



Friday August 2<sup>nd</sup> – Sunday August 4<sup>th</sup>, 2019

New Orleans Jazz Museum at the Mint  
400 Esplanade Ave., New Orleans, LA 70116

## Volunteer Guidelines 2019

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### Please note:

- **Must be 16+ to Volunteer!**
- *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** will be located outside of the Jazz Museum at the Mint festival grounds on the Esplanade Ave. middle ground. **Check-in will open at 9:30am each morning** (Fri-Sun).

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### **VOLUNTEER CHECK-IN PROCEDURE**

- **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
- All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly
- Volunteers will receive free entrance to the festival (normally \$6/day), a t-shirt and \$10 in food/beverage tickets upon completion of your shift; please note that these perks only apply to the day(s) you're scheduled to volunteer
- There are options to stay later than your scheduled shift, in which you will be compensated extra tickets per each hour worked

### **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 and vaping are 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

## DRESS

- Upon arrival at volunteer check-in, volunteers will be given the official limited edition SSF 2019 Volunteer T-shirt to be worn for the duration of your shift
  - Be prepared to change into your shirt using the bathrooms inside the Jazz Museum at the 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**
- FQFI is not responsible for lost or stolen items, we encourage you to leave all personal items at home, such as purses or backpacks

## 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

- Merch Booth Managers will be on hand to assist you and answer questions
- 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
- All tills will be opened and closed daily by your Merch Booth Manager, volunteers will not be asked to handle this task

## BEER BOOTH MANAGERS *(Must be 21+ to participate in this role)*

- Beer Booth Managers will be on hand to assist you and answer any questions you may have during your volunteer shift regarding proper serving techniques
- Booth Managers will be inventorying our product throughout the day; Do not share ice with any other booths
- Only Booth Managers can call for change, product, and supplies as needed, so if you notice supplies getting low, please let your booth manager know

## SERVING ALCOHOLIC BEVERAGES

- Volunteers are **NOT** allowed to sell alcoholic beverages
- Volunteers are **NOT** allowed to directly hand alcoholic beverages to patrons; volunteers will be pouring drinks and passing them to cashiers
- Selling and serving will be handled by your Booth Manager and hired cashiers
  - Reason behind this: You must have your Responsible Vendor License to sell and/or serve alcoholic beverage, **if a volunteer is caught selling or serving alcohol to an underage minor, the volunteer will be issued a fine by ATC**
- **Hired cashiers and Booth Managers will be checking IDs**

## 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 2019 Satchmo SummerFest F&B 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

## 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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**If you need assistance, please contact:**

**Sabrina Cutaia**

Special Programs & Volunteer Manager  
(504) 227-3171 | [sabrina@fqfi.org](mailto:sabrina@fqfi.org)

*\*Please note, this is an office line and does not receive text messages*

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

**Thank you for volunteering at the 19<sup>th</sup> Annual Satchmo SummerFest *presented by Chevron!***