CHILDREN'S MUSICAL THEATER SAN JOSE

## New Family Information Packet

Welcome to **Children's Musical Theater of San Jose**! In order help your family have a positive experience at CMT, we created this packet to help get you through the next few weeks. Please be aware that you have Show and Production Coordinators, a New Family Mentor, and a large community of veteran families who are always available to answer all your questions. The following information provides answers to frequently asked questions about CMT.

## **Behavior Expectations**

Teamwork is the key to success at CMT. We need commitment and cooperation from everyone involved. CMT does its best to provide a positive and exciting environment in which to learn and be inspired, but there are expectations that must be met in order to make that happen. Please review the following behavior expectations with your children/performers:

- No use of alcohol, drugs, or smoking is permitted by CMT performers.
- Pay attention and follow the requests of CMT staff and volunteers at all times.
- Be aware of your language and conversation topics, especially around younger members of our community.
- Always display the highest level of respect for yourself and others.
- Respect other's personal space.
- Stay with the group. Do not leave the rehearsal studio or theater without supervision and do not loiter in the parking lot after rehearsal is over.
- Help everyone maintain a clean and organized environment. If you create or see a mess, please clean it up.
- Food and beverages are allowed only in designated areas. No food or beverages (except water) are allowed in the rehearsal studio.

Flagrant and/or persistent violation of CMT's behavior expectations will result in disciplinary procedures, beginning with a referral to CMT's Program Director and notification of the performer's parents/guardians.

### Rehearsals

Regular and mandatory rehearsals at the CMT studios/rehearsal hall are **open**, and we encourage parents/guardians to watch these rehearsals. Each week, there will be a designated "Rehearsal of the Week" noted on the production's rehearsal schedule, but you are welcome to watch any rehearsal anytime at the CMT studios/rehearsal hall. If you watch these rehearsals, remember the same rules apply to the observers as to the performers: no food or beverages (except water) are allowed; keep conversations to a minimum and speak quietly. Please note, however, that mandatory tech and final dress rehearsals at the Montgomery Theater are **closed** and not available for viewing.

<sup>(</sup>Rev. 2017.02.27)

## **Volunteer Opportunities**

While CMT has a professional staff, CMT is primarily a volunteer organization. Volunteerism is essential and critical to our success. We depend on volunteers to accomplish most of a show's production workload. A typical CMT show requires around 4,500 hours of volunteer time, with volunteer Show Coordinators managing each show's volunteer workforce. Please, don't make this a "drop-and-dash" experience for you and your family. Instead, we encourage you to come in, meet people, and get involved! We are a family theater, we need you, and we want your family to be part of our community. The gratification of building something in the set shop, the excitement of running spotlights, the skill of moving set pieces around a darkened stage quickly and accurately ... being an integral part of creating an amazing theater production is an experience you will cherish.

So, please volunteer as many hours as you possibly can. We request at least 20 hours from each family. Share knowledge you have with us. Learn new skills from us (we will train you). Here is a partial list of volunteer opportunities available both at the rehearsal studio and at the theater:

