



Welcome, Guild Members!

Thank you for your commitment to the New Mexico Philharmonic! Guild members are a critical component of our success, and your efforts are much appreciated. Here is how it works:

How often do I have to volunteer?

Guild members are asked to work a minimum of three times, or 12 hours, during each season; most will volunteer for many more concerts or events.

- Work can include serving at concerts and fundraisers or working on special projects.
- Guild members who for reasons of work schedule, health, travel, etc., cannot work 12 hours, but wish to remain on the guild member roster, may contact the program manager for an alternative plan.

How do I know about concerts and events?

The majority of our communications are by e-mail and rarely by phone.

- We send group e-mails and some people may have filters that send them to "spam mail." It is important that you check your spam regularly for NMPPhil e-mails.
- If you have signed up to work a concert or other event, key information will come via e-mail; be sure to check regularly the week prior to the concert/event.
- When you receive an e-mail asking you to respond, please do so right away.

How do I sign up to work?

NMPPhil guild members will receive a link to Signup Genius by email.

1. Click on the link to Signup Genius.
2. Information on the concert or event will show, with a list of types of volunteers required.
 - a. Click on the volunteer role you want to sign up for.
 - b. Click on "Sign Up" on the bottom left. (If you are not registered with Signup Genius, you will have to register first.)
 - c. A confirmation will be displayed.
 - d. You will receive a confirming e-mail.
3. Please DO NOT sign up for everything on the schedule. It is important that more of our guild members have the opportunity to work. Sign up for one or two and wait to see if all positions are filled.
4. About a week before the event, if some positions are not filled, an e-mail reminder will be sent out.

Once I've signed up, what happens?

The guild member team leaders will each be in charge of the concerts/events to which they have been assigned.

- The team leader for the concert or event for which you are signed up will send out an e-mail with details on the concert, time to appear, job assignments, etc.
- Be sure to check your e-mail the week of the event to ensure that you have the information you need.
- If you have a question, please e-mail or call your team leader for that concert or event.

What do I wear?

Our dress code for concerts and most events is black and white in a number of combinations.

- For men, white or black shirt and black pants.
- For women, any combination of black/white, including prints.
- Always dress professionally (no sports attire); please remember that you are an extension of the NMPhil.
- Other events, such as zoo concerts and social events may require different attire. Guild members will be advised as needed.

What do guild members do?

There are a number of roles guild members can fill for concerts and other events. Please see the attached detailed information.

Do I get to enjoy the concerts?

Of course! Most of our guild members on duty are able to choose vacant seats near the back of each venue just before the concert begins. Occasionally, some of us will be setting up receptions or having other duties rather than attending the performance. During intermission, guild members should head back to the lobby to resume their duties as greeter or hand out information at the NMPhil table.

New Mexico Philharmonic Guild Member Roles

NMPhil guild members play a very important role in the overall success of concerts and events. Without you, the NMPhil would be greatly constrained in the successful operation of the many areas in which additional personnel are needed. So, THANK YOU!

Each volunteer assignment will have a specified arrival time and suggested attire. It is important that you arrive when expected to learn about the venue and your assignment specific to the concert or event.

Here are the various roles our guild members fill each season:

CONCERTS

Concert volunteers play a major role in the experience of the attendees. Greeted with a friendly smile, helped in locating their seats, and shared information about the NMPhil's many performances and activities all make a big difference in how the audience perceives the organization.

Greeters

- Position in the lobby of the venue (Popejoy Hall/NHCC/KiMo/Churches/Other Venues)
- Greet attendees as they arrive

- Ask them if they are on our mailing list to receive information and if they are interested in becoming guild members
 - If not on our list, please sign them up (you will have a clipboard and forms)
 - If interested in volunteering, please take them to the NMPhil table where more information is available and where they can sign up onsite if they wish
- Ask them if they know about other upcoming events/programs (information may be different each time). If they don't, refer them to the NMPhil table for information, ticket sales, or other programs

Ticket Scanners

- Learn to operate the simple ticket scanner
- Greet each attendee with a smile and scan their ticket
- Refer the attendee to the ushers for questions about their seat location

Ushers

- Greet attendees and check their tickets
- Take them to their seats or, if they prefer, direct them
- Seat late arrivals at appropriate times
- At the end of the concert, gather at the exits and thank them for coming
- Gather remaining programs and bring them to the NMPhil table

NMPhil Tables

- Offer a friendly smile and a greeting as attendees are in the NMPhil table area
- Be assertive in greeting attendees and talking with them about the various things going on with NMPhil
- Sign up people for tickets, events, drawings, etc.

Receptions/Other Events

The NMPhil holds several private donor dinners, receptions, and other social events during the year, and we supply guild members to help.

INDOOR/OUTDOOR FUNDRAISING/SOCIAL EVENTS

A number of other events may be held in homes, the NMPhil office, or other facilities. They may be casual or more formal but all are important to the ongoing support of the NMPhil. The duties vary depending on the type of event. At times, we participate as an exhibitor at various events. If you are interested in working some of these social and public events, please indicate so on your information sheet

OTHER

- * We occasionally need drivers for guest artists, or even one of our donors.
- * Host for the green room
- * Greeters/hosts for donor lounge
- * Help out at the office
- * Instrument Petting Zoo at Symphony for Autism



Name: _____

Mailing Address: _____

Home Phone: _____ Cell: _____

E-Mail: _____

Over 18? _____ Over 21? _____ Referred By _____

Guild members fill a variety of roles: Greeters at concerts; manning the NMPhil Information Table; ticket scanning and ushering at some venues; helping with special events; helping organize materials in the Guild Member Room; delivering flyers, etc. Do you have any health issues or physical limitations regarding volunteering (e.g., stairs, not being able to stand for long periods)?

