



Saturday July 31st – Sunday August 1th, 2021

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

THANK YOU TO CHEVRON FOR FUELING THE SATCHMO SUMMERFEST VOLUNTEER PROGRAM

the human  energy company™

Volunteer Guidelines 2021

Please note:

- **Must be 16+ to Volunteer**
- *No outside beverages, weapons, pets or drugs will be allowed into the area. Please allow yourself extra 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 10:30am each morning** (Sat+Sun).

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 10:30am
- All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly
- Volunteers will receive free entrance to the festival (normally \$10/day), a t-shirt and \$10 in beverage/merchandise 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 2021 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

COVID - 19

- Unvaccinated and at-risk individuals are encouraged to keep their masks on in crowded and/or indoor areas, social distancing will be encouraged when possible
- Free medical grade masks will be available to all volunteers and attendees, increased sanitation stations are available throughout festival grounds.
- All attendees, staff, vendors, and volunteers will be required to follow city and state safety guidelines set at the time of the festival

MERCHANDISE BOOTH - MONEY HANDLING

- Merchandise 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 Merchandise 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
 - Explanation: A Responsible Vendor License is required in order to sell and/or serve alcoholic beverages, only licensed cashiers employed by Satchmo SummerFest are allowed to sell and/or serve alcoholic beverages, **any volunteer caught selling or serving alcohol will be issued a fine by ATC, asked to leave the festival, and denied future volunteer opportunities**
- **Hired cashiers and Booth Managers will be checking IDs**

BEVERAGE/MERCH TICKETS

- Tickets are legal tender and are valued at \$1.00 per ticket
- Cash & Tickets must be exchanged for product at all FQFI operated drink booths and merchandise booth. Trading beverages for food or other beverages is strictly prohibited.
- Only the 2021 Satchmo SummerFest Beverage/Mech tickets may be redeemed
- Water is free for volunteers, Gatorade and soda must be purchased with cash, card or tickets. 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**, we encourage you to 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

If you need assistance, please contact:

Joanna Farley - Volunteer Coordinator - volunteers@fqfi.org

Andrew Woodruff - Operations Director - andrew@fqfi.org

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