

# Thank you for being a part of Main Street Theater! SUMMER CAMP INFORMATION and POLICIES 2018

# **MST @ CHELSEA MARKET**

4617 Montrose Blvd - Houston, Texas 77006 Three-Week Full Day Camp for Students ages 6 - 14 years old

**Hours:** 9:00 AM – 3:30 PM Session 1: June 4 - 15, 2018

Session 2: June 18 - 29, 2018 (no camp Friday, June 22nd)

Session 3: July 9 - 20, 2018

Session 4: July 23 - August 3, 2018 Session 5: August 6 - 17, 2018

Questions or concerns? We are happy to help.

Education Department: Jonathan Minchew-Gonzalez & Cybil Saenz

Education Department: 713-524-7998 or

jonathan@mainstreettheater.com cybil@mainstreettheater.com

Please **DO NOT** call Chelsea Market or any other MST phone number if you have questions about summer camp or need to get a message to your child during the day.

#### IMPORTANT INFORMATION

Please read these policies and share the information with your child and all adult caregivers. By signing the release forms, you agree that you have read and will follow these policies.

Release forms and immunization records should be turned in on the first day of class (not before). Release forms will be available at <a href="www.MainStreetTheater.com/ed">www.MainStreetTheater.com/ed</a> after May 1st. Extra copies will be available on the first day of class. If the person dropping off your student on the first day is a caregiver, grandparent, or non-guardian relative, please provide him/her with the COMPLETED, SIGNED FORMS IN ADVANCE.

For mandatory security reasons, we require government issued picture IDs during dismissal.

Please have your ID ready. Instructors are required to identify drivers based on the approved list provided by the student's parent/guardian on the release form. If the person picking up your child is not on the list or cannot show ID, a parent/guardian must be contacted for approval, **even if the child identifies this person as a parent, relative or friend**. Changes must be made in writing or emailed to the Education Department administrative office.

As on a sports team, all students are important to their performing arts team's rehearsals and final showcase. Students should attend every day. If you must be absent, arrive late, or leave early, advance notice by email is required. We do our best to accommodate conflicts (please communicate with us); however, absences may affect your student's participation in the final performance.

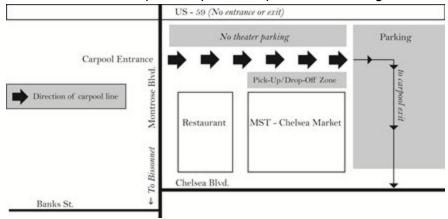
#### THINGS TO KNOW FOR THE FIRST DAY:

Please park and walk your student in on the first day to check them in and meet the MST Staff.

- First-day check-in begins at approximately 8:40 AM and ends at 9:15 AM. Students registered for the Extended Day Program may arrive as early as 7:30 AM.
- Check-in lines are organized by last name.
- We will need signed release forms and immunization records when you check in.
- You will be given a green card with your student's group letter and number, and your student will join his/her group.
- After your student(s) has checked in, we invite you to stay through our group warm-up, but will ask you to leave shortly after that because students need to draw on their own resources during class.
- <u>T-Shirts</u>: If you have pre-ordered a t-shirt, you can pick it up from the t-shirt table. If you would like to purchase t-shirts, a variety of sizes will be available for \$10 Cash, Check, or Credit Card, while supplies last. T-shirts are not required at camp, but they make awesome mementos and 100% of the proceeds go to the Education Department.
- <u>Live Q&A</u>: The Site Director will be available throughout the check-in process and the entire session to answer questions or concerns you may have.

#### **ARRIVAL AND DISMISSAL PROCEDURES:**

★ Our Camp at Chelsea Market is convenient, popular and accessible for many families, however, as the area is always crowded with people and cars, it is vital that you pay special attention to our arrival and dismissal procedures in order to help us keep our camp safe and our high traffic times aggravation-free.



ARRIVAL: After the first day, we do not require students to be signed in.

