



FESTIVAL FAMILY OF VOLUNTEERS GUIDELINES

SATCHMO SUMMERFEST
NEW ORLEANS JAZZ MUSEUM | AUGUST 3 - 4, 2024

VOLUNTEER CHECK-IN TIMES AND LOCATION:

Check-in will open promptly at 11:00 am (Sat. + Sun.). All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly. Volunteer check-in will be located inside the courtyard of the N.O. Jazz Museum facing the Barracks Street entrance. **Note:** Must be 16+ to volunteer. No outside beverages, weapons, pets or drugs will be allowed into the area.

VOLUNTEER CHECK-IN PROCEDURE

Report to volunteer check-in on Barracks street (New Location) before proceeding to your booth, no more than 15 minutes prior to your shift start time. Volunteers will receive a t-shirt, \$10 in beverage/merchandise tickets, and opportunities to win prizes upon completion of 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 shift worked.

VOLUNTEER CODE OF CONDUCT

Volunteers have a critical role in festival operations assisting with important jobs and serving as event ambassadors. All positions involve working with the public and have a direct impact on the attendee's experience.

Therefore, all volunteers must agree to:

- Treat everyone with respect, courtesy, and dignity at all times.
- Remain respectful of ethnic, national, and cultural differences.
- Refrain from vulgar or hurtful language.

Additionally:

- 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.

Any violations of these guidelines may result in your dismissal during the current shift and for any future positions for FQFI events.

Note: You are there to assist your Booth or Site Manager; remember they have the most complete overall view of the booth's operations and have planned in advance accordingly with the Director of Operations. **If you are approached by the media, please do not make any statements on behalf of French Quarter Festival, Inc.** Direct all inquiries to Volunteer Check-In (located at the NOJM, by Barracks Street entrance.)

WHAT TO WEAR

- Volunteers will receive a complimentary limited edition SSF 2024 volunteer T-shirt to be worn for the duration of your shift.
- Be prepared at check-in to change into your shirt using a bathroom inside the New Orleans Jazz Museum.
- 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-toed shoes are 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 storing important belongings.

MERCH & BEVERAGE TICKETS

- Tickets are legal tender and are valued at \$1.00 per ticket (only to be redeemed for merch/beverage).
- Volunteers working more than one shift per day will receive \$10.00 in food tickets for each additional shift worked.
- Cash and tickets must be exchanged for products; trading beverages for food or other beverages is strictly prohibited.
- Only 2024 Satchmo SummerFest tickets may be redeemed.
- Water and snacks will be provided at no cost for volunteers during their shifts and available at the Volunteer Check-In booth.

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, volunteers will be informed by booth managers of the procedures to stay safe and take cover.

BEER BOOTHS: **Must be 21 or older to participate in this role**

- Beer Booth Managers will be on hand to assist and answer any questions you may have during your volunteer shift regarding proper serving techniques.
- Booth Managers will be inventorying the product throughout the day. Do not share the ice with any other booths.
- Only Booth Managers can call for change, products, 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. This is because you must have a Responsible Vendor License to sell and/or serve alcoholic beverages. **If a volunteer is caught selling or serving alcohol to an underage minor, the volunteer will be issued a fine by the ATC.**
- 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, who will check the IDs of every person who buys alcohol.
- Volunteers will be required to watch a short video showing the proper way to pour a tap beer.

TIP BUCKETS

- All tips must be placed in tip buckets.
- All tips go into the following year's musician fund -- feel free to share this information with patrons.
- Bankers will collect the tips during each shift; if tip buckets start to fill up, please notify your Booth Manager immediately.

MERCHANDISE BOOTH

- Merch Booth Managers will be on hand to assist you and answer questions.
- All tills will be opened and closed daily by your Merch Booth Manager, volunteers will not be asked to handle this task.
- Booth Managers and cashiers should be in booths at all times. If for some reason a supervisor cannot be present with you, **never leave the booth with the cash register unattended**, even if it rains -- we will release you so you may find cover ASAP.

**If you need assistance, please contact:
Jayant Patel, Volunteer Coordinator at volunteers@fqfi.org**