



# VOLUNTEER APPLICATION

# 2017

Full Name (Print or Type) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Status:  Staff → Department \_\_\_\_\_ Supervisor \_\_\_\_\_

Student → College \_\_\_\_\_ Program \_\_\_\_\_

Faculty → College/Program \_\_\_\_\_ Research Department \_\_\_\_\_

Other → \_\_\_\_\_

(YOU MUST SELECT A DIFFERENT TIME FOR EACH CHOICE)

DESIRED SHIFT:	<u>First Choice</u>	<u>Second Choice</u>	<u>Third Choice</u>
	<input type="checkbox"/> 6:00AM - 11:00AM	<input type="checkbox"/> 6:00AM - 11:00AM	<input type="checkbox"/> 6:00AM - 11:00AM
	<input type="checkbox"/> 10:00AM - 3:00PM	<input type="checkbox"/> 10:00AM - 3:00PM	<input type="checkbox"/> 10:00AM - 3:00PM
	<input type="checkbox"/> 2:00PM - 7:00PM	<input type="checkbox"/> 2:00PM - 7:00PM	<input type="checkbox"/> 2:00PM - 7:00PM
	<input type="checkbox"/> 6:00PM - 11:00PM	<input type="checkbox"/> 6:00PM - 11:00PM	<input type="checkbox"/> 6:00PM - 11:00PM

### 2017 VOLUNTEER ROLES (Please check all areas of interest)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Event Set-Up       | <input type="checkbox"/> Box Office / Ticket Sales / Will Call | <input type="checkbox"/> Artist Liaison / Escort             |
| <input type="checkbox"/> Event Breakdown    | <input type="checkbox"/> Ticket Taker (Gen'l & VIP Admission)  | <input type="checkbox"/> VIP & Sponsor Escort                |
| <input type="checkbox"/> Volunteer Check-In | <input type="checkbox"/> Marketplace / Concessions             | <input type="checkbox"/> Backstage                           |
| <input type="checkbox"/> Vendor Check-In    | <input type="checkbox"/> Merchandise & Souvenir Book Sales     | <input type="checkbox"/> Parking Lot Attendant               |
| <input type="checkbox"/> Artist Check-In    | <input type="checkbox"/> Information Booth / Lost & Found      | <input type="checkbox"/> Maintenance Operations              |
| <input type="checkbox"/> Sponsor Relations  | <input type="checkbox"/> Event Runner                          | <input type="checkbox"/> Administrative Support (Oct. 2 - 6) |

**PARTICIPATION:** I request consideration to participate as a volunteer at the 2017 Jazz at Drew festival. I hereby understand that the scope of the Volunteer's relationship with CDU is limited to a volunteer position and that no compensation is expected in return for services provided by me; that CDU will not provide any benefits traditionally associated with employment to me; and that I am responsible for my own insurance coverage in the event of personal injury or illness as a result of my volunteer services to CDU.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_



## GENERAL VOLUNTEER INSTRUCTIONS

Thank you for agreeing to volunteer at Jazz at Drew! The University could not host Jazz at Drew without the gracious support of our volunteers.

**ATTENTION:** All volunteers are required to complete a volunteer application and volunteer release and waiver of liability form prior to volunteering at the Jazz at Drew festival. Every effort will be made to assign volunteers according to their assignment preferences. However, the University reserves the right to assign volunteers to areas of greatest need.

**Arrival:** Volunteers must check-in at least 15 minutes prior to the start of their shift.

**Volunteer Check-in:** Volunteers must sign in and include their name and contact number. The check-in booth will be located near the 118<sup>th</sup> Street side of the University on the walkway between the W. Montague Cobb Building and the Life Science Research and Nursing Education Building.

**Attire:** Volunteers will receive a Jazz at Drew volunteer t-shirt at check-in; comfortable jeans or khakis or skirts are recommended. Flip flops should not be worn.

**Meals/snacks:** Volunteers will be provided one (1) meal ticket each. Water and light snacks will be provided in the volunteer lounge area throughout the day.

**Volunteer Schedule:** Volunteers are expected to work a minimum of five (5) hours in their assigned area.

**Volunteer Seating:** Volunteers who have completed their assigned shift(s) will be allowed to sit in designated seating within the general admission area.

