

FRENCH QUARTER FESTIVAL

PRESENTED BY



2019 Volunteer Guidelines

MUST be age 16+ to Volunteer

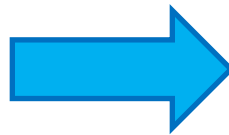
Please note: In an effort to better safeguard the festival grounds there will be bag checks at all entrances to festivals. No outside beverages, weapons, pets or drugs will be allowed into the area. Please allow yourself additional time for getting through any additional lines.

Volunteer Check-in: 2 Locations

French Quarter Festival spans the entirety of the French Quarter, with volunteer positions located at 20+ sites. Please make sure you know where your shift is located so you know where to check-in.

For ALL shifts located at:

- JAZZ MUSEUM @ US MINT



US Mint Check-In

Located on the corner of Barracks St. and Elysian Fields Ave. on the grounds, inside the fence line

For ALL other shift locations:

- ALL RIVERFRONT (*Maps 2-6*)
- J. SQUARE
- JAX LOT



Jax Lot Check-In

Located on the corner of Decatur St. and St. Louis St., inside the Jax parking lot

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**
(Please note, this is an office line and does not receive text messages.)

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 9:30am
- All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly
- There are options to stay later than your scheduled shift, in which you will be compensated extra tickets per each hour worked

DRESS

- Upon arrival at volunteer check-in, volunteers will be given the official limited edition FQF 2019 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 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 (*exception: see Merch booth section*)
- 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

- **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

FOOD & BEVERAGE TICKETS

- Tickets are legal tender and are valued at \$1.00 per ticket
- Cash & Tickets must be exchanged for product; Trading beverages for food or other beverages is strictly prohibited
- Only the 2019 French Quarter Festival tickets may be redeemed
- Water is free for volunteers, whereas Gatorade and soda must be purchased with cash, card or tickets unless medical emergency; Water will be available at both Volunteer Check-In booths

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

MERCHANDISE BOOTH

- Merch Booth Managers will be on hand to assist you and answer questions
- Cell phones, smoking, and vaping are not allowed while working in a booth
- **Preferred attire:** khaki or black shorts, or pants
- Signing up for a merchandise booth may require you to handle money
- All tills will be opened and closed daily by your Merch Booth Manager, volunteers will not be asked to handle this task
- Be discreet when holding money and keep all change in the cash drawer
- Keep a sufficient amount of ones and fives in the cash drawer to make change
- **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

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

BEER BOOTH MANAGERS: *Must be 21 or older 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
 - Reason behind this: You must have your Responsible Vendor License to sell and/or serve alcoholic beverage. **If a volunteer is caught selling or serving alcohol to an underage minor, the volunteer will be issued a fine by ATC.**
- **Hired cashiers and Booth Managers will be checking IDs of every person who buys alcohol, no exception;** The patron must have been born on or before today's date in **1998**

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

Thank you for volunteering at the 36th Annual French Quarter Festival presented by Chevron!