



presented by



Friday August 3rd – Sunday August 5th, 2018

2018 Volunteer Guidelines

****MUST be 16+ to Volunteer!***

Please note: No outside beverages, weapons, pets or drugs will be allowed into the area.
Please allow yourself additional time for getting through any additional lines.

Volunteer Check-In Procedure:

Volunteer Check-in will be located outside the festival grounds on the Esplanade side of the Jazz Museum at the Mint. Check-in will **open at 9:30am each morning** (Fri-Sun) of Satchmo SummerFest and will close at 7:30pm.

- Report to volunteer check-in **before** proceeding to your booth, no more than 90 minutes prior to your shift start time. Volunteer Check-in will be available at 9:30am.
- If you are working the last shift of the day you can check in up to 1 hour before your shift. This will give you time to use your tickets to get something to eat and be at your shift in plenty of time.
- All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly
- Volunteers will receive a t-shirt and \$10 in food/beverage tickets per shift worked.
- Volunteers also receive free entrance to the festival; please note that this only applies to the day(s) you're scheduled for.

If you have any changes or problems, please contact:

Sabrina Cutaia

Volunteers & Special Events Programming Manager

Phone: (504) 227-3171 *(Please note, this is an office line and does not receive text messages.)*

Email: sabrina@fqfi.org

Dress:

- Upon arrival at volunteer check-in, volunteers will be given the official limited edition SSF 2018 Volunteer T-shirt to be worn for the duration of your shift. Be prepared to change into your shirt using the bathrooms inside the Old US Mint.
- **Please do not cut or alter your shirt** in any way.
- Shorts or jeans are perfect for this work - be comfortable.
- Wear comfortable shoes; **closed toe is required.**
- We encourage you to leave all personal items at home, such as purses or backpacks. FQFI is not responsible for lost or stolen items. Keep in mind that the ground inside beverage booths is usually damp or wet; one small bin will be available for important belongings.

Conduct:

- **Any violations of these guidelines may result in the dismissal during the current shift and for any future positions for FQFI events.**
- Treat patrons, staff and other volunteers courteously at all times
- Smoking is not allowed inside the booth.
- Eating is not allowed inside the booth.
- **No alcoholic beverages are to be consumed** during your shift.
- Do not give away free drinks to anyone.
- If you are approached by the media, please do not make any statements on behalf of French Quarter Festival, Inc. Direct all inquiries to Headquarters.

Food & Beverage Tickets:

- Tickets are legal tender and are valued at \$1.00 per ticket
- Cash & Tickets must be exchanged for product. Trading beverages for food or other beverages is strictly prohibited.
- Only the 2018 Satchmo SummerFest tickets may be redeemed.
- Water is free for volunteers, whereas Gatorade and soda must be purchased with cash, card or tickets unless medical emergency. Water will be available at Volunteer Check-In.

Rain:

- The festival is a Rain or Shine Event; unless we receive a severe weather advisory, we will remain open and operating.
 - In cases of severe weather, booth managers and FQFI staff will inform volunteers of the procedures to stay safe and have cover.

Merchandise Booth - Money handling:

- Signing up for a merchandise booth may require you to handle money.
- Be discreet when holding money and keep all change in the cash drawer
- As you collect large bills, they must regularly be placed in the drop box located below the serving counter. Keep a sufficient amount of ones and fives in the cash drawer to make change.
- **Never leave the booth with the cash register unattended, even if it rains.** We will release you as soon as possible so you can find cover.

BEER & COCKTAIL BOOTHS (includes Beer Garden)

****Must be 21+ to participate in this role***

Booth Managers:

- Beverage Booth Managers will be on hand to assist with proper pouring and serving techniques and to answer any questions you may have during your volunteer shift.
- Booth Managers will be inventorying our product throughout the day. Do not share ice with any other booths.
- Booth Managers only can call for change, product, and supplies as needed. If you notice supplies getting low, please let your booth manager know.
- **Never leave the booth with the cash register unattended, even if it rains.** We will release you as soon as possible so you can find cover.

Serving Alcoholic Beverages:

- Hired cashiers will be working in booths IDing patrons and manning the cash register.
- Volunteers will be responsible for **pouring drinks and passing them to cashiers.**
- Volunteers are **NOT** allowed to sell alcoholic beverages; this will be handled by the booth cashiers.

Tip Buckets:

- All tips must be placed in tip buckets.
- **All tips go into the following year's musician fund** -- please share this information with patrons!!
- Bankers will collect the tips during each shift. If the tip bucket starts to fill up, please notify your Booth Managers immediately.

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Our Volunteers are the backbone of our organization. We appreciate your help and support by volunteering your time!

Thank you for volunteering at the 18th Annual Satchmo SummerFest *presented by Chevron!*