



# VOLUNTEER HANDBOOK 2012

***Thank you for your interest in volunteering for The Woodlands Waterway Arts Festival 2012***

Volunteers are the backbone of The Woodlands Waterway Arts Festival. The difference between a good volunteer program and a great one is that the volunteers have a wonderful time while they are working for the event.

A team of almost 600 volunteers are needed to produce the Festival each year. The Woodlands Waterway Arts Council's mission is to provide access to a broad array of arts experiences and support arts education in The Woodlands and Montgomery County. Our volunteer team understands that mission and works towards its goals by volunteering for one of our many committees during the event. ***Our Charity Partners benefit from the hours worked as we donate a portion of our proceeds to them after the festival.***

This two-day celebration of the arts attracts art patrons and tourists from across the nation. This year, we will feature 200 fine art and fine craft artists from 36 states and 3 countries.

It takes an army of volunteers to make this event happen, and we are counting on YOU. Our volunteers get free admission into the Festival on the day of their volunteer assignment with the opportunity to browse and shop before and/or after their assigned working shift. In addition, each volunteer will receive a commemorative volunteer Festival T-shirt.

You will be working in a fast-paced, exciting environment, and we can always use more volunteers. We enthusiastically welcome your friends, family, and coworkers, so please invite them to join us by registering themselves or contacting one of our Volunteer Team members prior to April 12<sup>th</sup>. All volunteers must be at least 18 years of age.

Thank you for your dedication to the arts in our community!

Jenny Wright  
Festival Director 2012

## *VOLUNTEER - GENERAL OBLIGATIONS*

This Festival depends on volunteers to perform critical duties necessary for the success of the event.

Our Festival volunteers enjoy free admission into the Festival on the day of their volunteer assignment along with the opportunity to browse and shop before and/or after the assigned working shift. In addition, each volunteer will receive a commemorative Festival T-shirt displaying the featured artist's artwork. The T-shirt is to be worn during the working shift. In exchange, we expect our volunteers to display warm and welcoming courtesy to patrons and artists, to perform their duties with commitment to the overall success of the arts festival, and to represent the community in a positive light.

We expect our volunteers to be on time for their assignments, to remain at their posts at all times unless or until a relief volunteer is available, and to communicate any issues, concerns, delays, etc., to the Volunteer Directors or Coordinators. Relief volunteers will be available to accommodate breaks and any unforeseen emergencies.

Volunteers will be assigned to various duties. While all positions are critical to the overall success of the arts festival, the Volunteer Coordinators will assign individuals to ensure that all critical posts are covered in a priority manner. We understand that there may be restrictions and requests for specific post assignment and/or working partner assignments. We will do our best to accommodate requests and ask that each volunteer understands that we may need to adjust assignments in order to ensure that all positions are covered at all times. Towards this end, we appreciate your understanding and flexibility.

The arts festival provides a highly desirable venue to the artists and provides a unique and positive experience for our community.

Our volunteers make the event a success and WE THANK YOU for your dedicated participation in this outstanding community event. Enjoy!!!

## *VOLUNTEER - ASSIGNMENTS*

Following are descriptions for the primary volunteer functions. Others may be added on an as-needed basis.

### The Green Team:

Join the Green Team and help the festival GO GREEN! Members on this team will be stationed near a trash station that will have 2 bins - one for regular trash and one for recycling items - plastic and aluminum. Volunteers will be there to answer questions, give polite reminders to patrons about how to use the bins properly, and to inform the Area Volunteer Support person when the bins are full. There will be no 'dirty work' involved!

### Student Art Tents:

Student art will be on exhibit in a designated area. Volunteers will monitor the Student Art Exhibit and the Early Inspiration Gallery. These volunteers will be available to answer general questions and oversee the safety of the exhibits from unauthorized handling by patrons. The Early Inspiration Gallery will be an exclusive area to children where they can purchase art.

### Culinary Arts:

Volunteers will oversee the cleanliness, appearance, and general operations of culinary areas. Volunteers will not cook, serve food, or work in the food booths. Volunteers will notify their Area Volunteer Support person when trash pickup is required, if there is a problem with propane or electrical service, or any situation that might present a health or safety issue for the vendors, volunteers, or Festival guests. Volunteers may pass out fliers on behalf of the vendors and assist them with loading and unloading.

### Area Volunteer Support:

These volunteers will be assigned to a section of the Festival area. Their responsibilities include providing assistance to volunteers in their assigned area and providing feedback to Volunteer Coordinators as to needs or issues that arise. These positions require multi-task oriented, happy people!

### Gate Monitor/Greeter:

Volunteers will report to their assigned gate to greet patrons as they enter the venue, confirm that they have the correct Admission Bracelet on their wrists, and pass out programs. These volunteers are keys to ensuring that our patrons experience a sense of welcome as they enter the Festival. Security personnel will be posted at each gate, and Gate Monitors/Greeters are not expected to confront or challenge anyone entering the venue without the proper Admissions Bracelet. As a host, these volunteers will direct these individuals towards the Admission Booth and request the assistance of Security personnel as needed.

