



**March 7-11, 2012**

**Film Wine Fun**

**Volunteer**

**Manual**

## CASTING CALL

Want to know who the real stars of the San Luis Obispo International Film Festival are?

An incredible group of over 200 community volunteers, that's who!

Volunteers who generously offer their time, energy, experience and expertise in every aspect of festival operations!

We invite YOU to join in the fun - Choose to help out year-round, just during the week of the festival ...or both!

It's a terrific way to spend some time meeting other film lovers and supporting film in our county.

The festival dates are March 7-11, 2012.

Become a volunteer, recruit your friends and help us make the 18th annual SLOIFF a success!



# How To Get Started

- Please fill out and return the 2012 Festival Volunteer Application
- You will be notified of the Volunteer Sign Up and Training Night. That evening, you will have the first opportunity to sign up for volunteer shifts for Film Screenings and Special Events. If you indicated other interests on your application, you may be contacted prior to this night.

## What you can expect as a Volunteer:

- Volunteer shifts run approximately 3-4 hours.
- You'll work with a team of Volunteers that enjoys movies just as much as you do.
- You'll have the opportunity to view films before they are released (as well as some that may never be released).
- You will have a rewarding experience while being treated with courtesy and respect. Although you will work hard, you can expect to have fun.

## Festival Volunteer Benefits:

For each shift that you volunteer for, you will receive one complimentary film festival pass. These are good for any regular Film Festival screening. You will have priority seating, along with Festival pass holders.

## 2012 Festival Headquarters :

It will be located at  
848 Monterey Street, San Luis Obispo  
- same location as 2011.  
Opening day will be in February, date to be announced. Please check website for the latest Headquarters information.



## General Information

In order to make the Festival as successful as possible, please remember the following:

- Please write down your Volunteer shifts, noting date, time and location. You will receive a reminder before your shift from the respective Volunteer Coordinators.
- It is very important that you show up and are on time for the volunteer shift that you signed up for, as your fellow volunteers are counting on you. If you cannot make your shift or would like to change shifts, please contact the Volunteer Coordinator as soon as possible.
- Please dress appropriately to the screening or the event you are working—Volunteers are the face of the Festival.
- Volunteers represent the SLOIFF, so please be pleasant and helpful to all Film Festival attendees. You will most likely be asked a variety of questions about the Film Festival, so please familiarize yourself with the information in the Festival Guide. They will be available at each venue.
- If you can not answer the Patron's questions, please tell them you will help them find it. Refer the question to the Venue Coordinator, Board Members, or Headquarters Staff.
- While working, please refrain from activities that do not serve the interest of the Festival. This includes self-promotion to filmmakers or film representatives.
- Note any ideas you may have for improvements to the Festival, and refer them to the Volunteer Coordinators or Assistant to the Director—we always want to improve the Festival and our procedures every year.
- Have fun!



## Venue Locations

### San Luis Obispo:

**SLOIFF Headquarters**  
848 Monterey Street

**Fremont Theatre**  
1025 Monterey Street

**The Palm Theatre**  
817 Palm Street

**Downtown Cinemas**  
888 Marsh Street

**Monday Club**  
1815 Monterey Street

**Galaxy Theatres**  
El Camino Real & Highway 41  
Atascadero

**Park Cinemas**  
1100 Pine Street  
Paso Robles

**La Perla Del Mar**  
205 Windward Ave.  
Pismo Beach

**Joe Momma's**  
310 Front Street  
Avila Beach



## Lights, Camera, Action...

### Checking in for Shifts:

- Please check in with Venue or Event Coordinator immediately upon arrival at venue.
- They will have a SLOIFF Volunteer Badge for you to wear to identify you to the public and the venue employees. This will give you access into the venue as well for your shift only.
- It is always a good idea to leave valuables and personal items locked in your car, as there are no secure spots to leave them at venues.
- Screenings and Events will have the need for various job assignments - your flexibility is appreciated in advance.
- The Venue or Event Coordinator will assign volunteers roles based on immediate need during the screening/event.
- At the end of your shift, please return the SLOIFF Volunteer Badge to the Venue or Event Coordinator. They will exchange it for your free screening pass.
- If you signed up for a screening/ event later in the festival, and would like your complimentary film screening pass early, please see the Volunteer Coordinator at Headquarters.
- Enjoy your free screening pass at any regular film screening.  
Don't forget - you can stand in the Pass Holders line for priority seating, up to 15 minutes before screening, and subject to availability.



