



presented by



## 2017 Volunteer Guidelines

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

### Volunteer Check-in

Volunteer Check-in will be located outside the festival grounds on the Esplanade side of the Old US 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 and you need to contact us, you can call Volunteer Check-in at: (504) 227-3171 or email [sabrina@fqfi.org](mailto:sabrina@fqfi.org) (Please note, this is an office line and does not receive text messages.



**17<sup>th</sup> Annual Satchmo SummerFest presented by Chevron**

*The New Orleans Jazz Museum at the Mint - 400 Esplanade Ave.*

August 4<sup>th</sup> – 6<sup>th</sup>, 2017

## Dress:

- Upon arrival at volunteer check-in, volunteers will be given the official limited edition 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, and report to your booth assignment on-time.
- **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:

- 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.
- Water is free for volunteers, whereas Gatorade and soda must be purchased with cash, card or tickets, unless it's a medical emergency. Notify your booth coordinator when you take water.
- 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.
- **Any violations of these guidelines may result in the dismissal during the current shift and for any future positions for FQFI events.**

## 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.

## Food & Beverage Tickets:

- Tickets are legal tender and are valued at \$1.00 per ticket
- Every beverage must be exchanged for either: cash, card or official festival tickets.
- Cash & Tickets must be exchanged for product. Trading beverages for food or other beverages is strictly prohibited.
- Only the 2017 Satchmo SummerFest Festival tickets may be redeemed.
- Volunteers may consume as much water as they need free of charge. Please notify your Booth Manager so that they can make note on the inventory sheets.

## BEER and BEVERAGE BOOTHS – Must be 21 or older to participate in this role

We've added a non-alcoholic booth to our festival this year.  
These shifts will not require an age limitation and will be noted in the shift title.

### Beverage 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.
- Booth Managers only can call for change, product, and supplies as needed. If you notice supplies getting low, please pass that information along.
- *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:

- To purchase an alcoholic beverage, a patron must have been born on or before today's date in **1996**.
- **CHECK ID OF EVERY PERSON WHO BUYS ALCOHOL, NO EXCEPTIONS.**
- Beverage Coordinators are located in each booth to assist with proper pouring and serving techniques.
- Must be 21 to volunteer in a beer or beverage booth.

### What supplies should you expect in your Beverage Booth?

- A large plastic bin containing the following; bar towel, garbage bags, and hand sanitizer.
- Cash Register

### Tip Buckets:

- Tip jars are located at each booth and all tips collected are used **EXCLUSIVELY** to pay musicians performing at the festival - feel free 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 Manager immediately.

## MERCHANDISE BOOTHS

- A Merchandise Booth Manager will be on hand to assist you and answer any questions you may have during your volunteer shift.
- This job requires standing in a small area for the duration of your shift. You may be asked to do some light lifting, folding and restocking.
- You will not be required, or asked, to handle money.
- *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.

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

Thank you for volunteering for the 17<sup>th</sup> Annual Satchmo SummerFest  
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