



2008 VOLUNTEER HANDBOOK

Welcome to calPhil! Our mission is to bring excellent and professional performances of great music to the widest possible audience, and as a volunteer, you play an integral part in our achieving that goal. Your help allows calPhil to keep ticket prices to the Festival on the Green affordable for all members of the community.

INTERACTING WITH THE AUDIENCE

Regardless of your job assignment, this is the single most important part of your contribution as a volunteer. Please remember that you are the public face of our organization to all audience members of the Festival on the Green: you represent everyone at calPhil, from the conductor and musicians to the staff.

Your attitude is what determines more than anything else if our patrons have a good experience at our events, so please remain friendly, helpful and professional at all times. Always smile and say hello! Don't forget to say "Welcome to the concert" as you greet concertgoers and "Thank you for coming" as they leave.

A SPECIAL NOTE: Please be especially sensitive towards our many senior patrons. Be respectful and offer assistance if they need extra help with their belongings or if they have trouble finding their seats.

REQUIRED YOUTH VOLUNTEER COMMITMENT

All youth volunteers must work at least 3 concerts for the Festival on the Green season. It is very important that if you have to cancel your participation in any concert, that you let us know **at least 24 hours in advance**. Any unexcused absence will result in your losing credit for **ALL** of your hours worked until that point.

LOCATIONS

Los Angeles County Arboretum & Botanic Garden

All Festival on the Green concerts are held at The Arboretum in Arcadia. The address is 301 North Baldwin Avenue. It is located just south of the 210 Freeway (north of Huntington Drive) on Baldwin Avenue, across from the Santa Anita racetrack (just north of Westfield Santa Anita).

calPhil Office

Our office is located at 1120 Huntington Drive in San Marino (next to the Colonial Kitchen Restaurant).

TIMES

To volunteer for a Festival on the Green concert, you must be available from 4:30pm until 9:00 or 11:00 pm.

-Concerts are on Saturday evenings and begin at 7:30pm

-Arboretum gates open for the concert at 5:30pm

-If you need to arrive late or leave early, please notify the Director of Volunteers in advance.

PARKING

Parking is free for volunteers at the Santa Anita racetrack across the street from the Arboretum. However, you **must** arrive by 4:30; otherwise, you will be charged normal festival parking rates.

CHECK IN AND CHECK OUT

Volunteer check-in is at 4:30pm at the volunteer booth in the Festival Village. The gates open at 5:30 so all volunteers must be at their positions by 5:00pm. You **MUST** check-in and out otherwise you will NOT receive credit for your volunteer hours!

When you check in:

- 1) Fill out a name badge
- 2) Find your name in the check-in binder.
- 3) Look at the time on the digital clock and write the time you check-in in the 'IN' column
- 4) Your volunteer assignment will be listed next to your name
- 5) Pick up your dinner ticket and note your assigned dinner time next to your assignment
- 6) **FOR YOUTH VOLUNTEERS:** Although we let you know in advance, please double-check which E-Team you are on. Remember, E-Team 1 stays until 9:00pm and E-Team 2 stays until 11:00pm.

When you check out:

- 1) Report back to the volunteer booth after you have completed your volunteer and E-Team duties
- 2) Write your check-out time in the 'OUT' column

WHAT TO WEAR

-MEN: Black pants, white polo shirt or dress shirt

-WOMEN: Black pants/capris or a black knee-length skirt, white shirt, knit top or polo shirt

-No strapless or tank tops allowed

-NO T-shirts, jeans, shorts or mini-skirts.

-Shirts must be ALL white- no logos or print

-Stage Crew volunteers wear all BLACK

AN IMPORTANT REMINDER: Please wear closed-toed shoes. No sandals, flip-flops or open-toed shoes are allowed. This is an Arboretum rule for your safety!

Please wear clothes that are comfortable and that you don't mind getting a bit dirty. Remember we will be working outside all evening!

Items such as purses and jackets may be left at the Volunteer Booth **AT YOUR OWN RISK.**

DINNER TIMES

Volunteer dinner is served in shifts between 6:30 and 8:00 pm in the lecture hall below the main entrance. Present your dinner ticket to receive your meal. You may not eat before your assigned dinner time, as we must ensure that enough volunteers are available to help our patrons at all times.

DURING THE CONCERT

Like a concert patron, you are expected to behave with respect towards the artists and the audience. Please stay quietly seated in one area.

-Enjoy the concert from either the hay bales or the lawn section
-Please do not sit on the concrete surrounding the Reflecting Pool. No one is allowed to sit in this area.

-Hang out *quietly* in the Festival Village area.

-Hang out *inside* the lecture hall (where dinner is held). This is the **ONLY** place where you are free to move around and talk during the concert.

These are the only areas that you may occupy once the concert has begun, unless you are performing an assigned volunteer task (coffee booth, stage crew, etc.)

Adults: please refrain from consuming any alcohol beverages while you are working during the concert.

YOUTH VOLUNTEER ASSIGNMENTS

Here are brief descriptions of some of the types of jobs assigned to youth volunteers:

Bellhop- Assist patrons in the parking lot with unloading their cars. Carry the picnic items and other belongings to the patrons' seating area.

Usher- Greet patrons and direct them in finding their assigned seats.

Volunteer Dinner- Assist with dinner set-up and clean-up. Distribute food and beverages to volunteers during the 6:30- 8:00pm dinner shifts.