## Volunteer “Staring Role” Descriptions

### Screening Host/Hostess:

1. Direct Film Festival attendees to correct screening room or theater. Tickets at the Palm, Downtown Cinema, Galaxy, and Park Cinema will be sold at the theater box offices. Volunteers will sell tickets for all other events.
2. Ensure theaters are empty after each screening. Festival attendees must go back out and stand in line for the next movie, even if they hold a Pass. Festival attendees may not change theaters (to see a different movie) as the headcount will not be accurate.
3. **VERY IMPORTANT:** Pass holders are given priority seating up until 15 minutes before each screening, so do not seat general ticketholders until then. At that time, seating opens to general ticket holders. Pass holders arriving less than 15 minutes prior to start time must wait in line with general ticketholders for seat availability.
4. Hand out evaluation forms and pencils to each attendee who has not yet filled one out (one per Festival Attendee), prior to the start of each film. Explain to attendees that these evaluation forms are vital to obtaining Film Festival funding and improvement of the event.
5. Hand out Audience Choice ballots to each attendee when a Festival Competition film is being screened.
6. Maintain adequate supply of programs, evaluation forms, and pencils at each theater. Let the Venue Coordinator or a Film Festival Board Member know if more are needed.
7. Collect completed evaluation forms, ballots and pencils from attendees as they leave each film. Completed evaluation forms are to be put into the manila envelope provided for each film and should be given to the Venue Coordinator.
8. Tally up the responses for the Audience Choice ballots and provide the results to the Venue Coordinator or any Board member.



## Volunteer “Staring Role” Descriptions

### Event Host/Hostess:

1. Each event is unique. Please learn about your event before you attend to better understand possible duties, expectations, and dress code. If you have any specific questions, please contact the Event Volunteer Coordinator, or Volunteer Coordinator at Headquarters,
2. The beginning of your shift may include setup. Please let the Coordinator at the event if there are any duties you may not physically able to do.
3. . Duties during the event may include, but are not limited to: food assistance and serving; wine and other beverage service; clean up and restocking food, beverages, and supplies; other duties as needed for the particular event.
4. Along with duties assigned, please pick up glasses and trash during the event, and help with clean up duties afterwards.
5. Crowd control may be necessary by creating lines for ticket sales and pass holders. You may also be asked to secure access doors of the venue.
6. No one under the age of 21 will be allowed to work with or along side alcohol at any event.
7. Please make sure you do not come to the event hungry– the food has been planned for attendees. Please do not consume alcohol while on duty.
8. Provide hospitality by making all the attendees feel welcome at your Festival!



## Volunteer “Staring Role” Descriptions

### **Concierge Host/Hostess: (formerly known as Filmmaker Host/Hostess)**

1. Each Concierge will be interviewed by the Concierge Coordinator. The Coordinator will make assignments based on needs, schedules, etc.
2. You will be assigned one or more Filmmakers who will be attending the Festival. You will receive their contact information and will be asked to contact them personally by phone or email before they arrive at the Festival.
3. Introduce yourself to the Filmmaker and let them know you are their Concierge during their stay in San Luis Obispo. Let them know you can answer any questions about the area or Festival during their stay. Share your phone number with them.
4. Filmmakers attending will be receiving a hotel stay during the Festival. ( Don't worry– being a Concierge does not mean you will be hosting them at your home.) The Concierge Coordinator and Assistant to the Director at Headquarters will have this information.
5. Confirm their lodging and transportation plans or needs, if any, with them. Please let the Coordinator know ASAP– this information is important!
6. Make sure your Filmmaker knows where and when their film is screening. If possible, attend their film with them. You will not need to buy a ticket to escort them to their screening.
7. The Concierge Host/Hostess program is unique to our Festival. It is an important way to make our Festival special and personable. Always remember , you represent the Festival by your actions.



**Volunteer “Staring Role” Descriptions**

**Ticketing Host/Hostess and Office Assistants:**

1. Under supervision of the Headquarters Coordinator/s, you will working in the Festival headquarters.
2. You will be an important face of the Festival– you should familiarize with the Festival’s schedule and ticket information.
3. Assist the public with ticket sales. You will be trained on our ticket sales website, and will run cash, check, and credit card orders using the Festival computers.
4. Help the public and filmmakers with questions about the Festival and the area - parking, venue locations, restaurant suggestions, ticket information, etc.
5. The Headquarters is the center of the Festival’s activities. You may be assigned other duties to aid staff.
6. Please dress appropriately to greeting the public and to temperature variations in the building.

**Special Volunteering Opportunities:**

The Festival also needs volunteers who are interested in:

1. Driving (own car) for pick ups and deliveries
2. Assist in Fundraising and Donations
3. Distribution of printed materials throughout the county
4. Sharing their unique skills with the Festival!

Please elaborate on the Volunteer Application, or contact the Festival Volunteer Coordinator, Nancy Ross Joynt, at

[nancyfilm1@yahoo.com](mailto:nancyfilm1@yahoo.com)