- **REGULAR ARRIVAL**: You may drop off your student(s) beginning at 8:45 AM until 9:00 AM (only students enrolled in our Extended Day Program may be dropped off earlier than 8:45 AM). Please DO NOT drop off your student before 8:45 AM in the carpool lane as adequate supervision is not available.
  - o MST staff members will help students out of their cars and make sure they join their class.
  - It's important to pull up as far as possible to allow as many cars in the carpool lane during arrival.
  - Watch for MST staff members directing you where to stop or go in the carpool lane before you let your child(ren) exit the vehicle.
  - Please have your child(ren) exit from the passenger side of the vehicle, not the traffic side. It is
    dangerous to have them walk around or between cars during the busy morning carpool time.
     Traffic can be busy in the mornings, so for students' safety, we strongly suggest using the
    carpool lane for drop off, rather than walking your students into the building from the parking lot.
- **EARLY ARRIVAL**: Only students registered in the Extended Day Program are allowed to be dropped off as early as 7:30 AM. Please park and walk your student inside the Chelsea Market Lobby for check-in with the Extended Day Program Staff. If your student is not registered for the Extended Day Program, please do NOT drop off your child before 8:45 AM as we cannot offer adequate supervision.

- LATE ARRIVAL: If you arrive past 9:00 AM you are required to park and walk your student into the building.
  - Picking-up or dropping-off students occur at Chelsea Market ONLY; not from Milford House. If you need to pick up your student early, advance notice by email is required, and we will have your student ready for you at the Chelsea Market lobby at the time you specify.

<u>DISMISSAL</u>: To help drop-off and pick-up move smoothly, please put the green card you received on the first day on your dashboard. (You will still need to show ID.) The green card is not required, but it will help if you know your student's group letter and number.

- **REGULAR PICK-UP**: Pick-up begins at 3:30 PM and all Teachers will have a printed list of student names and authorized pickup persons provided on their release form. Students will wait with other members of their group. Please be patient with us as we take the time to send our students (your children) home safely. You can help us create a safe and aggravation-free dismissal experience by doing the following:
  - 1. Out of courtesy to our neighbors, please do not arrive for carpool before 3:15 PM. In fact, you will wait in line less if you come later.
    - Students in Group A (6-7 year olds) will be dismissed at 3:15 PM and Groups B SSC (8-14 year olds) will be dismissed at 3:25 PM. If you have students in both carpool groups, you will need to pick up all of your students at 3:25 PM.
  - 2. Having our carpool line extend onto Montrose Blvd. is a traffic hazard that can cause problems with the Houston Police Department. If our carpool line is too long, we may ask you to pull in alongside the line to park in the lot, or to come back in five (5) minutes. The long line never lasts more than five (5) minutes, but we can receive a citation in less time than that.
  - 3. Pull up as far as you can toward the head of the carpool line, even if you drive past your group.
  - 4. Stay in your car. Do not leave your car unattended in the carpool lane, and please set up your car seat, etc., so your child can get in on the building side, not the traffic side (rear seat). The entire carpool line is delayed when parents have to get out of their cars.
  - 5. Have your government issued picture ID card ready. Teachers are required to identify pick up person based on the list you provide on the release form. If the person picking up your child is not on the list or cannot show a picture ID card, a parent/guardian must be telephoned for approval, even if the child identifies this person as a parent, relative or friend. Changes to the list must be made in writing or sent via email to the Education Department administrative office.
  - 6. Our carpool lane is a no-phone zone: For the safety of our students, please don't talk or text so that staff members may communicate with you as needed.
  - 7. Do NOT pick-up/leave with a student without notifying the Site Director, Teacher or TA.
- **EARLY PICK-UP**: If you need to pick up your student before the end of the camp day (3:30 PM), advance notice by email to the Education Department administrative office is required. Please park in the lot and come in to the Chelsea Market lobby. Do not pick up students from Milford House and do not pick up a student without notifying the Site Director, Teacher or TA.
  - O <u>Please note</u>: We prefer that students NOT be picked up between 2:50 PM and 3:15 PM. This is the time of day where all staff members are wrapping up classes, giving out reminders for home, etc. Thank you for your understanding as we strive to serve your needs in the most efficient way possible.
- **LATE PICK-UP**: Parents arriving for pick-up after 3:45 PM will be charged a late fee of \$10 for every 15 minutes, rounding up. If you know in advance that you will need to pick up your student late, please register for our Extended Day Program to avoid this late fee. In an emergency, please contact the Education Administrative Office at 713-524-7998 and let us know you need your student(s) in the Extended Day Program for that afternoon.
- PARK WITH CARE: Please always park in the lot of Chelsea Market, even if you will only be out of your vehicle for a few minutes. Parking in spaces that have "Reserved", "Two Hour Parking", or "Danton's" on the signs will put you in danger of having your vehicle towed. Also, during carpool times, parking (and leaving) in the reserved spots disrupts our carpool flow and is potentially dangerous to

pedestrians and other vehicles. (These reserved spaces are typically found near the highway, directly in front of Chelsea Market.) Please heed this warning on regular camp days, and be sure to pass the additional parking information along to friends and family on Performance Days.