**Volunteer Captains:** Volunteer captains are responsible for ensuring that volunteers are rotated and given breaks.



## 2017 VOLUNTEER ROLES AND DUTIES

### PRE-EVENT ADMINISTRATIVE SUPPORT

**Dates:** September 25 through October 6  
**Shifts:** 8AM – 12PM, 10AM – 3PM, 12PM – 5PM, 1PM – 6PM  
**Volunteers Needed:** 2 - 4

- Assist with follow-up phone calls
- Photocopying
- Data entry
- Assemble gift bags
- Organize merchandise
- Various administrative tasks

### EVENT SET-UP CREW

**Dates:** October 6 (5PM – 9PM) or October 7 (6AM – 11AM)  
**Shifts:** 6AM – 11AM, 10AM – 3PM, 2PM – 7PM, 6PM – 11PM  
**Volunteers Needed:** 20 each day

- Assist with festival set-up
- Clean tables
- Arrange/label booths for marketplace/concessions
- Set-up Health Pavilion and label booths for exhibitors
- Place event signage
- Place table linen
- Label VIP/sponsor tables
- Set-up green rooms
- Set-up VIP/Volunteer lounges
- Set-up artist dressing rooms

### TICKET TAKERS & WILL CALL – VIP

**Shifts:** 10AM – 3PM, (2PM – 7PM)  
**Volunteers Needed:** 10 - 12

- Provide excellent customer service
- Responsible for greeting VIP guests and sponsors and taking/scanning tickets
- Responsible for issuing VIP tickets in will-call; and assuring that they are signed out
- Issue wristbands
- Distribute programs or event schedules
- Stamp hands for those wishing to leave and return
- Responsible for checking guest coolers, bags, purses to ensure no weapons, alcohol, glass etc., being brought into the festival

### TICKET TAKERS - GENERAL ADMISSION

**Shifts:** 10AM – 3PM, (2PM – 7PM)  
**Volunteers Needed:** 10 - 12

- Provide excellent customer service
- Responsible for greeting patrons, and taking/scanning tickets
- Identify fraudulent tickets
- Issue wristbands
- Distribute programs or event schedules
- Stamp hands for those wishing to leave and return
- Responsible for checking guest coolers, bags, purses to ensure no weapons, alcohol, glass etc., being brought into the festival

### PARKING ATTENDANT (Campus Safety)

**Volunteers Needed:** 10

- Volunteers will be assigned to a designated parking lot
- Assist and direct guests to designated parking Areas
  - Vendor Parking
  - VIP/Sponsor Parking
  - Dignitary Parking
  - General Admission Parking
- Place signage in the designated parking lots
- Direct guest from parking lot to the Jazz at Drew venue entrance (VIP, sponsors, general admission, volunteer)
- Reroute guests when lot is full
- Place signage when lot is full

### MARKETPLACE / CONCESSIONS

**Volunteers Needed:** 5 - 7 needed for load-in (6-10AM); 2 volunteers throughout the festival; 4 volunteers (10-11pm)

- Provide excellent customer service to marketplace vendors
- Assist with vendor load-in/load-out
- Provide vendors with ice
- Assist vendors with getting change (direct to Box Office or member of Finance)
- Help to make sure the area is kept clean – contacting porter service when necessary



# VOLUNTEER ROLES & DUTIES 2017

## 2017 VOLUNTEER ROLES AND DUTIES

### VOLUNTEER CHECK-IN AREA

**Volunteers Needed: 3**

- Check-in volunteers from 10-6PM
- Refer volunteers to their assigned areas
- Issue volunteer t-shirts
- Issue meal tickets
- Monitor volunteer lounge area

### VIP & SPONSOR ESCORTS / USHERS

**Volunteers Needed: 10**

- Escort VIP guests/sponsors to cabanas, tables
- Provide VIP tables with wine/champagne and ice
- Issue VIP/sponsor meal passes
- Respond to questions, issues, or concerns from guests
- Help monitor and make sure that VIP tables and lounge area are well maintained, requesting porter service as necessary

### ARTIST LIAISON / ESCORTS

**Volunteers Needed: 3**

- Make sure artists dressing rooms and green rooms are equipped as requested
- Escort artists from green room to backstage

### SPONSOR RELATIONS

**Volunteers Needed: 3**

- Greet sponsors and thank for their support to Jazz at Drew
- Ensure that sponsors receive their onsite benefits
- Periodically visit sponsors to make sure their needs are met

### JAZZ AT DREW MERCHANDISE

**Volunteers Needed: 3**

- Track festival souvenir inventory (t-shirts and hats)
- Sell souvenir programs
- Cash handling/collection of payments
- Sign-off on cash drops with Finance Manager
- Report sales information to CDU Office of Finance

### FESTIVAL BREAK DOWN

**Volunteers Needed: 7 - 10**

- Rearrange dressing rooms to classrooms/meeting rooms
- Remove linen
- Venue clean-up
- Assist vendors with load-out
- Collect festival signage

### BACKSTAGE

**Volunteers Needed: 3**

- Make sure back stage area is free from guests without backstage access
- Assist with making sure that artists and crew are in staging area at the appropriate time

### BOX OFFICE

**Volunteers Needed: 6**

- Process onsite ticket purchases
- Responsible for issuing will call and general admission tickets

### GENERAL INFORMATION BOOTH AND LOST & FOUND

**Volunteers Needed: 3**

- Provide excellent customer service by responding to questions, issues, or concerns from guests
- Radio dispatch requests to the respective festival service
- Secure and log lost and found items