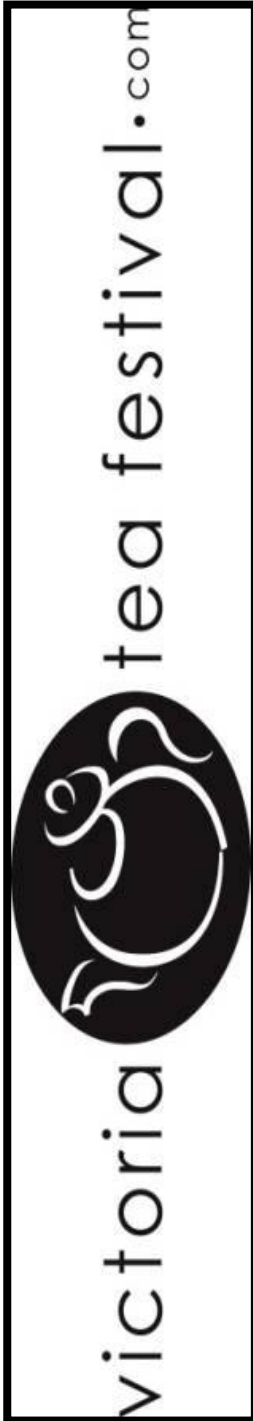


Volunteer Manual



Welcome Victoria Tea Festival Volunteers

The Organizing Committee would like to thank you for your commitment and support. We could not do this fundraiser without you! As a volunteer, we hope you have the opportunity to enjoy the festival, meet new people, re-connect with friends, and share your talents while learning about all things tea! Please read this manual thoroughly as it contains information to ensure you have a positive and memorable volunteer experience. We want you have a tearrific time at the Victoria Tea Festival!!!

The Organizing Committee

The Victoria Tea Festival is organized and managed entirely by a volunteer Organizing Committee. We are dedicated to providing high levels of customer service and maintaining high degrees of professionalism in our work.

Lisa Stekelenburg	Chair; Marketing/Design & Media Relations Coordinator
Bonnie Stackhouse	Exhibitor Support Coordinator
Cristina Martinez	Presentation Coordinator
Joanne Mockford	Ticket & Information Desk Coordinator
Kim Miles	Finance & Office Support Coordinator
Luc Van Hanuse	Sponsor/ Exhibitor Coordinator
Sukhie Bangarh	Silent Auction & Raffle Coordinator
Megan Hale	Volunteer Coordinator
Travis Parsons	Cashier Coordinator

Details about the Event

The Festival

The Victoria Tea Festival, now in its 6th year, is the largest public tea exhibition in North America and is hosted in a beautiful city which is renowned for its heritage with tea. Consumers and businesses alike can indulge in an educational tea experience exploring the traditions and trends of tea. The event features tea tastings, delectable tea-food selections, and complimentary presentations on a variety of topics, opportunities to purchase hundreds of teas, tea-related products, and exquisite tea wares. An extensive Silent Auction will also be offered. For more information, visit our newly re-designed website www.victoriateafestival.com.

The Cause

Camosun College Child Care Services, the cause behind the event, provides high quality child care on two campuses allowing parents the opportunity to pursue their educational and career goals while raising children. All proceeds from the festival are used for non-personnel resources, special projects and annual student bursaries. To date, \$117,700 has been raised for this worthy local cause! For more information, visit www.camosun.ca/childcare

Silent Auction, Raffle, & Shopping

There are many ways you can support this event. Stock up on your favorite teas or tea-related product from various exhibitors, as it is a one-stop shop for all things tea. Feel free to participate in the Silent Auction and the Raffle, which are both available on the Mezzanine Level this year. Great deals abound!

Date, Time & Location

February 18, 2012 (12 pm - 5 pm)

February 19, 2012 (11 am - 4 pm)

Crystal Garden
713 Douglas Street
Victoria, BC

[View larger map here](#)



Tickets

- \$20.00 advance; \$25.00 door
- \$16 – Sunday only Camosun Student Ticket with valid Camosun student ID (see [website](#) for details)
- 2012 Group Rate – Buy 5, get 1 free!! – available only in advance (see [website](#) for details)

Tickets are sold at Silk Road, Murchies, all Serious Coffee locations on Vancouver Island, and Camosun College Child Care Services. Visit the [website](#) for more details.

Our commitment to the environment

Compost and recycling bins are provided to all exhibitors. The tea leaves collected are composted. The tea sampling cups provided by the festival are compostable and biodegradable.

The Volunteer Experience - Prior to the Event

Orientation

- It is mandatory for all volunteers to attend an orientation which will be held in early February.
- Orientations provide you with information about the event and your role in ensuring its success.
- Details about the orientation will be sent to you by the Volunteer Coordinator.

Parking

- Parking downtown is limited and will be especially challenging on Saturday this year as Seedy Saturday is taking place at the Victoria Conference Centre.
- Carpool if possible or take public transit as several buses stop directly in front of the Crystal Garden.
- For transit info, call 250-382-6161 or visit the [website](#).
- If driving, please park a reasonable distance from the venue so that our exhibitors and attendees can find spaces close to the Crystal Garden. On Saturday, the length of the volunteer shifts will not allow volunteers to leave their duties to move their car.
- The following parkades are recommended for all volunteers. [Victoria Parkade Information](#)
Library Parkade (745 Broughton St) View Street Parkade (743 View St)
Johnson Street Parkade (750 Johnston St) Bastion Square Parkade (575 Yates St)

The Volunteer Experience - Important Volunteer Information

Dress Code

- All volunteers are required to wear black pants/skirt and a white shirt/blouse (collar is preferred).
- Please wear comfortable shoes; most duties are performed on your feet.
- Some activities are outside or near the outside doors and require volunteers to dress according to outdoor temperature – coat, scarf, gloves, etc.
- It is recommended that all volunteers dress warmly and in layers in the event that they are directed to perform tasks in a colder area of the building or outside.