#### WHAT IS MILFORD HOUSE?

Milford House is the home of the Italian Cultural and Community Center. Because our Chelsea Market site is so popular, we have leased additional classroom space from Milford House to accommodate demand. All students attending the Chelsea Market Campus should be dropped off at and picked up from Chelsea Market, NOT Milford House. Students whose classes will be held at Milford House will take the short walk (five minutes) to Milford House after the morning warm-up, returning in time for afternoon assembly. They will be accompanied by their teachers, teacher assistants, and site directors. Please notify us in advance if you need to pick up your student early, and your student will be waiting for you in the Chelsea Market lobby at the time you specify.

Reminder: We prefer that students NOT be picked up between 2:50 PM and 3:15 PM. This is the time of day where all staff members are wrapping up classes, giving out reminders for home, etc. Thank you for your understanding as we strive to serve your needs in the most efficient way possible!

# **EXPECTATIONS FROM MST PARTICIPANTS, PARENTS & GUARDIANS:**

Main Street Theater offers students a performing arts playground where professional theater artists serve as mentors. With an emphasis on creativity and collaboration, we provide hands-on opportunities for students to make original contributions in all aspects of theater production. This unique format of student/artist driven performance has proven popular with kids and parents alike. Of course, with this freedom comes responsibility: Each student needs to show up with a positive attitude, focused energy and a generous spirit.

In each group, students become play creators as well as actors. Each student commits to respecting and listening to other people's ideas, focusing on the task at hand, and abiding by the class rules as set forth by the Teacher. As with a sports team, students should attend every day, contribute to the class and give 100% of their energy. This includes keeping focus on the play and respecting the Teacher and teammates alike. Positive attitudes keep things fun for everyone and produce the best final showcases.

We value challenging each student to exceed his or her own expectations: to take risks, be bold, be silly, be dramatic, and most importantly, **HAVE FUN!** Every student will be featured in the final performance, which represents only a fraction of the fun and learning that happens at camp.

We ask that parents and guardians support and guide their children in keeping the Main Street Theater Student Pledge they will take in class, in following the Main Street Theater student policies, and in ensuring students are present and prompt each day. Parents and Guardians should actively support their children in valuing their own ideas and resources in creating their final pieces, and foster collaboration rather than competition among team members. If a conflict arises with another camper, a student should not hesitate to tell her/his Teacher or Teacher Assistant (TA). If the conflict is with a Teacher/TA, please contact the MST Education Department Administrative office, 713-524-7998. We are happy to address your concerns, and most conflicts can be worked out with communication.

In addition to the policies, each Teacher introduces the class to his/her own classroom rules. A system of warnings and quiet times will be used with minor discipline problems. Further action will be determined in consultation with the Site Director and Education Department Administrative office. Main Street Theater enforces a zero-tolerance policy for some behavior and/or items. Weapons, controlled substances, substances illegal for minors, theft, and behavior interpreted by the Education Department staff as violent, disruptive, destructive, inappropriate, harassing, bullying or aggressive will not be tolerated and may result in removal from the program without a refund. This includes taking pictures or recording videos, or pulling up inappropriate material from the Internet on mobile smart devices.

DAILY SCHEDULE: FULL-DAY (ages 6 - 11) ALL IN SAME CLASS		
8:45 AM	9:00 AM	ARRIVAL
9:00 AM	9:15 AM	MORNING ASSEMBLY, GROUP WARM UP
9:15 AM	11:00 AM	FIRST CLASS
11:00 AM	12:00 AM	SECOND CLASS, PART 1
12:00 PM	12:30 PM	LUNCH
12:30 PM	12:45 PM	RECESS
12:45 PM	1:30 PM	SECOND CLASS, PART 2
1:30 PM	3:15 PM	THIRD CLASS
3:15 PM	3:25 PM	AFTERNOON ASSEMBLY, ANNOUNCEMENTS
3:30 PM	3:45 PM	DISMISSAL
Reminder: If you have students in both A and B, C or SSC groups, please arrive for carpool at 3:25 PM.		