### Artist Relations:

These volunteers roam the venue and provide assistance to the Artists as needed during the Festival. A key factor in attracting the high caliber of our artists is the feedback we receive

from them about how they are treated by those involved with The Woodlands Waterway Arts Festival. These volunteers will establish rapport with the Artists, make them feel welcome, and provide support to them. By being visible at all times, the Artists can rely on these volunteers to watch their booths while they take a quick break, distribute water, or get them a cup of coffee or other refreshment, as well as report any problems they may have to Area Volunteer Support person so the appropriate area can respond. Some volunteers will be assigned to the Artist Relations Tent where they will assist in requests that may come in from the Artists, or assist in coordinating the efforts of other Artist Relations volunteers.

### Flex Team:

These volunteers are ready to do whatever is needed to support the Festival and will “fill in” and cover any last-minute emergency needs. Assignments will be made at time of check-in and will depend on the Festival needs at the time.

### Volunteer Check-In:

These volunteers are responsible for checking in volunteers on the day of the event, which includes signing in, verification of where hours are donated, and distribution of T-shirts and bottled water.

### VIP Bag Stuffers:

These volunteers are needed to stuff and double check VIP guest packets. Attention to detail is a must.

### Load-In Rovers:

These volunteers assist Artists with setup. They are NOT to handle art without the Artist’s approval, and should be able to lift and carry heavy items.

### Load-In Parking Lot:

These volunteers assist with the queuing up of Artist vehicles for unloading. They are NOT to handle art without the Artist’s approval, and should be able to lift and carry heavy items.

### Entertainment Assistant:

There will be one stage providing entertainment. A Volunteer/Entertainment Coordinator will be present at each stage. The Entertainment Assistant will provide help as needed by the Volunteer/Entertainment Coordinator in assisting incoming and outgoing acts for a smooth transition and setup as well as running any errands.

## *VOLUNTEER GUIDELINES & INFORMATION*

Please be ready to pitch in wherever needed and keep the following in mind ...

- Be prompt and allow yourself plenty of time before the start of your shift. We ask that you check-in **at least 30 minutes** prior to your shift start time.
- Be prepared to work your entire shift.
- If you are unable to make your shift, please try to find someone to work in your place. Tell them your shift time and where to check in.
- Do not leave your assigned area (except in the event of an emergency) until the next shift has arrived and is prepared to take over.
- If you need to cancel your registration, please do so as soon as possible by visiting: <http://woodlandsartsfestival.volunteerhub.com/signin.aspx>.
- This is a rain or shine event!

**During Check-in**, you will be provided with:

- Volunteer Wrist Band
- Commemorative Volunteer Festival T-Shirt (We will have a changing tent so you can change.)
- Bottle of Water (Additional water will be available.)

**Working Shifts** are each 4 hours long on Sat & Sun. We will do our best to accommodate your requested volunteer area, but please understand that we might have to change your selection based on Festival needs at the time.

**Dress for the weather conditions** and wear comfortable clothing and shoes. It's a good idea to bring a hat and sunscreen, along with other items you may need for being outdoors. Please do not bring valuables and keep in mind that we are unable to store any personal items at check-in.

### **Volunteer Parking and Check-In for Saturday and Sunday ONLY**

Please park in the **ORANGE LOT** located at the corner of Grogans Mill Road and Timberloch ... follow the signs along the pathway to the Pavilion. **The Orange Lot provides easy access to Volunteer Check-in; you will not be allowed to enter through any other gate.**

**Check-In** at the Volunteer Tent located by Gate 3, at least **30 minutes** prior to your scheduled volunteer time. Gate 3 is located next to the Riva Row Boathouse and the Water Taxi Turnaround area on the Waterway as you walk toward the Pavilion.

For purposes of GPS and Map Quest, use the following address:  
2101 Riva Row, The Woodlands, TX 77380

## **Volunteer Parking and Check-In for Thursday and Friday ONLY**

Please park in the **GOLD/VIP LOT** located at the corner of Six Pines and Lake Robbins; the parking entrance is off of Six Pines.

**Check-in for these two days will** be located on Lake Robbins in front of the main box office of the Cynthia Woods Mitchell Pavilion.

### *VOLUNTEER COMMITTEE - CONTACT INFORMATION*

Suzanne LeBlanc - 281.798.7470

Jody Black - 832.257.3265

Vicki Huebler

Debbie Stofchek

For questions about Volunteering, please send an email to:  
[volunteers@woodlandsartsfestival.com](mailto:volunteers@woodlandsartsfestival.com) or call Suzanne or Jody.

For questions about the Festival, please visit:

[www.woodlandsartsfestival.com/](http://www.woodlandsartsfestival.com/)