

EVENT VOLUNTEER WORKSHEET

Volunteer Information		Checklist	Completed	Date
Volunteer coordinator	_____	Assess volunteer needs/roles		__/__/__
Phone number	_____	Draft volunteer job descriptions		__/__/__
"Day of" phone	_____	Send out volunteer request		__/__/__
Email	_____	Assign volunteers to roles		__/__/__
		Schedule volunteer training meeting		__/__/__
		Send confirmation and instructions		__/__/__
		Formally thank volunteers		__/__/__

Notes/Suggestions

Responsibilities

- Have a job description for your volunteers, with responsibilities clearly outlined.
- Don't use your volunteers for anything you wouldn't do yourself.
- Treat volunteers with respect.
- If possible, let the volunteer pick the job they want to do or assign volunteers to tasks they will enjoy doing.
- Keep volunteers busy – have tasks for them to accomplish. Otherwise, they may feel they are not needed.

Training

- Appoint a staff coordinator to answer questions and serve as a point of contact/information source for volunteers.
- Prior to the event, send all volunteers a note thanking them for volunteering and giving them an idea of what will happen next and when. Keep them in the communication loop.
- Schedule an orientation and training session – if possible prior to the event day. Include the nature of the event, its purpose, their duties, what tasks they are required to do and how to do them, where the closest amenities/services are (i.e. bathrooms, food facilities, telephones, fire pull stations) what time they should arrive, what they should and should not bring, where to park, and what to wear. Also provide this information in writing for their reference.
- Make sure to provide them with event contact names/ phone numbers/email addresses, including day of information, in case of emergencies or if they have any questions.
- Provide general volunteer guidelines applicable to your event, such as:
 - Dress neatly in your volunteer "uniform"
 - Be punctual
 - Check in with volunteer coordinator upon arrival and prior to departure
 - No consumption of food or beverage in view of guests, unless approved by volunteer coordinator and only after all guests have been served
 - No smoking
 - Be pleasant to everyone at all times – you are ambassadors for the event
 - Wear nametag/badge at all times
 - Remember you are at the event to work – you are not a guest
 - Report any concerns/issues to volunteer coordinator
 - Do not use personal cell phones or other communication devices except when authorized
 - Do not seek autographs, photographs or paraphernalia from dignitaries or celebrities
 - Be proactive in providing assistance to guests

General

- Provide positive feedback and encouragement.
- Get day of contact information for volunteers and prepare a master contact list in case of emergency.
- Have the volunteer coordinator oversee the duties of volunteers the day of the event, to answer questions and provide assistance and trouble-shooting.
- Introduce volunteers to each other.
- At all-day/long events, provide food, water and breaks to volunteers.
- Prepare for no-shows by double booking some of your key volunteer slots.
- Ask volunteers for feedback, such as ideas to improve the event, questions asked by guests, and the volunteer experience.
- Provide volunteer recognition and thanks, such as a thank you letter, pizza party, etc.