How are the age groups divided up?

A: 6-7 year olds; B: 8-9 year olds; C: 10-11 year olds; D (*Summer Studio Company*): 12-14 year olds. Groups may have both letters and numbers, such as B2, A3, etc., if there is more than one group of a certain age. Know your group! On the registration form, you may indicate any friend requests. If a friend request was not made at the time of registration, please do so before the first day of your session. On the first day, we may not be able to accommodate placement requests.

#### **EMERGENCIES AND MEDICAL NEEDS:**

How do I contact my student or his/her Teacher?

**During camp hours**, you may call the Education Department Administrative Office at 713-524-7998 or email <u>jonathan@mainstreettheater.com</u> or <u>cybil@mainstreettheater.com</u> to ask questions about camp or have a message sent to your student. Voicemail and email are checked regularly, and you will receive a response with minimal delay even if you do not immediately reach a live person. Please do not call Chelsea Market directly or any other MST numbers to attempt to reach your student.

To communicate with the Teacher **outside of camp hours**, please use the contact information provided by the Teacher in his/her first-day introductory letter, or leave a message at the Education Department Administrative Office phone number. If an issue must be addressed during dismissal, please park and come inside the theater and ask to speak to the Site Director as Teachers and TAs might not be as well equipped to address specific questions or concerns.

My child doesn't feel well. Should s/he go to camp today?

Though we encourage perfect attendance, please keep your child home when any of the following symptoms are observed:

- vomiting or diarrhea within last 24 hours
- sore throat
- eye infection/pink eye

- earache
- persistent cough and/or runny nose
- fever within last 24 hours
- head lice

Should a case of head lice be discovered, our policy is to check all students in the affected student's class and notify all the students parent and/or guardian (without using names). Any affected student should remain at home until free of lice and nits. We highly recommend that all parents check students for lice before the first day of class, communicate with us, and keep affected students home until the problem has resolved. It will be easier for students to miss days at the beginning of camp than to be removed closer to the showcase.

What if my child needs to take medication during the camp day?

Main Street Theater cannot dispense, monitor or maintain medication (except in the case of an allergic reaction or asthma attack; see below). It is the responsibility of the parent or guardian to inform the MST staff of any illness, injury, chronic condition, disability, allergy, or special needs affecting a student's participation in the program. Please disclose any allergies or medical/behavioral/learning issues in the designated space of the release form packet so that we can be aware of and help students (and parents/guardians) have a positive and healthy camp experience. This information will be kept confidential except in the case of a medical emergency.

My child has a food allergy or chronic medical condition (ex. Asthma). What steps should I take to alert the staff?

Please communicate with us verbally about the allergy or condition and provide us with a written action plan that details allergens, symptoms of a reaction, and steps to be taken in case of emergency. Provide the Teacher with the necessary medications (such as Benadryl tablets, EpiPen, Inhaler, and/or Emergency Response Kit). Main Street Theater cannot dispense, monitor, or maintain medication for any student EXCEPT in the event of an allergic reaction and/or asthma attack for which we have received an Action Plan and the necessary medication. In the liability release, you have specifically released us from liability resulting from actions taken in case of emergency. Please feel confident in the fact that every member of our Summer Camp Staff takes part in emergency training, specifically learning to recognize early onset symptoms of medical distress and procedures to administer EpiPens and rescue inhalers.

Please note: EpiPens, Inhalers, and other emergency medication must go home on the last day of camp. If these items remain at Main Street Theater for more than two weeks after the session has completed, they will be properly disposed of.

#### WHAT STUDENTS SHOULD WEAR AND BRING:

What should students wear?

We welcome individuality and know that summer is a relaxed time; however, clothes should not prevent students from participating by being uncomfortable, too long, too short, too revealing or too tight. Clothes that would be ruined by being on the floor or doing messy production work should be avoided. Bike shorts or leggings must be worn under ALL skirts. (This pertains to long skirts as well. Please also remember that "Boy short"-style undies are not sufficient). Students should wear closed-toe, flat shoes that stay on their feet. **No flip-flops, crocs, heels, open-toe sandals, or clogs**. If we feel that a student's clothing is inappropriate, parents will be asked to bring a change of clothes from home.

Does my child need to bring a lunch, a snack, or something to drink?

