



presented by



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2017 Volunteer Guidelines

Please note: In an effort to better safeguard the festival grounds there will be bag checks at all entrances to festivals. 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

Volunteer Check-in for all shifts at the **US MINT** will be located in the Headquarters Tent on the grounds of the **US MINT**. Volunteer Check-in for shifts at all other locations (**River, J. Square, Jax Lot, Le Petit Theatre etc.**) will be located in the **JAX LOT**, on the corner of Decatur St. and St. Louis St.

- 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 8:30am.
- 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.
- There are options to stay later than your scheduled shift, in which you will be compensated extra tickets per each hour worked.
- If you have any changes or problems and you need to contact us, you can call Volunteer Check-in at (504) 227-3125 or email julia@fqfi.org (Please note, this is an office line and does not receive text messages).

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 or in a changing stall at Jax Brewery Parking Lot, 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, where Gatorade and soda must be purchased with cash, card or tickets unless medical emergency. Notify your booth coordinator when you take a 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.

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

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.

Serving Alcoholic Beverages:

- To purchase an alcoholic beverage, a patron must have been born on or before today's date in **1995. CHECK ID OF EVERY PERSON WHO BUYS ALCOHOL, NO EXCEPTIONS.**
- Hired cashiers will be working in booths IDing patrons and manning the cash register. Volunteers will be in responsible for **pouring drinks and passing them to cashiers.**
- Beverage Coordinators are located in each booth to assist with proper pouring and serving techniques.
- Beverage booth volunteers will pour beverages and then hand them over to cashiers.
- Must be 21 to volunteer in a 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

Merchandise Booth - Money handling

- Signing up for merchandise booth may require you to handle money.
- Be discreet when holding money.
- Keep all change in the cash drawer.
 - 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.
- 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.

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 the tip bucket starts to fill up, please notify your Booth Managers immediately.

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 French Quarter 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.

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