



WELCOME
GENERAL GUIDELINES FOR VOLUNTEERS AT THE INDIA FESTIVAL
THANK YOU FOR VOLUNTEERING Updated: Jan 26, 2011

We would like to thank you for your interest and participation in “**IndiaFestival**”. In accordance with our new guidelines and policies the “India festival” Committee has enacted the following rules and regulations regarding volunteers.

1. It is understood that you are volunteering for a community event and you are not entitled to any form of compensation.
2. You have agreed to volunteer for a specific period of time and we ask that you fulfill that time period, as with an event of this size staffing is critical to a successful event.
3. Volunteers agree not to “Freeload” or otherwise use volunteering as a means to simply gain entry into Veterans Memorial. Volunteers found freeloading will be asked to surrender any and all FIA-OHIO identification.
4. Volunteers understand that they are representing FIA-OHIO and must act in an appropriate manor at all times while volunteering including limiting the consumption of alcoholic beverages.
5. Volunteers understand that safety and security of all attendees of “**IndiaFestival**” is our utmost concern, therefore volunteers are asked to assist or otherwise report to your FIA-OHIO contact person or onsite security, safety patrol or law enforcement any suspicious activity, dangerous situations or any other out of the ordinary activities.
6. Volunteers understand since you are volunteering your time at a community event, you are representing FIA-OHIO. Volunteers are asked not to enter into or otherwise engage in controversial conversations or activities, volunteers are asked to simply walk away from those types of encounters. Volunteers found to be investigating or engaging in this type of activities may be asked to surrender and all FIA-OHIO identification and asked to leave.
7. As a volunteer, you will offer a special addition, excitement and enthusiasm that will enhance our guest’s experience. Regardless of your volunteer position for the two days, you will be a working, walking, talking, and being the information resource. Your effort to provide personal attention and accurate information will result in an experience our guest will remember and they will hopefully encourage others to attend the India Festival.

Signature: _____ Date: _____

FIA Representative: _____ Representative Role: _____

PROCEDURES FOR VOLUNTEERS

1. All volunteers must check in 30 minutes before your assigned time at your site at the Volunteer's desk at the FIA-OHIO booth.
2. At the check-in area, you will receive a badge for a volunteer and a map of the site. You will then go to your assigned position and perform your duty for the duration of your shift. You will be a representative of FIA-OHIO and will proudly perform your task as a volunteer.
3. Please do not relocate or change position unless advised by the volunteer supervisor. This is to keep orderly spread of volunteers in the area. Another volunteer will take your place at the end of your shift. Please report to the volunteer desk, return your volunteer badge and sign out. You can then enjoy the festival at your own leisure, and wait for next shift if you happen to volunteer for more shifts that day. As a token of our gratitude, we provide some perks for your volunteer efforts.
4. For the Set up and clean up volunteers, your help and talent are very much appreciated. A supervisor will direct you to the task involved upon arrival. There is a need for volunteers on this shift. Please ask friends and relatives to join in.

VOLUNTEER HOURS (earlier or later hours may be requested)

Friday – Day before “Indiafestival”

1:00 to 3:00 PM
3:00 to 5:00 PM
5:00 to 7:00 PM
7:00 to 9:00 PM

Saturday – “Indiafestival Day”

8:00 to 10:00 PM
10:00 to 12:00 PM (noon)
12:00 to 2:00 PM
02:00 to 4:00 PM
04:00 to 6:00 PM
06:00 to 8:00 PM
08:00 to 10:00 PM
10:00 to 12:00 PM

To sign-up, please fill out the Online Volunteer Application Form at
<http://www.indiafestival.org/Home/Volunteer.aspx>

HOSPITALITY

As volunteers, we want to make each and every guest feel welcome and appreciated just as we would treat guest in our own home. Guests will be counting on us to make this special event a warm and personal one.

-Welcome guests with a “Namaste” – Fold your hands

-Please be assertively friendly. Show a genuine smile when greeting our guest.

-Offer your assistance. Use terms like “please” and “thank you”. These words will stimulate guest’s cooperation and good feeling.

-Accept guests the way they are, not as you prefer them to be.

-Give individual attention to our guests; take time to listen to their question or problem and see that the proper answers or explanations are offered. Answer questions completely.

-We must be ready and willing to patiently answer the same question all day. Remember that new guest will be asking it for the first time and deserves a pleasant and accurate response.