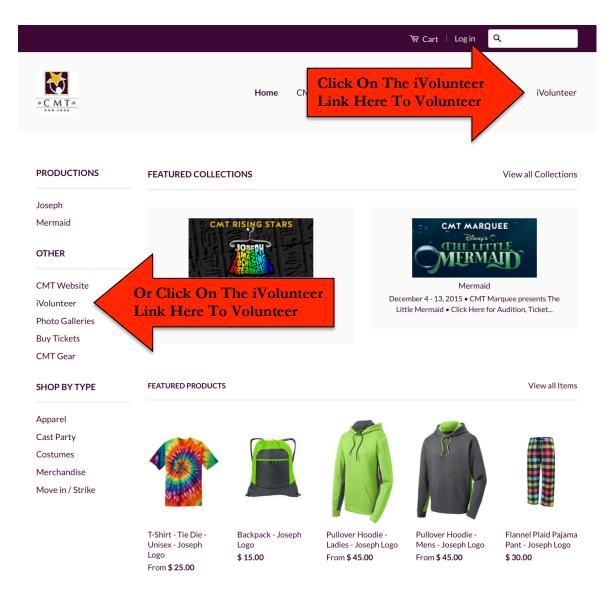
- Backstage Supervision Assist the Backstage Supervision Coordinator with supervising performers' behavior during "tech/final dress rehearsals week" and performances at the theater, and assist performers with whatever they might need while backstage at the theater.
- Box Office Assist CMT staff in the theater box office before and during performances.
- Cast Party Arrange the date, location, and activity for the performers' cast party.
- Concessions Sell CMT memorabilia, flowers, and candy before and after performances and during intermission at the theater. Deliver flowers and candy to the performers downstairs during performances.
- Costumes Work with the Costume Designer and Coordinators to measure performers and manage costume fittings at the rehearsal studio; to source, create, and organize costumes at the set shop, rehearsal studio, or your home; and to make costume repairs, assist performers' quick changes, and manage costume flow at the theater. Sewing skills are helpful (when needed on occassion), but having sewing skills is <u>not</u> required in order to volunteer to work on costumes.
- Hair/Make-Up Work with the Hair/Make-Up Designer and Coordinators to assist performers with hair styles and make-up applications backstage both before and during performances.
- Lobby Display Create a display of cast photos in the theater lobby (guidelines will be provided).
- Microphones Assist the theater's sound operator and performers with wireless microphones.
- Photography Liaison Coordinate sitting times for the performers' professional photos that are taken for display in the theater lobby. Attend the photography sessions at the rehearsal studio and assist the Photographer and Show Coordinators with gathering performers for their photo shoot.
- Props Source and create props at the rehearsal studio or your home. Prepare, distribute, and collect props during performances at the theater.
- Rehearsal Supervision Supervise performers' behavior during rehearsals at the rehearsal studio.
- Set Construction Build and paint set pieces at the set shop.
- Spotlights Operate spotlights during tech/final dress rehearsals/performances at the theater.
- Stage Crew Move set pieces/scenery during tech/final dress rehearsals/performances at the theater.
- Ushers Welcome and guide the audience to their theater seats. Assist the audience before, during, and after performances and during intermission. Monitor the theater lobby.

## Signing Up for Volunteer Hours

All volunteer hours are tracked via online sign-up through **iVolunteer**, which is accessed via the Team CMT home page at **www.teamcmt.org**. If you have difficulty deciding which volunteer options to choose to do, please speak with a Show Coordinator for assistance.

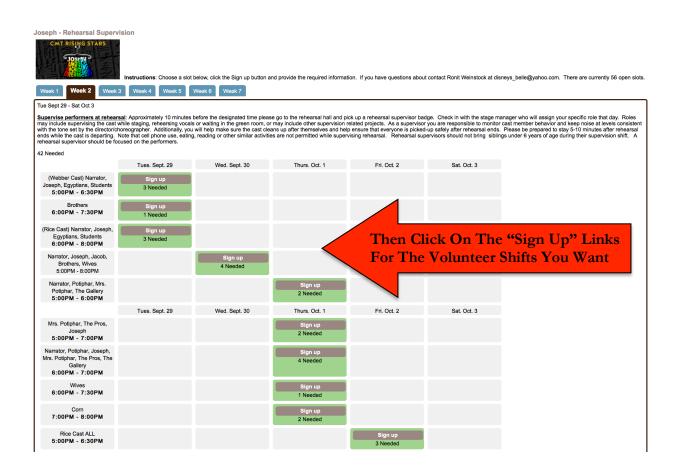
It's best to plan ahead. Mark the performances on your calendar, decide which performances you want to watch and for which you are able to volunteer. The majority of volunteer opportunities occur at the rehearsal studio during "mandatory week" and at the theater during "tech/final dress rehearsals week" and performances.

Please note when signing up that technical positions such as Costumes (at the theater), Hair and Make-Up (at the theater), Props (at the theater), Spotlights, and Stage Crew require that you sign up for **at least** one tech rehearsal and/or one final dress rehearsal **AND at least** two or three performances. While other less technical positions do not require this, it is often best to focus your volunteer hours in one or two areas at the rehearsal studio and theater.



