

SAINT LOUIS ART FAIR 2010 VOLUNTEER HANDBOOK

Volunteer HQ
supported by



**Sheraton
Clayton Plaza**
HOTEL
ST. LOUIS

Volunteer Corps hosted by

CENTENE
Charitable Foundation



Welcome!

Thank you for volunteering at the 2010 Saint Louis Art Fair! Your service is greatly appreciated.

For your convenience we have put together a volunteer handbook. This handbook will serve as a reference for you to get all the information you need about volunteering at this year's fair.

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CENTENE
Charitable Foundation

Thanks to Centene Charitable Foundation for sponsoring the 2010 Saint Louis Art Fair Volunteer Corps!

Saint Louis Art Fair Mission Statement

The mission of the Saint Louis Art Fair is to create access to a broad array of visual and performing arts experiences, nurture the development and understanding of diverse art forms and cultures and encourage the expanding depth and breadth of cultural life in the St. Louis area. Through exhibition, sale, performance and education, we serve the community.

Volunteer T-Shirts and Dress Code

This year the Saint Louis Art Fair is providing **THREE DIFFERENT T-Shirts** for fair weekend. Each day of the fair has its own T-shirt of a specific color & design, hip-hip-hooray!



Friday: Orange



Saturday: Green



Sunday: Blue

Dress Smart!

Weather at the Saint Louis Art Fair is unpredictable.
Be Prepared for anything!

Comfortable, close-toed shoes & cushy socks
are recommended.

Always wear Sunscreen!

A visor or hat can be handy in bright sun.

In order to properly thank our sponsors, we ask that volunteers
refrain from wearing any clothing with company logos.

Map, Parking, and Directions

The Art Fair has arranged for free guest and volunteer parking at a number of area surface lots and garages. Of course, all meter parking in Clayton will be free of charge beginning on Friday - so there is no need to feed the parking meters.



The Sheraton Clayton Plaza will provide free parking for Volunteers during the Art Fair weekend. We will be handing out parking vouchers for all volunteers. Gates to the hotel parking lot will be raised Friday after 5:00 pm and all day Saturday and Sunday as well.

If the Sheraton parking lots are full, additional parking is available at **7777 Bonhomme Avenue** and in the **Interco Parking Lot** located on Bonhomme Avenue at Hanley.

You may also ride your bike to the Art Fair. Bike Check is located at Maryland and North Central. There is a \$1 fee for Bike Check, with all proceeds benefiting the University City Police Explorers.

This is also the location of disabled parking. Disabled parking is also available at the Sheraton Hotel.

We also encourage using the Metrolink. The Clayton stop is just a few blocks from volunteer headquarters.

The following parking lots are free all weekend:

Brown Shoe Company located at Topton and Maryland

Clayton Public Garage located at 8011 Bonhomme



Volunteer Service Standards

Everyone appreciates good customer service. As a volunteer, we ask that you do your best to...

Treat the public, sponsors, and artists as special guests at our fun, artsy party.

Preserve the safety of our guests and volunteer corps.

Accomplish tasks efficiently & HAVE FUN!!

Remember you are the eyes and ears of the event. Everything you do makes a lasting impression!!

Volunteer Check-In

Where:

Sheraton Clayton Plaza – Grand Ballroom

What you need:

Photo ID

When you should get there:

15 Minutes Prior to your shift.

Please allow time for parking!

What to do when you arrive:

- Check-in and receive your Volunteer T-Shirt
- Change into your Volunteer T-Shirt
- Grab a bottle of water, and wait for your volunteer ambassador to take you to your volunteer location!

After your shift:

Please return to Volunteer HQ to enjoy light snacks.

Other Details:

Personal items may be checked at Volunteer HQ for safe keeping. Please bring only necessary items with you. No valuables. Although there has never been a problem with items left at Volunteer HQ, SLAF is not responsible for items left at Headquarters. Please note that security procedures may require a search through any parcels/bags you choose to leave in Volunteer Headquarters.

