

Pacific Northwest Quilt Festival

VOLUNTEER GUIDE



Our Website
www.pnwquiltfestival.com

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Welcome Message

Welcome to the Pacific NW Quilt Festival! Your volunteerism is appreciated and will help make our festival, a unique quilt show, a success. It is our goal to make every guest feel welcome and excited to visit us. Your friendly smiles and helpful manners will play a big part in achieving our goal. In this short guide there are explanations and expectations for the positions to which you signed up for and may be assigned to. So, thank you for joining us – let's have some quilt fun together!

Sincerely,
PNW Organizational Committee.



Our Website

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Pacific Northwest Quilt Festival

Communication

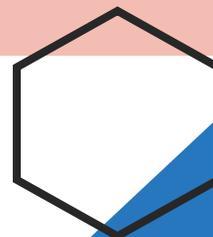
Our Volunteer coordinator will contact you in the fall to begin the process of seeking your assistance to help us with the show.

It is important to note dates on your calendar that you have committed to. However, please feel free to reach out to the coordinator should you need a reminder or have questions.

Please put the name, phone number and email address of the coordinator into your phone or computer to prevent missing any important information. Also, periodically check your Spam folder for emails.

Should your plans change be sure to let the coordinator know so other arrangements can be made.

We respectfully request that all participants refrain from discussing politics or religion while at the festival.



Intake Day:

Intake is where quilts being entered into the festival are received, categorized, and packed for transfer to the festival building. Assignments could be:

- The intake desk where quilts are matched with pre-registration forms.
- Measuring, folding and packaging entries.
- Maintaining proper categorization.

The most important things to remember are to welcome each quilter with a smile, thank them for entering their work and to treat every quilt respectfully.

Judging:

Volunteers assisting with the judging should:

- Remain as quiet as possible during the entire process to enable the judges and scribes to hear each other.
- Please, no cell phone usage, even in “down times”.
- Handle quilts carefully-no dropping on the floor!
- If scribing for a judge, recording their comments accurately.
- If holding or turning quilts, follow the judge’s instructions.
- Remain quiet, without commentary on the quilts being judged. Only offer an opinion if the judge asks you.
- Return quilts to the table for correct categorization.

Set Up:

Set up day is where the magic happens! The building is prepared for the festival which opens the following day. There is much to do but your primary assignment will be to hang the quilts.

- Listen carefully to the instructions given by the quilt hanging leader.
- Work in groups of two to three to place quilts in the correct areas.
- Be extra careful if you are on a ladder!
- Always prevent quilts from touching the floor.



Greeters:

Our greeters are the first people that guests encounter. They must:

- Wear a smile.
- Welcome each guest.
- Refrain from any conversation that is unflattering to the festival.
- Direct guests to the right front table.



Front Table:

The front table is where guests either pay the entry fee or show proof of pre-payment.

Requirements of this position are:

- Attend mandatory training on the electronic equipment that is used for recording entry.
- Demonstrate the ability to use the equipment proficiently.
- Be friendly and welcoming to each guest.

Welcome Table:

The welcome table is just as it sounds—welcoming guests!

- Be friendly.
- Answer questions.
- Manage the People's Choice and drawing entries.
- Sell tickets for the raffle quilt.

Bag Handout

Handing out bags is just as it sounds. Every guest is welcome to a bag; please be sure they are offered one.

Coat Check/Help Table:

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Helping in this area involves checking in coats and/or bags for guests. Also, workers here are often called upon to help check in other volunteers and representatives from vendors, special interest groups and guilds. This area tends to be where people come to ask questions or borrow small office supplies. There is a small first aid area there as well.

- Be friendly, helpful and patient with anyone you encounter.
- Ensure that all items checked in receive a claim check.
- When guests pick up their belongings, confirm their ownership via their claim check.
- Be knowledgeable about the festival to enable you to answer questions.
- Keep track of supplies loaned, be sure they're returned.
- Have every volunteer or quilt representative sign in and out.
- Let the volunteer coordinator know of anyone using the first aid area.

Silent Auction:

Volunteers will help the silent auction coordinator by overseeing the booth of items to be bid upon. Familiarize yourself with what is up for bid and help guests as needed.

Assigned Roamers:

Some roamers may be preassigned to a particular area of the festival such as:

- Watching the back entrance.
- Roaming the vendor area to offer breaks.
- Taking tickets at classroom doors.
- Maintain your presence in your assigned area.
- Be prepared to answer questions.
- Friendliness matters!
- Stay off your phone, even if your area is “quiet”.



Roamers at Large:



During our event there are always areas that need help or volunteers who cannot come in as previously planned. We need roamers that are prepared to “float” to anywhere there is a need. Requirements are as listed above in Assigned Roamers.

Special Assignments:

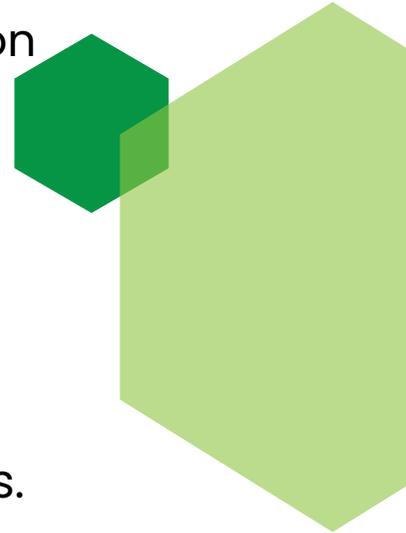
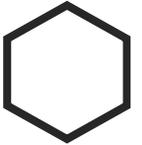
Volunteers will be assigned to aid our special guests and instructors. If doing so, keep a professional and friendly demeanor and provide whatever help they need.



Take Down:

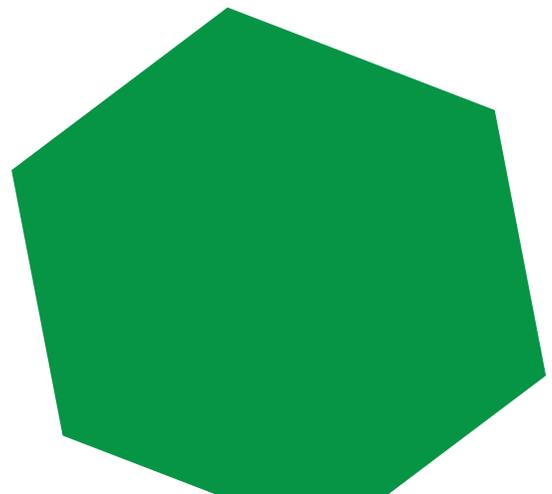
Efficient and careful taking down of quilts is as important as hanging them on set up day.

- Listen carefully to the instructions given by the take-down leader.
- Work in groups of two or three to take quilts and deliver them to volunteers who are folding them.
- Be extra careful if you are on a ladder!
- Avoid dropping quilts or letting them drape on the floor.



Returns:

This is where quilts are returned to their owners. There is usually a line of people waiting to pick up their quilt(s). Be friendly and patient with everyone! Follow the instructions of the returns coordinator to make this a smooth process.



Final Comments

Many thanks to each of you for joining us in this exciting event. We hope you will enjoy your time and come back to volunteer again and again!