Tickets/Programs- Work at concert will-call handling ticket pick-up and taking tickets. Distribute programs to concertgoers.

Security- Maintain safety of patrons, musicians and volunteers throughout the concert by securing walkways and the concert perimeter.

Volunteer Booth- Manage check-in and check-out of volunteers throughout the concert. Answer any questions the volunteers may have.

Coffee Booth- Take and fill customer orders for coffee and other beverages. Handle cash payments and make change.

CLEANUP:

We have two major cleanup sweeps, in which every volunteer must participate

Intermission Sweep

- Please report to the Volunteer Booth at **8:20pm**
- Pick up plastic gloves and trash bags
- Wait quietly for intermission

At intermission:

- Change the liners in the garbage boxes (each box will be double-lined, so just remove the first liner)
- Carry (do NOT drag) the full bag to the dumpster located just outside of Gate 2

Post-Concert sweep

- Please report to the Volunteer Booth at **9:50pm**
- Pick up plastic gloves and trash bags
- Wait quietly for the concert to end

When the concert ends:

- Clear all trash from the tables
- Clear the table number tag
- Place all tablecloths from each row on the table closest to the hay bales
- Tablecloths are placed in linen bags or CLEAR plastic bags and piled by the Sound Booth AWAY from the trash piles (so we don't accidentally throw them away).
- All tables also have bags tied to their chairs. These bags are removed and taken to the trash area near the hay bales.
- Garbage bags located in the garbage boxes are removed, tied closed and carried (NOT dragged) to the hay bales
- Remove the bags from the boxes in the lawn area and tie them closed. These bags and boxes are taken to the lawn area nearest to the road and Gate 1 for easy pickup.
- The Arboretum provides us with a truck from 10:30 until 11:00pm in order to haul trash from the hay bales to the dumpster. Load the truck at the hay bales and follow it out to the dumpster to unload it.
- All Lost and Found items should be returned to the Lost and Found box at the volunteer booth.

WE ALSO HAVE HOURS ON FRIDAY AND SATURDAY MORNING!

Friday morning we set up the stage, tents and tables. On Saturday morning (9-1), we lay tablecloths and table numbers, set up garbage boxes and table trash bags

Wear comfortable work clothes, closed-toed shoes and sunscreen
Bring a water bottle – it gets hot quickly!

SUNDAY MORNINGS TOO!

- Sunday morning shifts are from 8:00 AM to 1:00 PM to clean-up the day after the concert
- Want **DOUBLE HOURS**? If you have worked the Saturday set-up or concert, come help us on Sundays to receive double hours
- Everyone is welcome but you will NOT receive double hours if you did not work Saturday
- We will provide bagels or donuts but please bring your own lunch
- Bring lots of water- it gets very hot!

YOU CAN EVEN VOLUNTEER DURING THE WEEK

Your help will also be welcome during the week at our offices in San Marino. Summer is by far the busiest part of the year for us, and we spend a lot of time at our desks planning our weekend events. We would greatly appreciate your help in answering phones, preparing mailings, and all sorts of other administrative activities. If you haven't already checked yourself off as available on your volunteer application, please let me know what days of the week you're generally free. As needs come up, we'll give you a call to see if you can stop in for a few hours. What could be easier?

VOLUNTEER SAFETY RULES AND REMINDERS

Your safety is a priority. We want everyone, including our volunteers, to have a safe and enjoyable experience at the Festival on the Green. Please be aware of the following rules and reminders:

-Behavior of a disruptive or illegal nature will NOT be tolerated

-There will be **NO** second chances

-You will be escorted out of the concert and will NOT be welcome at any future calPhil events

-Your parents will be notified

-Your school will be notified

-ALL your summer hours will be revoked!

-While at the Arboretum, you are working in an outdoor setting

-Volunteers may not enter any part of the Arboretum besides the concert grounds

-All volunteers must wear closed-toed shoes at all times in the Arboretum

-Youth volunteers may **NOT** drive the orange carts

-Volunteers may not ride on the orange carts unless seated in the passenger seat

-Be aware of your physical limitations! Some duties may involve heavy lifting of garbage bags, tables and chairs, etc.

-Wear gloves and be cautious while working with the garbage bags. Make sure all bags are securely closed and double-bag any full or damaged bags

-If you feel uncomfortable with or are incapable of performing any assignment, please inform the Director of Volunteers.

-If a volunteer is injured in any way while working, notify the Director of Volunteers immediately

CALCULATING VOLUNTEER HOURS

-Concert hours begin at 4:30pm for everyone. If you check in prior to 4:30pm, you will not receive additional hours.

-You can only receive a maximum of 7 hours for a concert. You will receive 7 hours if you come at 4:30pm and work until 11:30pm.

-All volunteers who need confirmation of their volunteer hours will receive a printout at the end of the Festival on the Green Season. Please notify the Director of Volunteers to obtain your record of your volunteer hours.

Free Tickets

When you accumulate 14 volunteer hours, you are entitled to 2 lawn tickets to the concert of your choice. Please call or email at least one week in advance to reserve your tickets for your chosen concert.

CONTACT INFORMATION

If you have any questions, please call the calPhil office at (626) 300-8200 and ask for the Director of Volunteers. My email is jeremy@calphil.org. Our website is www.calphil.org. Please do not hesitate to contact me- my job is to help you do yours!

Thank you for volunteering for Festival on the Green!