Check-in.
- 2) Ensure "Drop-off Only" sign is posted by the band room turnaround.
- 3) Ensure "Lot Full" sign is available.
- 4) Ensure "Special Parking" sign is posted.
- 5) Direct cars to closest parking spot.
- 6) Direct Buses and trucks to drop off areas up the east road. This includes a truck that has picked up equipment after a performance and is looking to park for the rest of the show.
- 7) Prevent cars from going to the southwest lot unless they have a parking or handicap pass.
- 8) Move pylons as needed to get vehicles in and out of "Special Parking".
- 9) Let Greet Coordinator know when there are less than 10 spots available.

- 10) Post "Lot Full" and direct cars to drop off then back down East road to overflow parking.
- 11) Communicate any special needs or problems to the event coordinator.

#### **Southwest Parking (SW Parking):**

- 1) Get your orange vest at Volunteer Check-in
- 2) Ensure "Do Not Enter" signs are posted on west road.
- 3) Ensure the "Equipment Truck Loading Area" is roped off
- 4) Ensure no traffic heads north on the west road.
- 5) Ensure no vehicle traffic in lot when band or pit is traveling.
- 6) Ensure there is no parking in the spots along the building where the bands will be walking.
- 7) Ensure trucks park in the assigned area for pick-up
- 8) Assist the trucks in parking and backing as needed.
- 9) Assist the equipment truck to leave the lot after they collect the equipment and ask them to move back to the North Lot (move pylons as needed).
- 10) Communicate any special needs or problems to the event coordinator.

#### **Entrance Gates**

##### **Gate 1 (G1) (by Rt 125 Overpass West side)**

- 1) Ensure "Welcome" and "Ticket Price" signage is posted.
- 2) Collect money and daub the back of the hand of each spectator (one dot).
- 3) Communicate any special needs or problems to the event coordinator.

##### **Gate 2 (G2) (at Main Gate West side by concessions)**

- 1) Ensure "Welcome" and "Ticket Price" signage is posted.
- 2) Collect money and daub the back of the hand of each spectator (one dot).
- 3) Communicate any special needs or problems to the event coordinator.

##### **Gate 3 (G3) (at Main Gate East side away from Rt 125)**

- 1) Ensure "Welcome" and "Ticket Price" signage is posted.
- 2) Collect money and daub the back of the hand of each spectator.
- 3) Communicate any special needs or problems to the event coordinator.

#### **50/50 raffle / Blockers**

- 1) Ensure the "Please remain seated while the performance is ongoing" signage is posted.
- 2) Ensure the "Reserved Seating" signage is on the first row under the press box (home side).
- 3) Obtain money bucket, drawing prices, and tickets from event coordinator.
- 4) Walk among the stands and solicit purchase for "50/50 Drawing" as long as band is not performing.
- 5) When band is ready, sit at foot of the stand and kindly remind spectators that "There is no movement in the stands during the performance, please wait until the performance is over".
- 6) Communicate any special needs or problems to the event coordinator.

### **West Field Gates (WFG)**

- 1) Bring your lawn chair.
- 2) Ensure "Bands Only" signs are posted
- 3) Ensure no spectators cross between the seats and the field, or on the field
- 4) Direct spectators with daubs to the seats.
- 5) Direct spectators without daubs to the closest gate.
- 6) Keep field gates closed unless the band is leaving.
- 7) When band is leaving the field, stop all spectator traffic and ensure the way is clear to the south west parking lot.
- 8) Communicate any special needs or problems to the event coordinator.

### **East Field Gate (EFG)**

- 1) Bring your lawn chair.
- 2) Ensure "Bands Only" signs are posted
- 3) Ensure no spectators cross between the seats and the field, or on the field.
- 4) Direct spectators with daubs to the seats.
- 5) Direct spectators without daubs to the closest gate.
- 6) Direct other band members to cross to the south seats at the end zone nearest rt. 125, or behind end zone on the ball field.
- 7) Clear the lower walkway if the pit is taking the long road.
- 8) Clear the stairs when the on-deck band is arriving.
- 9) Review the access and egress plan with the Band Director and remind them of the critique time at the end of the show.
- 10) Stage the next pit out of the way and send them onto the field as soon as the last band is done.
- 11) Instruct Pit to keep right and allow time for the last pit to pack-up.
- 12) Based on what the pit warm-up attendant indicated, stage pit for easy access to the field and remind them of the exit logistics.
  - a. If they are going to leave equipment and pick-up at the end, send them out along the end zone and store the carts behind the south seats for later pick-up.
  - b. If they are going to pick-up immediately after, have them move back up the cross back and to the South West parking to meet the equipment truck.
- 13) Keep field gates closed unless the pit or band is entering or exiting the field
- 14) When band is leaving the field, stop all spectator traffic and ensure the way is clear to the south west parking lot.
- 15) Communicate any special needs or problems to the event coordinator.