- Each student should bring a lunch every day. Lunches should not require reheating or refrigeration.
- We have a morning and afternoon snack break, and students should provide small, non-sugary snacks from home.
- While water is always available, it is helpful for students to bring a water bottle. (No glass containers)
- Please help us by not turning your kids into sugar monsters! Make sure that their meals are balanced, filling and healthy—if the kids are washing down their PB&J and M&Ms with Coke, they all turn into Tasmanian Devils after lunch!
- No gum or sticky candy allowed.
- No sharing food with other students at any time.
- On showcase day, we will order pizza from <u>Pizza Love</u>. If your student wishes to eat pizza, s/he will need to contribute \$3 in cash (we'll send home a note on the Wednesday of each session to be collected on Thursday). We order two kinds, pepperoni/cheese and plain cheese. For their \$3, students get 2 slices, with extras available if there are leftovers. If this does not meet your student's

- dietary needs, please pack a lunch that day. Ordering pizza is not required, but is a fun showcase day treat! (Students should bring their snacks as usual.)
- Please alert us to any dietary restrictions or allergies (of any kind). We much prefer to have "too much information" on file, rather than too little!

#### What should students bring from home?

If issued a script, students should bring it every day, as well as a pencil to record notes. Participants are often asked to bring clothing or props from home for the final showcase, though our plays do not require elaborate costume construction. Any items brought to camp for use in the production should be labeled with the student's name. We take good care of these items, but please do not send ANYTHING that is irreplaceable (for sentimental reasons or otherwise). Please make sure your student removes all of his/her belongings from the classroom following the showcase performance.

# What should students **NOT** bring from home?

No valuable personal items - students should not bring personal items such as:

• portable video game consoles

toys

jewelry

expensive clothing

smart devices

Main Street Theater is **NOT** responsible for lost or stolen items.

No baked goods or food treats for classmates – Many of our students suffer from food allergies. These food allergies are not always disclosed to MST staff due to parents trusting us to enforce "no sharing food" during mealtimes.

## Will you celebrate my child's birthday during summer camp?

If a student celebrates a birthday or an important milestone while at camp, please let the Education Department Administrative Office, Teacher or TA know so that we may celebrate with and acknowledge your student's special day! The entire camp will sing Happy Birthday at Assembly, Warm Ups and the birthday student will be able to pick the games played at recess for that day. We simply ask that this celebration not involve food of any kind per our policies (stated above).

#### FINAL PERFORMANCE INFORMATION:

For each session, performances take place on the last day of class, Friday. Friends and family attend free of charge and no tickets are required. The final performance will take place at MST - Chelsea Market, so on the final day of each session, students should be dropped off between 8:45 AM and 9:00 AM at this location, as per usual and remain at camp from morning drop off until their performance is over. Details about performance day will be distributed in-hand and by email the first day of class, and a letter from your child's Teacher will let you know if any simple costume pieces or props are needed from home.

FINAL PERFORMANCE INFORMATION		
Session 1 Performance Date	Friday, June 15th	
Session 2 Performance Date	Friday, June 29th	
Session 3 Performance Date	Friday, July 20th	
Session 4 Performance Date	Friday, August 3rd	
Session 5 Performance Date	Friday, August 17th	
	4:00 PM - Group A (ages 6-7) at MST - Chelsea Market	
Performance Time & Location	(approximately 50 minutes)	
(All sessions)	5:00 PM - Group B, C, Summer Studio Company (ages 8-14)	
	at MST - Chelsea Market (approximately 75 minutes)	
Where is my performance	MST - Chelsea Market	
location?	4617 Montrose Blvd - Houston, Texas 77005	

On showcase day, do I need to pick up my student at 3:30 PM and bring him/her back before the show?

No! On performance day, please <u>DO NOT PICK-UP</u> your student at 3:30 PM. Instead, we ask that you allow him/her to stay with his/her Teacher until the performance has been completed. This is important rehearsal time, and it allows us to ensure that all students are ready in time for their performance.

#### FINAL PERFORMANCE COSTUMES AND PROPS:

All students will spend time working with the Teacher in Stagecraft to create as many of the necessary props and costume pieces needed for final performance day. A letter will be sent home with each student that details what should be worn as a base costume for the final performance. Base costumes often include a solid color shirt, solid colored pants, or solid colored skirt. Main Street Theater does not want our families to feel that they should need to purchase anything for final performances. We are always happy to help if something has been requested that is not easily provided from your student's closet or home dress up trunk.

