

# **VOLUNTEER CODE OF CONDUCT**

This document is a reference for Global Film Festival (GFF) volunteer policies and procedures. Volunteers are expected to thoroughly review the content.

## **VOLUNTEER POLICIES**

### **1. Orientation**

All volunteers must attend the Volunteer Orientation Session on Sunday, February 19 from 12:00-1:00PM in Kimball Theatre located at 428 W Duke of Gloucester Street Williamsburg, VA 23185.

### **2. Dress Code**

Wear your GFF t-shirt and volunteer badge during all shifts. T-shirts and badges will be distributed during the Volunteer Orientation Session. Wear comfortable shoes because you will be on your feet for most of your shift. We recommend wearing layers under your GFF t-shirt because the Theatre lobby may be chilly.

### **3. Conduct**

Volunteers are expected to treat everyone (patrons, staff, fellow volunteers, etc) with courtesy and respect. You are expected to refrain from cursing and using derogatory language of any kind at all times during your shift. We cannot control if a person dislikes a film but a patron should never complain about the behavior of a volunteer or staff person. As a volunteer you represent the festival and we strive to maintain a positive image and good will in the community!

### **4. Commentary**

Volunteers are expected to refrain from making negative comments or criticizing any aspect of the GFF in public. After the GFF we will ask volunteers for feedback on what went well and what could use improvement. If you have feedback that needs immediate attention, please find your Shift Captain or a staff person and speak to them privately.

# **SHIFT LOGISTICS**

## **1. Arrival & Departure**

Please report to the Theatre ten minutes prior to your shift. Check-in with your Shift Captain. Prior to leaving the Theatre, for a break or at the end of your shift, check-out with your Shift Captain. Volunteers are expected to work the full duration of their shift.

## **2. Tardiness**

Contact your Shift Captain if you are running late or no longer able to work your shift as soon as possible. You will get your Shift Captain's contact information during the Volunteer Orientation Session.

## **3. Food & Drink**

Most shifts are between four to six hours. You will be given breaks, during which you can have a snack or meal. We recommend bringing a water bottle with you. Volunteers will not have access to a refrigerator or microwave for food brought from home.

## **4. Parking**

Please park somewhere you can leave your car for the duration of your shift. Prince George Street Parking Garage located at 230 North Boundary Street offers parking from 6AM-midnight. Parking is \$1 per hour, \$12 maximum per day. Volunteers will not receive parking vouchers.

## **5. Personal Belongings**

Storage space for personal belongings in the Theatre is limited. Please bring only what you need with you into the Theatre.

## **LOBBY VOLUNTEER RESPONSIBILITIES**

1. **Familiarize yourself with the GFF program and the venue.** This will enable you to answer common questions quickly.
2. **Two types of tickets are issued.** Patrons will either have a traditional movie ticket purchased at the Kimball Box Office or an electronic ticket/paper print out of a ticket purchased through Eventbrite. Volunteers will be given an electronic device to check people with Eventbrite tickets in. When tearing a traditional movie ticket, keep the side with the bar code.
3. **Patrons with an All-Access Pass will have a separate line for expedited entry into the Theatre.** An All-Access Pass is not a ticket. They must use their pass to redeem a ticket to a film. This policy will help us keep track of how many seats are available to patrons waiting in the rush line.
4. **You may be stationed inside the Theatre to greet patrons.** All screenings are general admission so no one will have an assigned seat. If a section of seats is reserved make sure that no one other than the designated party sits in the reserved area. Be alert for people that may need assistance, such as people in a wheelchair or older individuals, and help them. Make sure no one sits or stand in the aisles.
5. **Patrons may bring food and drink purchased at the concessions counter into the Theatre.** No outside food or drink is permitted (like that cup of coffee or that bag of candy they just bought across the street).
6. **Answer questions or find someone that can.** Your answer to a question should never be, "I don't know." Find your Shift Captain or a staff person if you don't have the information a patron needs.
7. **Help keep the Theatre tidy.** Pick up any trash you see. Report any issues that need attention to a staff person or your Shift Captain, such as the restroom is out of toilet paper or paper towels, a spilled beverage, etc.
8. **The Theatre must be cleared after every event.** Even if a patron has a ticket to the next event, everyone must exit the Theatre. This policy enables us to clean the Theatre and set-up the venue for the next event.

9. **Remember you are on duty throughout the duration of your shift.** If everything is taken care of you may be able to watch part of the screening. Ask your Shift Manager before doing so and be aware you may be asked to assist with something before the screening/event is over. Watching part of a film/event is a bonus, not a guaranteed part of your shift.
10. **Always be courteous and friendly.** You may be asked to assist with line control or crowd control inside the Theatre. Be friendly and assertive as you give instructions. A frustrated patron may approach you with a complaint. Be courteous, even if the individual's complaint seems unreasonable, and help them or find your Shift Captain to help them.

## **SHIFT CAPTAIN RESPONSIBILITIES**

In addition to everything listed above, Shift Captains have the following responsibilities.

1. Shift Captains are responsible for knowing all GFF programs, venues, policies, and procedures. You will be a resource for volunteers that have questions so it is important that you are knowledgeable.
2. You will have a longer shift than volunteers. This enables Shift Captains to be present during shift changes and meet with the next Shift Captain before leaving the Theatre to provide any updates or "lessons learned" during your shift.
3. Shift Captains will serve as liaisons between Producers, Theatre staff, and volunteers. It is important you know who to go to with specific concerns and be available for whatever comes up.
4. You will be responsible for checking volunteers in and out of shifts. If someone is late or does not show-up you are responsible for calling them to check-in.
5. Shift Captains will manage each group of volunteers. Make sure each person knows their role and has any necessary equipment/items they need to fulfill their role. Make sure volunteers take breaks for meals and snacks.