



Volunteer Description & Instructions

Bike Valet

General Volunteer Information

- All volunteers are representatives of Summer of the Arts. Please maintain a friendly and positive attitude while interacting with the community.
- All volunteers are provided with free water. We will refill personal water bottles or can provide a cup. *This does NOT include Crystal Clear plastic water bottles!*
- Please return to Volunteer Check-In after you complete your shift. **Please do NOT leave the donation box unattended!**

Instructions

- Responsible for staffing and monitoring the free and secure Bicycle Parking.
- **Only Bike Buddies are allowed in the fenced-in bicycle storage area. No attendees are allowed at any time.**
- Every bicycle parked in Bike Parking, **must have a ticket and small index card** completed (name & phone).
 - Rubber band the orange “Ticket” piece to the bike
 - Give the orange “Keep This Coupon” piece to the bike owner
 - Have bike owner fill out a small index card with name and phone number
 - Put small index card in the black box
- Keep bikes arranged in numerical order according to their tag numbers
- Only bike attachments (helmets and water bottles) are to be left with bikes. NO clothing, bags, or valuables!
- If a festival attendee needs an item that they left with the bike, then you must bring the whole bike to the bike owner.
- **Let people know that they must retrieve their bike no later than 10:00 pm (Fri-Sat) and 4:30 pm (Sun). For closing: Use the contact information on the valet tag to contact riders about retrieving their bike. If a bike owner does not retrieve their bike within 15 minutes, staff will assist with moving remaining bicycles to staff HQ.**



Volunteer Description & Instructions

Main Stage Security

General Volunteer Information

- All volunteers are representatives of Summer of the Arts. Please maintain a friendly and positive attitude while interacting with the community.
- All volunteers are provided with free water. We will refill personal water bottles or can provide a cup. *This does NOT include Crystal Clear plastic water bottles!*
- Please return to Volunteer Check-In after you complete your shift.

Instructions

- Responsible for monitoring the Main Stage and keeping unauthorized individuals from entering the backstage area and away from the stage and sound equipment.
- Only allow authorized individuals with VIP Passes, Media, All Access, or Staff lanyards backstage.



Volunteer Description & Instructions

Volunteer Check-In Attendant

General Volunteer Information

- All volunteers are representatives of Summer of the Arts. Please maintain a friendly and positive attitude while interacting with the community.
- All volunteers are provided with free water. We will refill personal water bottles or can provide a cup. *This does NOT include Crystal Clear plastic water bottles!*
- Remember: you need to check in, then check out and take a goody bag.

Instructions

- Volunteer Check-In Attendants responsible for assisting staff with greeting and checking in volunteers, answering questions from the general public, and giving board and committee members and backstage staff their lanyards and/or credentials
- **Summer of the Arts must have on-record (electronically or on paper) a completed volunteer application from anyone who volunteers prior to the start of their shift time.** Anyone who has not filled out an application may complete one at the Volunteer Check-In Booth. Please make sure that the paper application is placed in the Volunteer Check-In Binder. Please note people cannot fill out an application and volunteer the same day; staff need time to conduct a background check.
- Give volunteers a volunteer T-shirt and direct them to a location to change, as they must wear them during their shift(s). Note: we hand out one volunteer shirt to each volunteer per season: if a repeat volunteer arrives without their shirt, they will be required to wear a volunteer vest to return at the end of their shift.
- Direct volunteers to the proper booth and let them know there is a binder with instructions for them to reference. Remind them to come back at the end of their shift to receive a goody bag.
- Please give volunteers the following reminders:
 - **Remain at their station until the next shift of volunteers arrives to relieve them.** If they need to leave and no one has come, call the number for Dispatch and someone will be sent over.
 - **Never leave cash boxes or donation boxes unattended.**