

# **Volunteer Information and Instructions**

## **Thank you for volunteering for the Wrightwood Neighbors' Taste of Lincoln Avenue 2012**

- 1. Please show up 15 min before your scheduled time to volunteer** and report directly to the volunteer tent located on Altgeld west of Lincoln Avenue (behind the Blues stage).
  - \* Allow EXTRA time to eat before or after your shift.
  - \* Take public transportation or bike if possible- parking is difficult on the days of the festival.
- 2. Sign in at the volunteer tent when you arrive.** Receive your volunteer T-shirt and gate assignment. Be sure to give your full name, address, e-mail, and telephone number so we can contact for next year.
- 3. Proceed directly to your assigned gate-failure to show up on time can disrupt the gate flow and the schedule. We ask that you do not leave your assigned gate until instructed to do so by your gate captain.**

### **Gate Workers: General Info**

**What to Wear/Bring:** Comfortable shoes and socks, sunscreen and/or hat, and water bottle. We will be giving all volunteers a cotton short sleeve t-shirt. **Bring your photo ID or Driver's License.**

### **Collecting Money:**

The suggested donation this year is **\$7.00 before 4:00pm and \$10.00 afterwards.**

Children & Kids Carnival: If attendees ask children under 10 are free. If they say they only want to go to the Kids' Carnival, direct them to enter on Altgeld from Halsted-there is no charge to enter the Kids' Carnival.

### **While Collecting Money:**

- A) Explain to attendees where the gate money goes. Posters with pie charts and lists of grant recipients will be posted at each gate and appear the program.
  - B) Keep in mind that the \$7/\$10 is technically a **donation**. We cannot demand that people pay to enter, but we can encourage them. Your demeanor is very important. (See list of excuses and how to respond.)
  - C) Each volunteer should have a specific task while at the gate:
    - 1) collecting money
    - 2) stamping hands
    - 3) handing out Taste brochure
    - 4) gate captain (this is an assigned position)
  - D) Thank each and every attendee that makes a donation for his or her support of the community!
- E) Make eye contact & smile – this is a fun event!**

## **Staffing a Gate:**

Each gate will have a minimum of two cash collectors (larger gates could have as many as 4-6 depending on traffic).

One person will stamp hands and one person should hand out programs.

There will be one person who will act as relief, and/or additional help.

One gate captain will oversee the cash box.

### **1) Cash Collectors:**

Welcome people to the taste.

Ask for the \$7/\$10 dollars.

Explain how their donation will benefit the neighborhood if asked.

Be careful making change and be aware when you are running low on \$1/\$5/\$10 bills.

All large bills (\$20 and up) must be handed to the gate captain.

### **2) Hand Stampers:**

**Please only stamp hands of paid entering attendees-do NOT stamp hands of people exiting the festival.**

Make sure all guests know that in order to re-enter the festival, his or her hand must be stamped and that Saturday stamps are not valid on Sunday.

\*Do not put the stamp down; they have been known to disappear.

### **3) Passing Out Festival Programs and Traffic Control:**

Familiarize yourself with the street. Help direct people and keep traffic moving through the gate- you will see distinct Entry/Exit lanes at the larger gates.

**\*Outside liquor is not allowed in to the festival (cases of beer, etc)-security may step in to interdict those trying to enter with alcohol.**

## **Other things to do while at the gate:**

- Locate the nearest trash receptacle and direct guests to use it.
- Locate the nearest security personnel, just in case you need help.
- Try to familiarize yourself with the Taste map and program to be more helpful when answering questions.

## **Notes on Weather:**

In the event of light rain, try to remain at or near your gate and keep collecting, especially if it appears that it will blow over.

Gate captains must keep the cash box.

If the rain gets too heavy to remain at your gate, volunteers should close up the gate and report immediately to the volunteer tent.

## **Important Contact Numbers**

Ron (773)447-3347

Courtland (773)934-8514

***\*\*Email or call asap if not able to volunteer or need to reschedule\*\****

## **Top excuses why people don't want to donate ....and some suggested responses**

### **1. "I volunteer enough in the community"**

Then you can appreciate the value of each dollar we collect, especially when they go to so many worthwhile organizations and projects (point to poster).

### **2. "I'm just looking for someone"**

We'd ask if you would still make a donation for area organizations (point to poster).

### **3. "I just want to get to Sheffield/Halsted - I just want to get to the other end"**

It's actually quicker if you go around. If you do want to take the long way and enjoy the Taste, perhaps you'll make a donation on your way out.

### **4. "I don't have to pay"**

No, you don't, but we still ask everyone to look in their wallet and see what they can afford to donate. You are getting great entertainment including local and nationally known bands.

### **5. "I live here"**

Great, then you'll be happy to know your donation goes right back into your neighborhood. If the person gets upset, please respect the neighbors that really do live in the area.

### **6. "I paid yesterday"**

Yeah, but you're back today and there are great new bands to see.

### **7. "My friend is having a party"**

You know we're collecting for all the bands that are playing for all the parties going on in the neighborhood right now.

### **8. "I'm just going to the show"**

Well, any donation is greatly appreciated-the money goes right back in to the neighborhood (point to poster). You may find that you want to enjoy some of the music before or after the show.

### **IMPORTANT!**

- **Remember that we cannot force anyone to pay.**
- **The money collected is strictly a donation.**
- **Be a sales person to get the donation, not threatening.**
- **A sense of humor goes a long way.**
- **Thank each and every donor for his or her support of the community.**

# Volunteer Gate Map