### **South Field Gates (SFG)**

- 1) Bring your lawn chair.
- 2) Ensure saw horses and ropes are in place
- 3) Prevent gatherings behind south bleachers

- 4) Ensure no traffic crosses the end zones when a performance is on going
- 5) Ensure no traffic crosses the end zones when bands are leaving or entering the field
- 6) Direct spectators with daubs to the seats.
- 7) Ensure "Welcome" and "Ticket Price" signage is posted.
- 8) Collect money and daub the back of the hand of each spectator (one dot).
- 9) Communicate any special needs or problems to the event coordinator.
- 10) Ensure no spectators "sneak" in from ball field; politely ask them to enter at one of the gates.
- 11) Contact the Event Coordinator or NAPD with any issues

### **Restrooms**

- 1) Be available to answer questions and ensure the restrooms are clean and functioning.
- 2) Communicate any special needs or problems to the event coordinator.

### **Main Street (in the school)**

- 1) Bring your lawn chair.
- 2) Ensure the "Restrooms" sign is visible from either end of Main Street.
- 3) Escort any spectators or students outside or down Main Street to the rest rooms near the gym.
- 4) Ensure the restrooms are clean and functioning.
- 5) Ensure all spectators or students who enter the building, leave the building.
- 6) Communicate any special needs or problems to the event coordinator.

### **Greet Area**

- 1) Get your orange vest at Volunteer Check-in. Bring your lawn chair.
- 2) Ensure "Check-in and Welcome Area" signage is posted.
- 3) Ensure 3 traffic cones are available to block access road if lots are full
- 4) Ensure "NESBA officials, Buses, Trucks, and Support Staff Keep Right, General Public Keep Left and Proceed to Parking" signage is posted.
- 5) Ensure the greet tent and table is set up.
- 6) Ensure each school's greet package is available from the event coordinator.
- 7) Have a duplicate greet package for each escort for their assigned school.
- 8) Have maps and directions ready for the Pit Trucks and "PIT Practice" destination card for the truck windshield.
- 9) Ensure the scheduled escorts are at the check-in area at least 30 minutes prior to scheduled band arrival times.
- 10) Direct spectators to the closest open lot. When south lot is full remind north lot to let you know when <15 spaces are available.
- 11) When fewer than 10 spaces are full, post "Parking Lots Full - Drop off only" signage.
- 12) Direct traffic as needed as trucks and buses arrive and depart.
- 13) Keep traffic flowing safely!
- 14) Answer questions as needed.
- 15) Communicate any special needs or problems to the event coordinator.

### **Band Escort**

- 1) Get your orange vest at Volunteer Check-in
- 2) When assigned school arrives, board the 1<sup>st</sup> bus, introduce yourself and welcome the band.
- 3) Provide greet package including a copy of the program to band director or delegate
- 4) Instruct the bus to proceed to the north drop-off location.
- 5) Direct assistant to daub all students, chaperones, and support staff on bus.
- 6) Assist with unloading.
- 7) Band Escort brings the band to the assigned warm-up location.
- 8) Review the field procedures with the band director
- 9) Review the program material (names of drum majors, name of program, etc) and remind them of the critique time after awards. If there are any changes to the band information on the program, **get this information to the Event Coordinator ASAP for the MC.**
- 10) Instruct the bus to proceed to parking in the North Lot.
- 11) Band Escorts the band to the ready line.
- 12) Wish the band a great show!
- 13) Communicate any special needs or problems to the pit escort and event coordinator.

### **Pit Escort**

- 1) Get your orange vest at Volunteer Check-in
- 2) When assigned school arrives, board the bus with the pit If possible, introduce yourself, and welcome the band.
- 3) Daub all students, chaperones, and support staff on bus.
- 4) Assist with unloading.
- 5) Gather the pit and support staff at the "Pit gathering area".
- 6) Pit Escort brings the pit to the assigned warm-up location.
- 7) Inform equipment truck of the 2 routes available to them to take the field.
- 8) Ask them if they will load the equipment immediately after the performance or wait until the end.
- 9) Show pit crew on map where to leave equipment after performance and where to meet truck.
- 10) Let equipment driver know that they should move the truck to the pick-up location when the band moves to the ready line.
- 11) Let **East Field Gate** know which options the pit will use to get to the field and after the performance.
- 12) Pit Escort brings the pit to the ready line.
- 13) Wish the band a great show!
- 14) Communicate any special needs or problems to the band escort event coordinator.
- 15) Return to the Greet area for the next arriving school



## **Concessions**

All members of the concession 'crew' must wear hats and rubber soled footwear while on duty.

- 1) Griller – cooks food under the direction of the safe serve supervisor
- 2) Cashier – calculates order total amount, collects cash from customers and gives correct change.
- 3) Server– works at the counter, takes orders from customer, verbally relays order to prep line, and delivers order to customer. Makes sure counters are stocked, neat and clean during slow periods.
- 4) Manager – makes sure the crew knows where they should be, positions are filled, materials are available to fill orders (plates, spoons, wrappers, trays etc), steps in where needed to expedite the orders.
- 5) Supervisor/ Safe Serve – directs the crew in the proper handling of food, verifies crew is following safe serve methods throughout the event. Makes sure crew has food available for customers