CMTSJ • New Family Information Packet

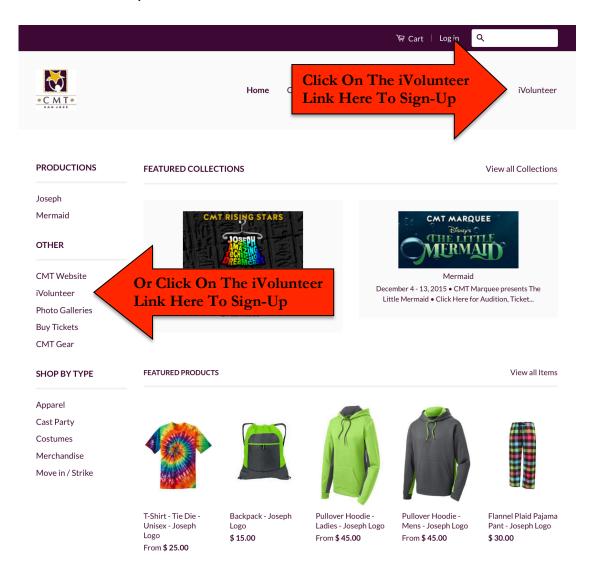
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## Move-In/Strike Shift

Move-in/strike shifts are specific work shifts that are different from regular volunteer shifts. When a show's performers move out of the rehearsal studio and into the theater, all the show's sets, props, and costumes must also move out of the rehearsal studio and the set shop and into the theater. When a show's run at the theater is complete, it is time to "strike" all the sets, props, and costumes and move them out of the theater and back into the rehearsal studio and the set shop.

Each family is required to complete one four-hour move-in/strike shift or to pay a \$100.00 "buyout" fee so that CMT can hire someone to complete that family's move-in/strike shift. Sign-ups for move-in/strike shifts occur online through **iVolunteer**, which is accessed via the Team CMT home page at **www.teamcmt.org**. A family can fulfill its commitment by signing up for any move-in/ strike shift associated with any of the shows or major events that take place during the same quarter as its performer's show. Your Show Coordinators will notify you via your show's Facebook communication group and your show's newsletter about when move-in/strike shifts will become available for sign-up. Please sign-up early to have access to the greatest selection of move-in/strike shifts that work best for your schedule.





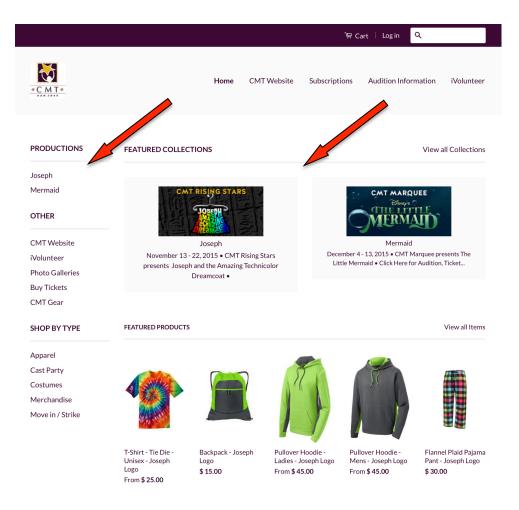
## Communication

The production's Show Coordinators are your liaisons to all aspects of the show and are here to help you. Please direct your questions about the show's production to your Show Coordinators and not to the production's artistic staff (director, choreographer, vocal director, and stage manager). You may reach out to your Show Coordinators directly by speaking with them during rehearsals, sending them e-mail and text messages, and calling their cell phones.

Each show has its own **CMT production Facebook group**. These are "closed, members-only" groups. Only individuals who are directly connected to a CMT production are permitted membership in that production's Facebook group. Information that needs to be sent to all families and performers is distributed via the production's Facebook group. Posts to a Facebook group can be made and seen only by members of that group. If you do not already have a free account on Facebook, then you will need to create one as soon as possible at **www.facebook.com**.

After your Facebook account has been created, you can locate your CMT production's Facebook group in one of two ways.

<u>Method #1</u>: Click on the **title of your production** that appears within the **Productions** section or on the **logo of your production** that appears within the **Featured Collections** section of the Team CMT home page at **www.teamcmt.org**.



Then, click on the **link for the production's Communications Group** that appears within your production's dedicated webpage.

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<u>*Method* #2</u>: On the left side of the blue toolbar at the top of Facebook's online page, type "**CMT**" in the search field and click on the **name of your production's Facebook group** within the **drop down menu** that appears.

f	CMT	Q
	7	Team CMT Closed Group · 317 members
		Pinocchio (CMT Junior Talents) Closed Group · 118 members
	A A	Thoroughly Modern Millie (CMT Rising Stars) Closed Group · 152 members
		CMTJoseph2015 (CMT Rising Stars) Closed Group · 20 members
		Sound of Music (CMT RS-Oscar-Hammerstein-Casts) Closed Group · 156 members
		Sound of Music (CMT RS-Rodgers-Richard-Casts) Closed Group · 144 members
		Mulan (CMT Rising Stars) Closed Group · 226 members
		Ragtime (CMT Marquee) Closed Group · 54 members
	Q cm	nt

Either method takes you to **your production's Facebook group page**. Once you are there, click on the **Join Group** button that appears in the bottom right corner of the group's cover photo/logo. The Show Coordinators will quickly approve your request for membership in the group.