-Give extra assistance to our handicapped guest. Please note that all attractions, Exhibits, eating areas and entertainment have been specially designed to exceed the recommendation of the American National Standards Institute.



Giving directions

-Be concise. Long, detailed instructions will be forgotten or ignored entirely.

-Always know where the closest restroom, water fountain, and telephones.

-Be familiar with the schedule of shows and attractions of the day.

-Offer your assistance to guests who “look lost”.

-Be familiar with the areas of the venue – Veterans Memorial

Handling of Guest complaint

-Listen to their complaints without interruptions. Be flexible. Being rigid will only make the situation worst. Never argue the point with a guest. Let the guest know you are concerned and interested. If you are unable to assist the guest, explain that you are a volunteer and will get a staff person to assist them. Excuse yourself and contact your supervisor.

SECURITY, SAFETY, AND EMERGENCIES

Another area you can assist as a volunteer is to help prevent injury. Please make a habit of checking for hazards. Report any suspected problem to your supervisor. Don't assume someone else has taken care of the problem. In all cases contact security located in the Main Lobby. First-aid station is located in the Health section of the Festival.

ATTRACTION AREAS

CULTURAL AREAS

The Cultural Exhibits are located in the NORTH HALL. It contains Educational and Cultural displays, Arts and Crafts, demonstrations, Visual Aids, Services offered to the community. Make a point to look over the area to acquaint your selves of the attractions.

HEALTH FAIR

This is also located in the NORTH HALL. Health Screenings and Educational materials are provided. Encourage people to participate in the activities. You are also encouraged to participate in the screenings before or after your volunteer shift ends.

FOOD COURT

The food Court will be the area northeast of the NORTH HALL. A variety of Indian foods and delicacies are available in the food booth. Some will have cooking demonstrations. If you are a volunteer in this area, make sure that everyone does their part in keeping the area clean and uncluttered, while talking to the guests on how they enjoy the taste of India.

MARKET PLACE

The Market Place will be in the NORTH HALL. And will contain commercial booths for signed-in commercial merchants of the Festival, as well as demonstrations of how to make the product they sell.

PERFORMANCES

Continuous Performances will be held in the NORTH HALL AND THE AUDITORIUM. Shows of Indian-American performers, cultural, educational, and musical extravaganza are scheduled throughout the days of the Festival at these venues. If you are a volunteer in these areas, report to the performance chairperson or coordinators located near the stage.

DRESSING AREAS

This area is the tent behind the stages at both the NORTH HALL and Auditorium. If you are a volunteer in this area, make sure the tent is kept away from non-performers, nearest restroom for performers is close by. Assist performers if necessary.

CHILDRENS ACTIVITIES

The Children's Activity area is the NORTH WEST area of the NORTH HALL adjacent to the Market Place. This is where children enjoy the educational games, cultural arts and crafts, toy making, mask and puppet



making and other educational activities. If you are a volunteer in this area you will report to the chairperson of the children's activities area and be informed on the task(s) you have to perform.

JOB FAIR AND CORPORATE SPONSORS AREA

The Job Fair is an area where companies provide and display corporate information.

HOSPITALITY AREA

The area is located in the NORTH HALL; it is utilized as the main reception and information. It is also the location for the Volunteer Check-in and sign-out area. **This area is for sponsors, dignitaries, and visitor who would like to have a quiet place to rest, dine or meet. The Hospitality volunteers will monitor the area.**

INDIA FESTIVAL INSTRUCTIONS FOR VOLUNTEERS

1. Allow time (at least 30 minutes) to park.
2. Please park at the designated area as volunteer parking. Please refer to the site map included in the India Festival website (www.indiafestival.org).
3. Register at least 20 minutes before your shift at the Volunteer Check-in tent to allow time for a brief orientation and walk to your volunteer area. The volunteer check-in tent is adjacent to the FIA-OHIO reception area booth. Check your site map in case this changes location.
4. Introduce yourself to your task coordinator
5. When your shift is over, obtain a signed volunteer appreciation form from your task coordinator.
6. Bring this form to the Volunteer Check-in tent and present it to collect your perks.
7. You are representing the India Festival when you are on site as a volunteer. Be friendly even when you are being assertive.
8. When problems arise, do not argue. Instead refer the problem to your coordinator.
9. When in doubt, let common courtesy be your guide. Be courteous always.
10. Parental/guardian consent is needed for volunteers who are less than 16 years old.
11. HAVE FUN! SMILE....

Thank you very much for giving your time and talent to the Indian Festival!