Are there any weekend days or times when you are unavailable to volunteer?

Do you have special experience/talents/training in areas that you would be willing to offer to help NMPhil?

Comments: _____

Please complete this form, sign the other two forms, and mail them to:

New Mexico Philharmonic
NMPhil Guild
PO Box 21428
Albuquerque NM 87154

Or email as a PDF to Guild@nmphil.org

THANK YOU!



I. Introduction and Background

As a guild member with the New Mexico Philharmonic (NMPhil), your time and energy are greatly valued by the NMPhil's musicians, board, and staff. We appreciate your contributions as a guild member because they are important to the NMPhil's long-term success as an organization, and we want your experience to be rewarding. At the same time, it is important to us that your volunteer service reflects well on the NMPhil and expresses values of excellence as you interact with the staff, other guild members, and our audiences and general public.

With that in mind, this Code of Conduct (Code) is intended to ensure that all guild members understand their roles and responsibilities, and to provide you with a guide for acceptable behavior as you conduct your volunteer assignments and in all interactions related to your position as an NMPhil guild member.

II. Agreement

In light of the foregoing, I, the undersigned, hereby agree that while serving as a guild member for the NMPhil, I will:

1. Remain subject to this Code, which covers my attitude, demeanor, and behavior.
2. Agree to take on assignments, without compensation in the form of payment, and will perform my assigned duty according to set standards.
3. Conduct myself in a professional and polite manner at all times while representing the NMPhil, whether in an assigned role or as a member of the group. I recognize that I am part of a team and will act accordingly.
4. Dress in a manner suitable to the volunteer assignment I have been given, as may be reasonably determined by the NMPhil's guild member leaders.
5. Be fully responsible for reporting to my assigned team leader in a timely manner and, if I am unable to fulfill my obligations to the NMPhil, I will attempt to find a substitute guild member. I will not simply fail to show up without notice.
6. Abstain from or avoid the following:
 - a. Cell phone use, except in an emergency. If a situation requires being on the phone, I will excuse myself and ask a colleague to take my place for a few minutes.
 - b. Reporting to work under the influence of alcohol or drugs; consuming alcohol or drugs while actively on duty.
 - c. Using inappropriate language, including swearing and other offensive words.
 - d. Smoking within sight of those attending the event.
 - e. Discussing or revealing private information about the NMPhil, its staff, or other guild members, or otherwise engaging in gossip.
 - f. Soliciting funds or other resources from anyone involved in the NMPhil.
 - g. Conflicts with staff, other guild members or the public. If situations arise that are difficult to handle, I will immediately seek help from the team leader to handle the situation.
7. Bring to the task my unique assets and contributions and will use them to enrich the project on which I am working with my colleagues; I will recognize and honor the unique assets and contributions of my fellow guild members.
8. Immediately inform my team leader if I become unable to perform my duties for any reason. I will ask for assistance if needed.

I have read, understood, and agree to abide by the Code as stated above:

Name

Date



Waiver and Release from Liability and Damages by Guild Members

I, the undersigned guild member of the New Mexico Philharmonic (NMPhil), a New Mexico nonprofit corporation, hereby agree to release, waive, indemnify, hold harmless, and forever discharge the NMPhil and its respective musicians, staff, officers, directors, agents, employees, affiliates, successors, and assigns (collectively, the NMPhil parties) of and from any and all claims, demands, debts, contracts, expenses, causes of action, lawsuits, damages, and liabilities of every kind and nature, whether known or unknown, in law or equity, that I or my respective family members, representatives, heirs, assigns, next of kin, and executors (collectively, the guild member parties) ever had or may have, arising from or in any way related to my participation as a guild member at or in any of the events or activities conducted by, on the premises of, or for the benefit of, the NMPhil parties (the "Waiver of Liability"); provided, however, that my Waiver of Liability does not apply to any acts of gross negligence, or intentional, willful or wanton misconduct on the part of the NMPhil or the NMPhil parties.

I understand that the activities and functions in which I participate may (but need not) be considered of a volunteer nature, or for the benefit of the NMPhil as a 501 (c)(3) organization, and may be dangerous or may cause serious or grievous injuries, including bodily injury, damage to personal property, and/or death. On behalf of myself and the guild member parties, I waive all claims for damages, injuries, and death sustained by me or to my property, that I may have against the NMPhil parties (the "Waiver of Damages").

By the foregoing Waiver of Liability and Waiver of Damages, I assume all risk and take full responsibility and waive any claims of personal injury, death, or damage to personal property associated with the NMPhil and the NMPhil parties, including but not limited to any volunteer activities, community events, using the NMPhil's facility and its equipment, practicing and/or engaging in organizational functions, philanthropic activities, other nonprofit or for profit engagements or functions, and fundraisers or other related activities, whether on or off premises controlled by the NMPhil.

This Waiver and Release from Liability and Damages (this "Agreement") contains the entire agreement between the NMPhil and myself, and supersedes any prior written or oral agreements between us concerning the subject matter hereof. The provisions of this Agreement may be waived, altered, amended, or repealed, in whole or in part, only upon the prior written consent of both the NMPhil and myself.

The provision of this Agreement will continue in full force and effect even after the termination of my volunteer activities for the NMPhil, whether by agreement, by operation of law, or otherwise.

I have read, understand, and fully agree to the terms of this Agreement. I understand and confirm that by signing this Agreement, I have given up considerable future legal rights. I have signed this Agreement freely, voluntarily, under no duress or threat of duress, without inducement, promise, or guarantee being communicated to me. My signature is proof of my intention to execute a complete and unconditional waiver to the full extent of the law. I am 18 year of age or older and mentally competent to enter into this waiver.

GUILD MEMBER

Signature: _____ Date: _____

Printed Name: _____