Our camp focuses on the actor's voice, body, and imagination. Elaborate costumes and make-up effects are NOT necessary, and are NOT allowed for final performances. Our Teachers always strive to have a cohesive look for the entire class and elaborate costumes and make-up can greatly detract from this planned aesthetic. Elaborate costumes tend to constrict movement, rather than enhance it, and make-up is prohibited. Our focus is on the performer, not the wardrobe.

#### How do I get a DVD of the performance?

We employ a professional filmmaking company to record each performance, edit the footage, and create a DVD, so you can enjoy watching and sharing it with family later! Order forms will be sent to families by email before the start of each session. The DVD's will be sent to you by RicOrnel Productions and the final product should arrive approximately eight (8) weeks after your final performance date. If you have not received them by eight (8) weeks, contact RicOrnel Productions directly at ricornelproductions@msn.com or call 281-840-2286.

#### **EXTENDED DAY PROGRAM:**

At Chelsea Market, Before-Care is from 7:30 AM – 8:45 AM and After-Care is from 3:30 PM – 5:30 PM. Download an Extended Day Program registration form at <a href="www.MainStreetTheater.com/ed">www.MainStreetTheater.com/ed</a>. The Extended Day Program is offered by Main Street Theater Education Department approved vendor, Angela Harris-Cannizzo of Sky in View. She can be contacted during business hours or extended day hours at 713-443-9674 or <a href="skyinu2@gmail.com">skyinu2@gmail.com</a>. Payment for this service is not included in the camp tuition, and all registration forms and payments must be submitted directly to Sky in View.

# What do I do if I need to cancel my registration?

- Each registration includes a \$50.00 non-refundable processing fee.
- If you cancel your registration less than one month (30 calendar days) before class begins, no refund will be given.
- There is no fee to move your registration to another session at the same location. If the session you are trying to join is full, your student will be placed on the waiting list.
- No full or partial refunds/credits will be given if class is cancelled due to circumstances beyond the control of Main Street Theater (*force majeure*), including but not limited to weather events or epidemics.
- If a student must be removed from camp due to excessively disruptive health or a behavioral problem which becomes unmanageable/unsafe (even after collaboration and communication with parents) there will be no refund/credit for any portion of the tuition fee.
- Main Street Theater may cancel a class if enrollment is insufficient. If a class is cancelled, tuition fee
  will be refunded in full. All refunds will be made by check and distributed within ten (10) business days.

We want all students to be satisfied with their experience at Main Street Theater. If, after attending the
first day of class and a student decides that s/he does not want to continue, let us know within 24 hours
to receive a credit towards a future Main Street Theater class. No monetary refund will be given.

How do I get a receipt or tax ID number?

- Our federal tax ID for camp tuition is 74-2093696.
- MST is happy to provide you with a receipt at the end of each session. You must request this
  information—it will not be provided automatically. Please email your request to
  <a href="mailto:cybil@mainstreettheater.com">cybil@mainstreettheater.com</a>. You will receive it within ten (10) business days from when your request
  is received, so please plan accordingly.
- The federal tax ID for the Extended Day Program is 26-4168111.
- If you require a receipt for the Extended Day Program, please contact Angela Harris-Cannizzo directly at <a href="mailto:skyinu2@gmail.com">skyinu2@gmail.com</a> with your request.

### MST CLASSES DURING THE SCHOOL YEAR

In addition to our summer curriculum, Main Street Theater offers year-round skills and performance classes for students of all ages. Check out our website at <a href="www.MainStreetTheater.com/ed">www.MainStreetTheater.com/ed</a> around mid-July for details. Our satellite programs—MST classes that come to your child's school—can take the form of after-school enrichment classes or in-school residencies. For information on how your school can set up a Main Street Theater satellite class, please contact the Education Office at 713-524-7998 or email <a href="maintenancemons.com">jonathan@mainstreettheater.com</a>.

If you have a question not answered in these policies, or if a concern arises, please don't hesitate to contact the Education Department Administrative Office at 713-524-7998 or email jonathan@mainstreettheater.com or <a href="mainstreettheater.com">cybil@mainstreettheater.com</a>.

Thank you for being a part of Main Street Theater!

Jonathan Minchew-Gonzalez, Director of Education

Cybil Saenz, Education Manager