



## Volunteer Area Descriptions 2010

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**Arts Village:** Volunteers will assist the Area Coordinator with setup and tear-down of various supplies and equipment. Good customer service skills are an asset.

**Beer Tent:** Volunteers are responsible for selling and serving alcohol. **NOTE: Servers must have Smart Serve certification.** Ticket sellers and beer stein sellers do not require any certification; however, good customer service skills are an asset.

**Breakfast Team L.U.:** Volunteers will prepare a continental breakfast for artists and vendors during their stay at Laurentian University. Volunteers should have good customer service skills.

**Children's Area:** Volunteers will assist the Area Coordinator in organizing and executing various crafts, activities, and games for our young festival patrons. Volunteers must be friendly, courteous, patient, and enjoy having fun! Experience working with children is an asset.

**NOTE: A Police Record Check is required to work in this area.**

**Consumer Surveys:** Volunteers will survey festival patrons and collect valuable consumer information and feedback. These volunteers should be knowledgeable about the festival and have excellent customer service skills. Bilingualism is an asset.

**Control Booth:** Managed by the Treasurer, the Control Booth handles all monetary transactions during festival weekend.

**NOTE: Accounting experience and a Police Record Check are required for this area.**

**Green Team:** Volunteers are responsible for keeping the park clean at all times. Since the festival has implemented a number of "green initiatives", volunteers in this area should recycle as much as possible, and keep all park areas clean and free of garbage.

**Hospitality (Onsite):** Volunteers primarily act as hosts to artists who are dining in this area. Volunteers are responsible for ensuring all food and beverages are organized, fully stocked, and clean.

**Instrument Lock-up:** Volunteers must ensure all artist equipment is safely stored during the festival weekend. A large container is available for storage and a key is provided to the Area Coordinator. Volunteers must be able to lift and move equipment.

**Membership Booth:** Volunteers are responsible for offering NLFB Memberships to the general public. Volunteers are asked to explain the benefits of an NLFB Membership to patrons upon entrance to the park before the purchase of a festival ticket. Excellent customer service and sales skills are required.

**Merchandise:** Volunteers are responsible for selling all festival, artist, and performer merchandise. Good customer service and organizational skills are required for processing monetary transactions and taking inventory. Bilingualism is an asset.

**Pizza Booth:** Volunteers are responsible for selling pizza and beverages to the general public. Volunteers must keep the booth clean; keep the pizza warm; handle money; and alert the Area Coordinator when stock is low.

**Posters and Signs:** Volunteers are responsible for hanging and distributing all NLFB posters, banners, and promotional material in designated areas of the city and at the festival site. This crew is also responsible for taking down all signage post-festival and returning it to the NLFB office.

**Registration:** Volunteers will greet and register all artists, performers, media, board members, staff, government officials, and VIP guests entering the festival site. Excellent customer service skills and organizational skills are required.

**Runners:** Volunteers are responsible for a number of festival errands and tasks that arise during festival weekend. Tasks are assigned throughout the weekend as assigned by the Volunteer Coordinator.

**Security:** Volunteers in this area must be knowledgeable of the festival program, the park layout, NLFB Emergency Protocol, and festival rules and regulations. This crew must ensure the safe and secure conduct of all persons at the festival and respond to inquiries in a pleasant and courteous manner. Volunteers are stationed throughout the park and overnight.

**Ticket Booth:** Volunteers in this area are responsible for selling festival passes to the general public. Volunteers must be well informed on the program, ticket prices, and the park layout. Experience handling money, good customer service skills, and organizational skills are required.

**Transportation:** Volunteers are responsible for the transportation of volunteers, artists, and performers to and from the festival site. Vehicles are provided by the festival. A valid "G" class license is required.

**Site Setup/Tear Down:** Volunteers are responsible for setting up and tearing down tents, fences, and all equipment used at the festival. Volunteers in this area work before and after festival weekend. Experience with manual labour an asset.