Name Tags

- Name tags are printed for each volunteer prior to the event (first names only).
- Provide us with your preferred first name during registration.
- Please note: volunteer name tags are not equivalent to an entry ticket.
- Name tags must be worn during your shift. Please remove your nametag on your break/after your shift.
- Name tags can be used to enter Volunteer only prize draws in the Volunteer Lounge following your shift; plastic tag holders will be recycled.

Ticket & Entry Point for Volunteers

- Each volunteer will receive one entry ticket prior to the event.
- You will be asked to present your entry ticket the first time you attend the festival; in exchange, you will receive a wristband for re-entry.
- Please use the assigned entrance for volunteers when attending or working at the event.

Volunteer Sign In

- You must sign in and pick up your nametag before every shift in the Volunteer Lounge.
- You will be directed to your assignment team leader after you have signed in.

Hygiene

- Many of the volunteer positions require handling tea or food.
- It is critical that each volunteer observe appropriate hand washing techniques and good personal hygiene practices during the festival.

Scent Free

- Please do not wear scented products (perfume, etc.) as many people today are allergic to scents.
- Strong scents can also distract from the aromatic scent of the teas, which is part of the tea tasting experience.

Illness/Emergencies preventing you from working your shift

- Please do not come to the festival if you are ill.
- At the orientation, you will be provided with a contact phone number to call in case of an illness or emergency that prevents you from working your shift.
- Please inform the Volunteer Coordinator as soon as possible if you cannot work your shift.

The Volunteer Experience - During the Event

Reallocation of Duties

- Please become familiar with all position descriptions.
- You may be directed to perform duties other than your previously assigned tasks on event day.
- There are approximately 220 shifts to cover during the event.
- As the day progresses, the Volunteer Team may have to relocate volunteers if required.

Volunteer Lounge

- The Volunteer Lounge is located on the second floor of the Crystal Garden (take the left stairs).
- The lounge will have a coat rack; however, your personal belongings will not be secure. Please bring only the essentials with you and keep them on your person.
- Water and coffee will be available in the lounge. Please consider bringing a water bottle.

On-Site Concession

- An on-site concession will be available both days for attendees, exhibitors, and volunteers.
- A food voucher will be provided to each volunteer as a thank you for volunteering at the event.

Volunteer Conduct

- Professional business conduct is expected at all times.
- Our exhibitors and attendees are our only priority.
- Please avoid side conversations and use of cell phones during your shift.
- Use your best 'customer service' language.
- Phrase of the day: "Thank you for supporting the Victoria Tea Festival. All proceeds from the festival go to Camosun College Child Care Services". Use it as often as possible.

First Aid Emergencies

- Client Services will be the first responder if there is a first aid emergency.
- Please notify Lisa by contacting her directly or asking the Tickets & Information Desk to radio her immediately.

Be Proactive

- As you perform your duties, please be proactive and vigilant.
- The venue's maximum capacity at all times is 443 people for the Main Level and 707 people for the Mezzanine Level. With 1150 people in the building, there is a potential for safety issues and theft.
- We need to ensure that the venue is safe, tidy and welcoming at all times.

Lost and Found

- Direct individuals to the Tickets & Information Desk.

Selling Products/Handling Money

- Volunteers do not sell products and handle money for exhibitors.
- This protects you from misunderstandings if the inventory or cash box is short.

Photographers and Media

- There will be assigned photographers taking pictures throughout the event weekend.
- If someone is not wearing a volunteer or media name tag and brings out a professional camera of any kind, please approach them and ask them if they would not mind returning to the Ticket & Information Desk. We want to know who they represent and what the intended use of the photos/video is.

Washrooms

- Main Level – Located at the north end: male, female, and family/wheelchair
- Mezzanine Level – Located near elevator: male, female, and family/wheelchair

ATM Machine

- An on-site ATM machine will be available on the Mezzanine Level.

Sampling

- You will have an opportunity before or after your shift to visit the exhibitors and sample the teas/foods. Please wait until your break or the end of your shift to enjoy the samplings.
- Please do not wear your nametag while enjoying the festival and be sensitive to the busyness of the exhibitor. If s/he is overwhelmed with paying attendees, please return to the booth when it is less busy.

Presentation Stage

- The Presentation Stage is located on the Mezzanine Level and features various topics from experts in the industry. Information will be available closer to the event dates on the website and in the event program.
- All presentations are included in the weekend pass.
- Plan to attend one or more before or after your shift.

The Volunteer Experience: After the Event

Feedback

- We value your feedback about the event. Please take the time to fill out the survey that is provided to you after your shift or email your feedback to info@victoriateafestival.com.
- All feedback is important as we continue to make the Victoria Tea Festival a signature fundraising event.

Volunteer Recognition

- There will be no Volunteer gathering following the event this year. In recognition of your volunteer work, we will be providing you with an increased Food Voucher at the festival and offering Door Prizes in the Volunteer Lounge.
- A volunteer-only photo link will be available following the festival plus the total monies raised for 2012 will be announced via email and the blog.

Get Involved

- If you would like to become more involved in supporting the event, let us know. There are many duties to be completed prior to the event and we would appreciate your help.
- Unpaid student internships may also be available within specific portfolios. Contact the Victoria Tea Festival office to express your interest at info@victoriateafestival.com.
- The Organizing Committee, which is comprised of portfolio coordinators, meets approximately once a month starting in April! Various positions within these portfolios are continuously being developed.

Our Sponsors

We thank the following sponsors for their generosity and for making the 2012 Victoria Tea Festival a success:



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