

Q&A with GLAZER HALL General Manager, Jay LaPierre



GLAZER HALL (GH): What key moments in your career led you to GLAZER HALL?

Jay LaPierre (JL): Looking back, it seems like all aspects of my career have been pointing me here, as if every job was a rehearsal for this opening night. My 15 years at the Ridgefield Playhouse taught me the ins and outs of running a performing arts venue. Before that, I was the music director at my college radio station and even owned my own all-ages venue. All of my life has been centered around music and art. Most recently, working with Event VIP gave me valuable insight into the world of high-level concierge entertainment, which taught me how to take care of both audiences and artists at the highest standard. All of that comes together at GLAZER HALL, and I couldn't be more ready.

GH: What excites you most about your role as General Manager (GM)?

JL: It's tempting to say "everything," because honestly, it feels that way. What really excites me is the chance to build something from the ground up. Creating systems, training a team, and setting the standard for what GLAZER HALL will be. Of course, then there's that moment I'm really chasing when the doors open for the first time and the community walks in, sees the space alive, and feels like it's theirs. That mix of behind-the-scenes building and front-of-house magic...that's what fuels me.

GH: As GM, what projects or priorities are at the top of your list leading up to the theater's opening?

JL: Right now, ticket sales are front and center because, let's face it, no matter how beautiful the space is, it doesn't come alive until people are in the seats. We'll be opening ticketing to the public in early October, with members getting that first early peek in mid-September. Making sure the process is seamless, exciting, and accessible is a huge priority for me. At the same time, I'm focused on building our team (both staff and volunteers) so that by opening night, every person who walks through our doors feels welcomed and taken care of. That means organizing our administrative crew, keeping communication flowing, and training everyone so we operate as one well-oiled (and maybe slightly caffeinated) machine. Community engagement is also high on my list because this theater isn't just about performances, it's about becoming a hub where Palm Beach can come together.

GH: What first inspired your passion for live performance and cultural venues?

JL: When I was living in New York City during and after college in the late '90s and early 2000s, my focus was visual art and film, but I found myself drawn into the music community through close friends. It was an incredible moment to be there: I watched the early years of artists like Regina Spektor, The Moldy Peaches, and The Strokes, long before they became household names. I started making music videos for friends' bands, playing in my own bands, then organizing events, and somewhere in that mix I realized I was less interested in being on stage than in creating the space where it could all happen.

That drive eventually brought me to the Ridgefield Playhouse, where organizing events turned into a deeper passion. Not just for the performances themselves, but for understanding and appreciating the history and legacy of the venue, and how to honor that while welcoming the next generation of artists and audiences.

GH: How are you honoring the building's historic legacy while meeting modern expectations for performers and patrons?

JL: GLAZER HALL stands on a site with a rich cultural and architectural legacy, and we take that responsibility seriously. From the building's design to its place in Palm Beach's story, there's a deep sense of history here that we're committed to honoring. Jill Glazer and Allison Stockel's programming really reflects that balance. Creating experiences that nod to the past while keeping things fresh and relevant for today's audiences. On top of that, we've invested in the latest technology and hospitality upgrades, so whether you're an artist stepping on stage or a patron finding your seat, the experience feels both timeless and state-of-the-art.

For my part, I'm focused on making sure the front-of-house experience matches that same standard. Everything from ticketing systems that make it easy to get in the door, to customer service that makes every guest feel like they belong here. For me, it's about making sure that every performance not only celebrates where this venue comes from but also builds its legacy for the future.

GH: How are you managing this exciting new role outside of work?

JL: The truth is, I couldn't do it without my family. Their support makes it possible for me to give my all to Glazer Hall, and I'm grateful every day that they're on this ride with me. At the end of the day, they remind me why community spaces like this matter so much. Thank you to my beautiful wife, Ashley, and the coolest kids ever: Bonham, Redding, and Birch. I love you.