

EVENT VOLUNTEER WORKSHEET

Volunteer Information

Volunteer coordinator _____
 Phone number _____
 "Day of" phone _____
 E-mail _____

Checklist

	Completed	Date
Assess volunteer needs/roles	<input type="checkbox"/>	__/__/__
Draft volunteer job descriptions	<input type="checkbox"/>	__/__/__
Send out volunteer request	<input type="checkbox"/>	__/__/__
Assign volunteers to roles	<input type="checkbox"/>	__/__/__
Schedule volunteer training meeting	<input type="checkbox"/>	__/__/__
Send confirmation and instructions	<input type="checkbox"/>	__/__/__
Formally thank volunteers	<input type="checkbox"/>	__/__/__

Notes/Suggestions

Responsibilities

- Clearly outline the volunteers' job description and responsibilities.
- Don't use your volunteers for anything you wouldn't do yourself.
- Treat volunteers with respect.
- If possible, let the volunteer's pick the jobs 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 aren't needed.

Training

- Appoint a staff coordinator to answer questions and to serve as a point of contact/information source for volunteers.
- Prior to the event, send all volunteers a note thanking them for volunteering. Give 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. Provide this information in writing for their reference.
- Provide volunteers with event contact names/ phone numbers/e-mail 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
 - Be punctual
 - Check in with volunteer coordinator upon arrival and prior to departure
 - No food or beverage consumption 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
 - Wear nametag/badge at all times
 - Remember you are at the event to work – you are not a guest
 - Report 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 for emergencies.
- Have the volunteer coordinator oversee the duties of volunteers the day of the event, to answer questions and to 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 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.