



The Roots N Blues N BBQ Festival

September 29 - October 1, 2017

Presented by StorageMart® • Stephens Lake Park • Columbia, MO

2017 Volunteer Program Guide

STEPHENS LAKE PARK – COLUMBIA, MO – SEPTEMBER 29-October 1, 2017



Welcome to the world of *Roots N Blues N BBQ!* Sure, there are great bands, great food, and good times, but what really makes this festival work is our volunteers. We literally couldn't do it without you!

Our volunteers enjoy it so much they come back year after year. We hope you will have the same experience.

To participate at Roots N Blues N BBQ as a volunteer, this is what you'll need to know:

IN A NUT SHELL

Volunteers must be 18 years or older as of September 1, 2017, and receive no monetary compensation for their services.

What You Give Us

- You agree to work at least two 5-6 hour shifts over the course of the three day festival, usually on different days.
- To be prepared for your assignments, you agree to attend at least one training session as required before the festival. (exception will be made for out of town volunteers.)
- You agree to complete your volunteer assignment in a satisfactory manner by showing up on time for training and shifts, staying for the complete duration of your shifts, and wearing your volunteer T-shirt while working.
- To ensure an outstanding festival experience for everyone, you agree to be courteous, helpful, informed, and reliable, and to treat other volunteers, staff, performers, and festival patrons with respect.

What We Give You

- In return for your efforts, we will give you the opportunity to enjoy the festival **FREE OF CHARGE** with a non-transferable 3-day pass.
- You will also receive a limited edition Festival Staff T-shirt to wear on your shifts and keep as a memento of your experience.
- Besides the fun of attending, our volunteers tell us it is very rewarding for them to be a part of the team making one of the best festivals in the country happen.

Please Note: By accepting your 3-day pass you are entering into a contract with the festival to work your shifts. If you fail to successfully complete ALL of your accepted shifts, you will be asked to reimburse the festival for the full price of your festival pass.

THE GORY DETAILS

When Can I Apply?

The online application form will be available on the festival website beginning early-June, and will remain online until all volunteer slots have been filled.

How Does The Selection Process Work?

We carefully review all applications. The more availability you have, the better your chance of being selected. Likewise, the more teams you apply for, the better your chances.

I've Volunteered with You Before, Does That Help My Chances?

That depends on how successful you were as a volunteer previously.

- If you worked as a volunteer last year, **completed ALL your shifts**, and got a solid rating from your team leader, we'd love to have you back. We give priority selection to volunteers who've successfully completed shifts previously and who apply early.
- If you received a poor performance rating, were a no-show, missed a shift(s) or failed to complete your shift you will not be selected as a volunteer.

We know things can happen, but volunteers are given ample time and opportunity to cancel or back out. Once you have committed we are depending on you, and failing to fulfill your commitments will negatively affect your chances of being selected in the future.

How Can I Improve My Chance Of Being Selected?

Your best bet is to request shifts at varying times of day. **If you only want to work morning shifts, the Roots N Blues N BBQ Volunteer Program is not for you.** In an ideal world we would all just work the morning shifts, but we have to fill the afternoon and evening ones too or there would be no festival.

Bottom line: being a returning volunteer, expressing interest in several different teams, and choosing varying times for your shifts gives you the best chance of selection.

If I Apply, Am I Guaranteed to be Selected?

No. Because we receive more applications than there are positions, not everyone can be selected.

What Kinds Of Positions Are Available?

There are a wide variety of positions available, including but not limited to:

- Greeting patrons at shuttle stops and entrances

- Scanning tickets and banding attendees
- Setting up and tearing down
- Perimeter and stage security

There will be a complete list of available positions on the application form when you apply. Remember, the more teams you select, the better your chances of being selected. PLEASE NOTE: there is no longer a BBQ contest, so there are no BBQ positions available.

When and How Long Are The Shifts?

A typical shift is 5-6 hours long, although some may be longer. All volunteers must check in 30 minutes before their shift. Shifts typically run 7-12AM, 11AM-4PM, 3-8PM and 7-12PM. **Most volunteers will be scheduled to work an evening shift one day.** We need volunteers who are flexible in their availability.

Be prepared to be on your feet for an extended period in any sort of weather. The festival goes on rain or shine.

What Happens After I Apply?

After you fill out your application, you will receive an automated email confirming that we received it.

Applications will then be reviewed and scheduled through late July. Please be patient as we have hundreds of applications to review, and the process takes several months. If you are selected, we will contact you. **Please do not contact us regarding your application.**

How Will I Know I Have Been Selected?

If you are chosen to volunteer, you will receive an email with your schedule requesting your confirmation. You will have 3 days to confirm your assignment or you risk losing your spot. If you haven't heard from us by late August, it is unlikely you'll be placed.

Will I Get the Teams And Shifts I've Requested?

We want you to be happy with your team and shifts, and will do our best to assign you to a team and shifts you requested. But please be flexible with your assignments.

If you decline a shift time assignment for a shift time you had said you were available to fill, getting a different shift time is not guaranteed. It isn't possible for us to accommodate special shift requests (for example, to schedule around a particular band's performance time, or to schedule a team or shift times so that you and your friend can work together.)

Then What?

Volunteer training will take place in early and mid-September. You'll get everything you need to know about your shifts and team status at that time.

Festival Weekend you will check in 30 minutes before your shift at the Volunteer Center. Please remember to take parking, walking or shuttle time into account.

What If I Can't Fulfill My Commitment To Volunteer Due To Special Circumstances?

Once you commit to a team and shifts, we're counting on you, as we don't overstaff the teams. But we also understand that sometimes unexpected things come up. Prior to the festival, we expect you to let us know immediately if you cannot fulfill your volunteer assignments, so that we can find a replacement for you.

Bailing out a few days before the festival or on festival dates is not cool! It will be noted in your records and your chances of being selected as a volunteer in the future will be affected. Thanks for understanding!

Cell Phone Policy

Yes, we all seem to be joined at the hip to our cell phones these days, but while you're working a shift, you should only be using your phone for festival business. We'll give you a list of contact numbers so you'll know who to reach if there are problems or questions you can't answer.

Dress Policy

We'll provide your volunteer T-shirt. Most positions are outdoors and require being on your feet, so dress appropriately in comfortable clothes and sturdy shoes. Bring sunscreen, hats or rain gear if needed. Provocative, revealing, or offensive attire while on duty is not appropriate.

Drugs and Alcohol

We need you all present and accounted for while you're on duty, so any use of alcohol or controlled substances before or while on duty is NOT allowed. Any volunteer suspected of using or being under the influence of drugs or alcohol while on duty will be removed from the festival grounds, and will lose their festival pass.

For further questions, email us at volunteers@rootsnbluesnbbq.com