Please request membership in your CMT production's Facebook group as soon as possible. **IF YOU DO NOT BECOME A MEMBER OF YOUR CMT PRODUCTION'S FACEBOOK GROUP, YOU WILL QUICKLY BECOME LOST!** Downloadable files and documents including rosters of family and performer e-mail addresses and cell phone numbers, rehearsal schedule updates, costume information, hair and make-up information, show newsletters, lyrics for songs performed by the show's ensemble, and much more information—are sent to families and performers <u>only</u> through the CMT production's Facebook group.



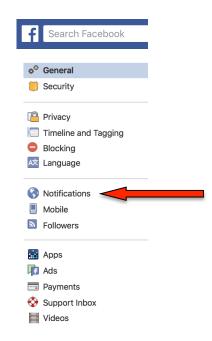
You can configure your Facebook account so it will send you an e-mail each time an item is posted to your CMT production's Facebook group. That way, you will receive posted information quickly without having to check your Facebook account directly. Instructions on how to configure your Facebook account to provide you with e-mail notifications are as follows:

#### TURNING ON FACEBOOK E-MAIL NOTIFICATIONS

After logging in to your Facebook account, click on the **upside down triangle icon** on the right side of the blue toolbar at the top of Facebook's online page. Inside the **drop down menu** that appears, click on the word **Settings**.



In the General Account Settings page that appears next, click on the word **Notifications** on the far left side of the page.



In the Notifications Settings page that appears next, click on the **Email icon**, and then click on the **radio button** next to the line "**All notifications, except the ones you unsubscribe from**."

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#### SELECTING WHICH NOTIFICATIONS YOU WANT TO RECEIVE

In the Notifications Settings page, click on the **On Facebook icon**. Then click on the **Edit button** that appears on the right side of the **Group activity** line.

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A Group activity window will appear. To the right of the name of your production's Facebook group within that window, change the menu setting to All Posts.

Group activity	×
😪 101 Dalmatians (CMT Junior Talent 2016)	All Posts 💌
Solution (CMT Rising Stars 2016)	All Posts 🔻
Bay Area Music and Theater Kids	All Posts 🔻
🍣 Charlie Brown (CMT Rising Stars)	All Posts 🔻
S CMT Ushers	All Posts 💌
🍣 CMTJoseph2015 (CMT Rising Stars)	All Posts 💌
🎭 Community Dance Class	All Posts 🔻

This will ensure you receive a notification for each new, original post that is made on the CMT production's Facebook group. The Show Coordinators will make sure to send all critical communications to the CMT production's Facebook group via new, original posts. You will not receive notifications when group members add new comments to any old, previously existing posts within the CMT production's Facebook group.

#### ADDITIONAL CMT RESOURCES ON FACEBOOK

All parents/guardians of CMT performers are automatically members of Team CMT. The **Team CMT Facebook group** is a "closed, members-only" group on Facebook. This is the place to ask questions and post information about CMT matters that are <u>not</u> related to the <u>production</u> of a specific CMT show (e.g., availability of/looking for extra show tickets, availability of/looking for rehearsal dance shoes, arranging rehearsal car pools, etc.). To request membership in this group, type "**Team CMT**" in the search field on the left side of the blue toolbar at the top of Facebook's online page, then click on the **Team CMT listing** within the **drop down menu** that appears, then click on the **Join Group** button in the bottom right corner of the Team CMT cover photo/logo that appears.

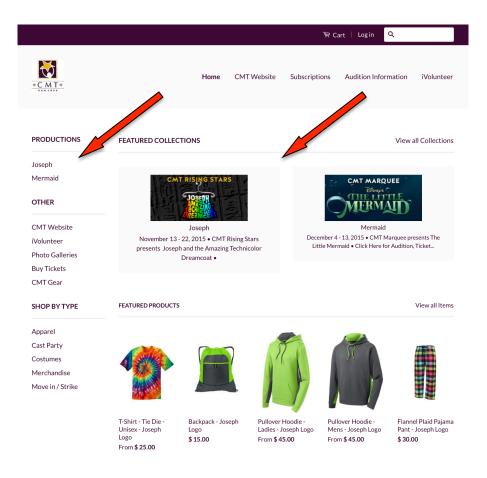


CMT has created a **public CMT Facebook page**, where the organization posts information about itself and other arts organizations and events in the Bay Area and beyond. You can find this page at **www.facebook.com/ChildrensMusicalTheater**, or type "**Children's Musical Theater San Jose**" in the search field on the left side of the blue toolbar at the top of Facebook's online page. We encourage you to "like" and "follow" this Facebook page.