Please remember to...

Be flexible! More than 1,500 volunteers are involved in the Art Fair's production. There will inevitably be some mix-ups and unavoidable delays.

Smile and have fun!!!

Volunteer Attendance

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We rely on all volunteers to arrive **15 minutes** prior to your shift. Volunteers are expected to remain at their assignment through the entire shift. If your replacement has not arrived at the end of your shift, notify your committee chair person and wait until someone arrives.

OOPS - I CAN'T MAKE IT!

If you realize before Art Fair weekend that you are unable to report for or stay for your entire shift, please contact Zoe Hillenmeyer as early as possible at 314.863.0278.

In case of a last-minute, unexpected event that prevents or shortens your commitment, please notify Volunteer Headquarters at the Sheraton Clayton Plaza 314.863.0400; ask for Saint Louis Art Fair Volunteer Headquarters.

Lost Persons & Objects

The Art Fair manages all lost children/persons via the Police

Command Booth. *People who have become separated from their group should be encouraged to re-group at that location. Parents who lose a child should go directly to the Police Command Booth.*

Lost and found items should be taken to the Police Command

Booth located on South Meramec at Forsyth. *Persons who have lost items should be directed to the Police Command Booth.*

Volunteer Policies

Volunteers must be at least 10 years of age or older. Volunteers 10-14 years of age must be accompanied by an adult (2 children/1 adult).

Please note that children are not to be left under the supervision of Volunteers at Volunteer HQ.

The Art Fair requests that all volunteers adhere to the following guidelines:

Do not ask for complimentary beverages from concession booths. There is complimentary water available at Volunteer HQ.

Access to Volunteer HQ is for use by volunteers only on the day(s) that you volunteer. Please do not enter Volunteer Headquarters at any other time.

Cooperate fully with other volunteers, committee chairpersons, board members and staff.

Direct any media questions to the Art Fair Information Booth, who will contact the appropriate Art Fair representative. The Information Booths are located at Meramec & Forsyth and Central & Forsyth. Please do not make any statements to the media that may be interpreted as coming from an "Art Fair Spokesperson".

Volunteering for the Art Fair is a privilege thoroughly enjoyed by many people each year. It is our intention that "one bad apple not spoil the whole bunch." If you do not follow Saint Louis Art Fair volunteer guidelines and policies, you will be asked to leave the event.

Emergency Information

SLAF asks our Volunteer Corps to make every effort to keep our 150,000 guests safe.

If you are in a position to respond to an accident, please follow these guidelines:

Report unsafe conditions, situations or guests to a committee chairperson or staff member.

If you see a suspicious package or unusual item of any kind:

Immediately inform the nearest police officer with a clear description of what the item looks like and where it is located.

Do not use a two-radio.

Refer to the item as a "suspicious package"; never refer to a suspicious package as a bomb.

In case of possible serious injury or illness,

Locate a radio-equipped committee member or police officer who will contact paramedics

Do not attempt to move anyone who may be injured. Stay with the individual until help has arrived.

In the event of an accident,

Please remain at the scene until a formal accident report has been completed by City of Clayton personnel.

If a crowd has gathered around an accident or injury scene,

Please cooperate with police and other volunteers to provide the victim adequate space.

The Art Fair has extensive plans to deal with emergencies and severe weather. In the event of such occurrences, look to police officers, staff and/or committee chairpersons for direction.

VOLUNTEER CORPS

Committee Descriptions

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Artist Relations

BOOTH SITTERS Booth-sit for fifteen minute to half hour intervals. Artists give volunteers specific instructions as to how to answer questions and make sales. Some artists will not want volunteers to make sales. If you are not comfortable making a sale, let the artist know. Volunteers will have several booth-sitting assignments in one shift. Artists may decide at the last minute that they do not want a booth-sitter, especially if they are making many sales or their booth is filled with patrons. They may ask you to return later in which case move on to your next assigned booth and return later.

