

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 Wednesday, January 30 from 5:30-6:30 PM in the Reeder Media Center located in Swem Library.

2. Dress Code

Wear your GFF volunteer badge during all shifts. Dress casually and comfortably. Please refrain from wearing clothing with any messages or words that could be considered controversial or offensive. Badges will be distributed during the Volunteer Orientation Session. Wear comfortable shoes because you will be on your feet for most of your shift.

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 goodwill 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 a staff person and speak to them privately.

SHIFT LOGISTICS

1. Arrival & Departure

Please report to the venue ten minutes prior to your shift. Prior to leaving the venue, for a break, or at the end of your shift, check-out with a GFF staff person. Volunteers are expected to work the full duration of their shift.

2. Tardiness

Contact the Volunteer Coordinator if you are running late or no longer able to work your shift as soon as possible. You will get the Volunteer Coordinator'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 venues is limited. Please bring only what you need with you into the venue and keep valuables with you.

LOBBY VOLUNTEER RESPONSIBILITIES

- 1. Familiarize yourself with the GFF program and the venue.** This will enable you to answer common questions quickly.
- 2. Tickets may be purchased at the Theatre Box Office.** When tearing a traditional movie ticket, keep the side with the bar code. Prices vary from free, \$5, to \$10 depending on the program. W&M students may redeem a free ticket to any program by presenting their ID at the box office.

3. **Patrons with a Sponsor or Guest Pass will have a separate line for expedited entry into the Theatre.** One or two volunteers will be stationed to manage pass holders. It is important to keep track of how many pass holders attend each screening. 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 the Volunteer Coordinator 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 the Volunteer Coordinator, 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 the Volunteer Coordinator 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 the Volunteer Coordinator to help them.

WORKSHOP VOLUNTEER RESPONSIBILITIES

1. **Familiarize yourself with the GFF program and the venue.** This will enable you to answer common questions quickly.

2. **Check people in and manage the standby line.** Check people in using list provided by the Workshops Coordinator. If people are waiting on standby, unclaimed seats may be given away five minutes prior to the start of the workshop.
3. **Assist the facilitator as needed.** If the workshop facilitator is having technical difficulties or needs anything please assist them or ask a Media Center staff person for help.
4. **Answer questions or find someone that can.** Your answer to a question should never be, "I don't know." Find the Volunteer Coordinator or a staff person if you don't have the information a patron needs.
5. **Help keep the Media Center tidy.** Pick up any trash you see. Report any issues that need attention to a staff person or the Volunteer Coordinator, such as the restroom is out of toilet paper or paper towels, etc.
6. **Always be courteous and friendly.** Someone may be disappointed if they are in the standby line for a workshop and there is no room to accommodate them. Be courteous, even if the individual's complaint seems unreasonable, and help them or find the Volunteer Coordinator to help them.