## Team CMT Home Page Resources

In addition to the CMT groups and resources located on Facebook, the Team CMT home page at **www.teamcmt.org** contains many links to important topics shared across all the shows produced throughout CMT's annual season, and to specific topics unique to your production. Click on the **title of your production** within the **Productions** section or on the **logo of your production** within the **Featured Collections** section of the Team CMT home page at **www.teamcmt.org** to be taken **your production's dedicated webpage**.



Once you are on **your production's dedicated webpage**, you can click on the available links to do the following:

- View and download show-specific audition information
- Connect to your CMT production's Facebook group
- View and download your CMT production's rehearsal calendar
- Order show-logo and CMT-logo gear and merchandise
- Sign-up for volunteer and move-in/strike shifts through iVolunteer
- Pay your costume fee
- Order a playbill message for your performer
- Pre-order flowers and candy for delivery to performers at the theater
- Sign-up and pay for your performer to attend the performers' cast party
- Go to CMT's main web site
- Buy tickets to CMT performances at the Montgomery Theater
- View CMT's photo galleries of performer lobby photos and full-cast performances of shows at the Montgomery Theater, with the option to purchase photos (archives go back to CMT's 36th Season of fall 2003 through summer 2004)

## **Ticket Sales**

Everyone who wants to see a performance of a CMT production at the Montgomery Theater must have a ticket purchased from CMT. There is a one-week pre-sale period when "family members and friends" can buy tickets before they go on sale to the general public. Your show's ticket pre-sale dates and special online ticket ordering link will be announced at the show's initial Family Meeting of all performers and their parents/guardians. Please consider purchasing your tickets early. CMT shows tend to sell out, especially when a production has a large cast size.

There are several ways to purchase tickets for CMT productions:

- Online sales through www.cmtsj.org and www.teamcmt.org, available 24 hours a day, 7 days a week. Click on the "Tickets" or "Buy Tickets" links, then click on the "Purchase Online" link, then click on the show's logo, and then follow the on-screen instructions. During the pre-sale week, click on the special online ticket ordering link provided to you by CMT, or enter the link into your web browser's address bar/field, to be taken directly to the show's online pre-sale ticket order page.
- Call CMT's Box Office Manager Peter Hayes at (408) 288-5437 ext. 336, Tuesday through Friday, 12pm to 5pm.
- Visit CMT's Box Office, located in CMT's administrative office at the front of the rehearsal studio building, 1401 Parkmoor Avenue, Suite 100, San Jose, Tuesday through Friday, 12pm to 5pm, and ask to speak with Box Office Manager Peter Hayes.

## Family Check-List

□ 1. My Show Coordinators' names, cell phone numbers, and e-mail addresses are \_\_\_\_\_

- **1** 2. I have entered my Show Coordinators' names and phone numbers into my cell phone.
- **3**. I have joined this CMT production's Facebook group.
- □ 4. I have a copy of the rehearsal schedule and have marked all my performer's rehearsal dates on my calendar.
- □ 5. I have contacted my performer's double's family, introduced myself, and communicated all my performer's rehearsal conflicts to them. I have also received my performer's double's rehearsal conflicts and marked them on my calendar.
- □ 6. I have signed-up for at least 20 hours of volunteer time at the rehearsal studio and/or at the theater.
- □ 7. I have signed-up for a move-in/strike shift, or I have decided to "buy out" of that obligation by telling CMT to use my \$100 move-in/strike deposit to pay someone to work a move-in/strike shift for me.
- 8. I have cleared my family's schedule for the week prior to moving into the theater ("mandatory week") and for the week(s) we are in the theater ("tech/final dress rehearsals week" and performances).
- $\Box$  9. I have purchased tickets to see the show.

# Thank You For Joining Us At Children's Musical Theater San Jose!



CHILDREN'S MUSICAL THEATER SAN JOSE