REFRESHMENT DELIVERY The refreshment crew will walk the site with shopping carts filled with chilled water and snacks such as chips, cookies and fresh fruit that will be offered to artists, artist assistants and student mentors.

If an artist shares a need, concern, comment, etc., to any artist relations volunteer, please deliver the message to your artist relations chair as soon possible.

Artists have orange ties to affix to the front tent leg if they require assistance. If you see an orange tie, please stop in the booth. If you are unable to assist the artist, please contact an Artist Relations Committee Chair.

Artist Relations Volunteers receive a T-shirt of a special color and design that remains the same throughout the entire weekend!



Artist Demonstrations

Artist Demonstration volunteers will be asked to help artists set up equipment for their demonstrations or booth-sit for exhibiting artists while they demonstrate.

Concessions

Wine & Martini

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SODA Dr. Pepper, Sunkist, Diet Dr. Pepper, 7-Up, Diet 7-Up, Snapple Tea, and Deja Blue Water will be for sale. Soda, water, and tea will be sold for \$3. Customers will be served a chilled bottle of product and a SLAF commemorative cup filled with ice.

BEER Draft beer will be sold for \$3 & \$4.

WINE/MARTINI The Wine/Martini booth will sell:

Red and white wines for \$5.

Classic Martinis and Cosmos, \$5

Margaritas, \$5

Bloody Marys, \$5 (sold only in the mornings)

Product may change. Your committee chair will give you a refresher on product and price points when you check into Volunteer HQ and upon booth arrival.

GENERAL BOOTH BEHAVIOR

While working in concession booths, please...

Do not drink any beverages from the booth.

State law prohibits anyone selling alcoholic beverages from drinking alcoholic beverages while on duty.

Do not eat food inside the booth.

Do not exchange food for beverages.

Do not give “free” beverages to volunteers or guests.

Do not eat in the booth. If you need food, please grab a bite from a restaurant vendor. Make sure you are done eating before returning to the booth.

If a customer offers a tip, it must be placed in the cash box.

Volunteers may not accept tips to keep for themselves.

No product should ever be given away or exchanged for food and no volunteers should ever consume product from the booth free of charge.

Volunteers are not to consume alcoholic products while on duty, or while wearing their Art Fair Staff T-shirt.

If a volunteer attempts to purchase an alcoholic beverage in a SLAF t-shirt, suggest that they return to Volunteer HQ to change. If anyone is seen consuming alcohol while on duty they will be asked to leave their assignment, return to Volunteer HQ and change.

Liquor control is onsite all weekend!

Do not serve underage or intoxicated guests.

If you have an issue please alert your committee chair, a staff member, or a Clayton Police officer.

We do not want our volunteers to be forced into confrontational situations.

ALL VOLUNTEERS IN A CONCESSIONS BOOTH HANDLING ALCOHOL MUST BE 21 YEARS OR OLDER. NO EXCEPTIONS!

SELLING TO MINORS

State law prohibits you from selling to anyone who is obviously intoxicated or under the age of 21.

It is imperative to ask for ID & proof of age. Examine the driver's license carefully. As a volunteer you have every right to deny the sale of alcohol to anyone that may appear under age or has consumed too many alcoholic beverages. Each beer booth will have warning signs posted regarding the purchasing and possession of alcohol to minors as well as a book to assist in verifying out of state drivers licenses.

Card anyone that appears to be under the age of 30.
Do not assume that just because a customer approaches you with a cup containing an alcoholic beverage that they are 21.

No identification = No Sale

ONLY ACCEPTABLE FORMS OF ID

1. Missouri Drivers License
2. Missouri Non-Drivers License
3. U.S. Drivers License
4. Military ID
5. Passports

Standard Carding Procedures

1. Look at the person first then the ID
2. Check date of birth: Month, day and year
3. Check expiration date
4. Check the physical description, height, weight, hair and eye color
5. Pay attention to body language when you ask for ID
6. Run your fingers across all surfaces and edges, note any bumps, ridges and or other material separation.

