



PRESENTED BY



FRENCH QUARTER FESTIVAL

FQF Volunteer Program *powered by Chevron:* 2020 Guidelines

Our volunteers are the backbone of our organization – we appreciate your ongoing help and support!

MUST be age 16+ to Volunteer

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

Volunteer Check-in: 2 Locations

The 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:

- N.O. JAZZ MUSEUM
@ US MINT



N.O. Jazz Museum

Located at the New Orleans Jazz Museum (formerly the Old U.S. Mint) 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 need to contact us, please speak to a **Volunteer Check-In Booth Manager or email Jennifer Odell at volunteers@fqfi.org*

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 opens at 9:30am
- All volunteer shifts are scheduled to accommodate on-time arrivals, please plan accordingly
- If you're open to working beyond the end of your scheduled shift in exchange for extra food and beverage tickets, please alert the Volunteer Check-In Booth Manager when you arrive

DRESS

- Upon arrival at Volunteer Check-In, you will be given an official, limited edition FQF 2020 volunteer T-shirt to be worn for the duration of your shift. Be prepared to change into your shirt using the bathrooms inside the New Orleans Jazz Museum 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-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 important belongings

CONDUCT

- **Any violations of these guidelines may result in your 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
- You are there to assist your Booth or Site Manager; remember he or she has the most complete overall view of the booth's operations for FQFI 2020 and has planned in advance accordingly
- 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 (located @ Jax Brewery lot and outside the New Orleans Jazz Museum)

FOOD & BEVERAGE TICKETS

- Tickets are legal tender and are valued at \$1.00 per ticket (only to be redeemed for food/bev)
- Cash & Tickets must be exchanged for product; trading beverages for food or other beverages is strictly prohibited
- Only 2020 French Quarter Festival tickets may be redeemed

- Water is free for volunteers during their shifts and available at both Volunteer Check-In booths. Gatorade and soda must be purchased with cash, card or tickets except in the event of a medical emergency.

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
 - When registering to volunteer, be sure to sign up for **TEXT ALERTS** for weather updates and other important advisories

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, 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

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

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 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**, who will check the IDs of every person who buys alcohol. 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 ATC**