

# The Juilliard School

## *PROFESSIONAL ARTIST SERVICES*

### *HANDBOOK*

#### *2008-2009*

### MISSION STATEMENT

Professional Artist Services is a program that equips Juilliard's emerging performing artists with training and hands-on experience necessary to coordinate performance logistics while delivering a professional on-stage performance. This is accomplished through matching performance opportunities with the abilities and specialties of current students and recent alumni. Members of the Professional Artist Roster receive training through Juilliard course work, career seminars, and guidance from the Career Services staff. Roster members practice carrying out the responsibilities of a group leader through involvement in client correspondence, performance agreement generation, coordination between ensemble personnel, the client, and Career Services, and submission of the proper paperwork for payment receipt.

### OVERVIEW

Each day, Professional Artist Services receives requests for student ensembles to perform at corporate events, parties, anniversaries, weddings, and other special occasions. Both the Internal Revenue Service, and the Immigration and Naturalization Service have strict regulations regarding work and revenue generated by students participating in this service.

## PROCEDURES

The Professional Artist Roster is comprised of current students and alumni up to one year after graduation from Juilliard. Roster members serve as group leaders for various performance opportunities. The group leader is the primary liaison between the performance ensemble, Career Services office, and the client.

After the Career Services Office receives a client's request for performers, a member of the staff will contact a roster member. If you are the designated group leader and receive a message from someone in the office, you have only **24 hours** in which to return the call and retrieve the details for the job.

Once you have spoken with the staff member and have received all available information for the job, contact the client immediately. In most cases, Career Services has informed the client that they will hear from someone within 48 hours. Your prompt reply will help secure the client's confidence in your potential service.

When you make the initial call, do so from a quiet location. If you reach the client's answering machine, leave a detailed message with your name, contact information, and reason for calling. It is also important that you give the client some window of time when you will be available to receive a call. This will help the client determine the best time to reach you.

Should you reach the client directly on your first call, introduce yourself. Speak slowly but with enthusiasm. In most cases, the client will not be able to meet you until the event itself. This initial conversation is their only opportunity to evaluate whether your group is the right match for their event. In most cases, they are evaluating your ability on the sound of your voice alone. If you sound anything but enthusiastic, confident, and positive, the client may decide to call the office and cancel the booking.

Clients will often request help with repertoire selections. Have a list of repertoire handy for reference. In some cases, the client may begin making requests for repertoire that has not been arranged for your ensemble. If these requests become unreasonable, politely let the client know that you'll need to check with the Career Services Office on the requests.

After confirming event details with the client, complete the *Professional Artist Services Agreement*, **retrieve the proper approval from the Career Services Office and** send/fax to the client immediately. This agreement is a legally binding document enforceable in a court of law. Once you have picked up a signed copy of the agreement from the Career Services Office, be sure to take it with you on the day of the event. The Juilliard School and the client have entered into a professional contract.

On the day of the event, the group leader should obtain payment from the client before the performance, unless other arrangements have been made. **All checks must be payable to The Juilliard School.** Cash is not an acceptable form of payment. If in the event that cash is the only means of payment, you must report receiving cash to the office the next business day. Failure to do so will result in removal from the roster.

Submit the performance check with an accompanying and fully completed "Performance Check Request Form" to the Career Services Office as soon as possible. The group leader is responsible for retrieving and submitting the name, social security number, phone numbers, and addresses for each ensemble member on the check request form.

## **Final Notes about the group leader.**

### **Group leaders are responsible for:**

- (1) Generating, receiving office approval, and sending a *Professional Artist Services Agreement*.
  - (2) Securing the client's signature and The Juilliard School signature on the agreement.
  - (3) Confirming an ensemble and communicating all details about the event to the ensemble.
  - (4) Maintaining consistent contact with the client and your ensemble (call the week before, and the day before to confirm details)
  - (5) Receiving the check from the client at the event
  - (6) Completing a Performance Check Request form in the Career Services Office.
- \*\* Contracts are required for every job. Generate and receive approvals for the contract immediately after your phone conversation and make sure the contract is returned to you signed by the client.**

**PAS GROUP LEADER DAY OF EVENT CHECK LIST**  
***TIPS TO ENSURE A SUCCESSFUL PROFESSIONAL MUSIC ENGAGEMENT***

**1) Always have a copy of the contract with you.**

The contract will clarify all aspects of what was agreed upon between The Juilliard School and the client should any conflict arise.

**2) Arrive 30 minutes before your scheduled performance time.** Punctuality is among the most valued attributes in our artists. Punctuality is often the only critical memory a client will retain. Arriving 30 minutes prior to the event instills a sense of confidence and assurance in the client's mind. It also demonstrates a high level of professionalism. Clients are not the only people watching. Friends, family, and other potential clients will notice an organized ensemble.

