

The handler is needed to take some tasks away from the quartet so they can concentrate on the presentation and the singing; and to generally support the activities of the quartet.

Main reasons for using a handler:

1. Be the "front man" or woman.
2. Handle the chocolates, roses, cards, Release forms, etc. to give to the recipient
3. Take pictures of the delivery
 - During the delivery to include the audience, and after, posed with recipient in the middle.

Specific tasks:

Dress – some suggestions: business like, in a uniform, or like a chauffeur, with an appropriate hat.

Before we arrive:

- From the order form, tell the quartet the type of location, first name of the sender, and any other pertinent information.
- Write sender's message in the SV card, and put in a red envelope, with recipient's name.

When you go to the delivery location, take the following: (don't make them too conspicuous)

- A box of chocolates (if you supply them at your own expense).
- A rose for each recipient (if you supply them at your own expense) (usually only one).
- The Photo Release form for the recipient to sign.
- A copy of the order with all the information about the Singing Valentine.

Go in before the quartet to announce that we are there to deliver a Singing Valentine.

If there is a name of an onsite contact, ask the receptionist to call them up.

Otherwise, give them the name of the recipient.

Give them time to gather together others (coworkers, housemates, etc.) to witness the performance.

It is important for someone to point out the recipient, so the quartet can focus on them.

While we sing we want the handler to take photos and/or videos – two purposes:

1. As a record of the SV with recipient in the middle of the quartet, or some cute pose which we can share with the recipient. We will send them the photo file.
2. Anything that might be useful in future promotion of Singing Valentines, especially videos moving around to show both the quartet and the recipient.

We usually have you present the card, rose, and chocolates after the first song, but it could be after.

Be in control, give cues, so the quartet does not begin singing before you are ready with camera.

After we have sung, present the recipient with the **Photo Release form**:

- Ask if they would give us permission to use any photo/video of the delivery in future promotions. If they seem reluctant, do not push it, and assure them that they can always withdraw it later.
- Also have them write in their email address. This is really important -- we send them an invitation to buy a Singing Valentine the following year. Who best to know the value of it, than one who has experienced it?

Back in the car. Enter the actual time we made the delivery on the order form, and initial it.

Then start the process for the next delivery.

Sometimes the handler is also the driver, preferably in a van seating 5 comfortably. Having the handler be the driver can be particularly useful if parking is some distance from the place of delivery, especially if there is inclement weather. It is preferable for the quartet to walk in without any coats on. The quartet can be dropped off near the entrance while the driver parks the car/van. If the handler is the driver, the quartet takes over some of the preparatory tasks. If a larger vehicle is not available, they may split up between two vehicles.

Let me know if you have any questions or suggested changes – geverest@umn.edu .