SIGNS OF A FAKE ID

1. Signature is in ink
2. Hologram is "Secure," "genuine," "valid," "authentic" or
3. an Old style skeleton key.
4. Back of the ID says "for novelty purposes" or "not a government document" or similar.

IF YOU ARE NOT CONVINCED THAT THE IDENTIFICATION IS AUTHENTIC, DO NOT SERVE THE CUSTOMER. **IF YOU SELL TO A MINOR OR AN INTOXICATED PERSON THE CRIMINAL PENALTIES ARE 1 YEAR AND/OR \$1000 FINE.**

Creative Castle and Art Studio

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The Creative Castle and Art Studio are hands on activity areas for children and adults, respectively. Local artists, school districts and nonprofit arts organizations run projects in these areas. With the guidance of these artists and organizations, volunteers will assist guests as they create their own masterpieces.

CREATIVE CASTLE

10:00am - 7:00pm on Saturday

11:00am - 4:00pm on Sunday

ACTIVITIES

Craft Alliance: Ceramic Wheelthrowing & Handbuilding

Rohan Woods School: Special Autograph Journals

Bethel Lutheran School: Fun Masks

Crossroads College Preparatory School: Color Diffusing
Shapes "Colorful Creations"

Leftovers, Etc.: Penny Flyers

Springboard: Sun Catchers

Chesterfield Day School: Aquarelle Seashell Painting

University of Phoenix: Decorative Butterfly Magnets

Saint Louis Art Fair: Paper Bag Hats

Saint Louis Art Fair: Masterpiece T-Shirts

St. Louis Children's Illustration Museum:
Illustration Books

Missouri New Culture Center: Fold a Lotus Flower



ART STUDIO

6:00 - 10:00pm Friday and Saturday Night

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ACTIVITIES

Puppet Guild of St. Louis: Famous Artist Puppet Making

Missouri Art Therapy Association: Recycled Art Pieces

Craft Alliance : Clay Wheel (Friday only)

TOLLEYVISION: Set an Artistic Record

Discovering Options: Create a Memory Book

Integrity Productions: Miming and Puppetry

St. Louis Artist's Guild: One of a Kind Prints

Fashion Show: Artists work strut down the runway

Bob Hartzell: Printmaking

Guest Relations

Guest Relations volunteers are often the first interaction guests have with the Art Fair. Guest Relations volunteers will be doing one of the following tasks:

GREETERS Hand out program guides and answer questions. Per City of Clayton Ordinance 4-13, no animals are allowed onsite except for support dogs. Per City of Clayton Ordinance 21-26, segways (or scooters) are not allowed onsite unless they are utilized for health purposes; in-line skates, skateboards and bicycles are not allowed onsite. Our greeting team should be able to stand for long periods of time.

INFORMATION BOOTH Answer questions and have program guides on hand at our two locations onsite.

SURVEYORS Give guests a 1-page intercept survey.

Guest Relations committee chairs will ensure that each location and each volunteer has an adequate supply of program guides.

Set Up and Tear Down

Tasks for set up and tear down...

SETUP

Hang signs and banners.
Set up concession booths.
Landscape set up.

TEAR DOWN

Take down signs and banners.
Landscape clean up.
Help sort supplies coming in from various committees.
Stack chairs.

VIP/ Special Events

Volunteers assigned to our VIP/Artist Hospitality Center will be responsible for the following:

Tidying up tables in VIP Headquarters.

Restocking refreshments.

Checking credentials of VIP/Hospitality guests.

Volunteer HQ

Volunteer HQ is the first contact for all volunteers. During shift changes HQ can be hectic.

Volunteer HQ responsibilities include:

Check in volunteers upon arrival: explain committee chair contact and shift placement.

Distribute volunteer t-shirts upon check in.

Organize and supervise volunteer belongings.

Refresh the snack area and exchange snack tickets.

Conduct on-site troubleshooting

Fill in at locations for vacant volunteer shifts.