**3) Comply with dress requirements.**

Always confirm dress requirements with the client so that they are included on the performance agreement. Juilliard cannot take responsibility for artists who perform in clothes that are either un-pressed or dirty. Personal hygiene is equally important.

**4) Instrument cases and coats should be stored.**

Locate a safe place to store coats and instrument cases away from the performing area. Piling clothes, cases and other debris around the performance area presents an eyesore and projects a low level of professionalism.

**5) Organize the playing order of compositions before starting.**

Excessive music shuffling or long pauses between movements, even to clean out valves or to wipe instruments, is a common trait of less experienced ensembles. This is especially true for larger groups such as vocal or brass ensembles. Avoid these problems by preparing the performance order ahead of time.

**6) Clear permission for beverages before the date of the event.**

Do not help yourself to food and beverages without permission. Do not put clients on the spot by making last-minute demands for meals/dinners.

**7) If you have any doubts about when or where you should be playing, speak directly to the client.**

Use caution when following last-minute instructions from the maitre'd or any other person not directly involved with the original contract agreement.

**8) Do not leave the location without notifying your client and picking up a check for the event.**

Also, make a point of thanking any key personnel who have helped you.

## POLICIES

As a group leader and performer on Juilliard's Professional Artist Roster, you are a representative of The Juilliard School's standards for quality performance and professionalism. As a representative, you must abide by the following behavioral and professional policies to remain on the roster:

- When performing on any Juilliard engagement, you are being contracted through The Juilliard School. This means that any personal business cards, compact discs, press kits, or any other self-marketing materials may not be distributed to any client by the group leader or members of your ensemble.
- Group leaders and ensemble members may not engage in any illegal activity, including the use, sale or possession of illegal drugs or alcohol; engage in abusive, destructive or violent behavior or in any behavior that endangers the performers or audience members before, during, or after the performance.
- Group leaders and their ensembles will be expected to fulfill the entire performance commitment, including rehearsals, sound checks and any other scheduled activities. Failure to fulfill the performance commitment will result in loss of the performance stipend, and disciplinary action.
- Group leaders or ensemble members are not permitted to be absent from Juilliard classes or rehearsals for gigs through Professional Artist Services.
- If a group leader or ensemble member cancels a performance commitment after confirming through verbal or written communication with a Career Services staff member, further participation in future PAS performance activities will be examined. If the **group leader** is cancelling, he or she is responsible for providing a substitute from the PAS roster. If an **ensemble member** cancels, the group leader must provide a replacement that is a Juilliard student or alumni. The group leader or participating musician will be responsible for covering all travel and performance expenses incurred on his or her behalf.
- Group leaders and ensemble members must comply with client's preferred dress requirements as agreed upon in contract.
- Drinking of alcoholic beverages is not permitted by group leader or ensemble members during the performance under any circumstance.
- The group leader is required to submit a signed Professional Artist Services agreement, confirmed personnel list, payment for processing, and a check request form to Office of Career Services for every engagement.
- The group leader is required to generate the performance agreement in typed format using the Office of Career Services Professional Artist Services Agreement template for every engagement.
- A copy of the signed Agreement between must be returned to the Office of Career Services at a minimum of two weeks before scheduled appearance or as soon as possible.
- The group leader is only permitted to select current students or alumni as performance personnel.
- The group leader is required to ensure that the client's payment deposit has been submitted to Office of Career Services before the engagement and that payment balance is received on the day of the performance as of January 1<sup>st</sup>, 2009
- The group leader is responsible for submitting transportation receipts for reimbursement of cartage fees.

# **IMPORTANT MISCELLANEOUS INFORMATION**

## **Payment of Taxes**

International/non-resident students will have approximately 30% of each check withheld for tax purposes. You may receive some of this money back by filing your taxes with the IRS at the end of the year. US Citizens/Permanent Residents will not have taxes withheld. Instead, you will receive a 1099 form at the end of the year subject to federal, state, and local taxes (approximately 15%) plus an additional 15% self-employment social security tax.

## **International students**

Due to the requirements of the Immigration and Naturalization Service, international students are allowed to work no more than 20 hours per week while school is in session and no more than 40 hours per week when school is not in session. For more details on this procedure, please see the director of International Student Advisement in room 245.

## **Disclaimer**

The Juilliard School has a right to withhold payment when the service was rendered “unsatisfactory” by either clients or the office staff.

**The Juilliard School**  
**PROFESSIONAL ARTIST SERVICES**  
**ACKNOWLEDGEMENT FORM**

I \_\_\_\_\_ STATE THAT I HAVE  
READ AND UNDERSTAND ALL POLICIES AND PROCEDURES  
OUTLINED IN THE 2008-2009 PROFESSIONAL ARTIST SERVICES  
HANDBOOK.

I AGREE TO ABIDE BY ALL POLICIES AND PROCEDURES OUTLINED  
IN THIS HANDBOOK.

\_\_\_\_\_  
SIGNATURE OF STUDENT

\_\_\_\_\_  
DATE