



You too, can experience being a volunteer with the UBUD FOOD FESTIVAL, **April 25-28, 2019.**

### ***Volunteer Satisfaction***

- We try to look after our volunteers; give them the right information at the right time, put them in work areas which they will enjoy, and listen to their feedback as we go along.
- All information that volunteers need regarding volunteering is available on our website, head to the Volunteer page at <http://www.ubudfoodfestival.com/volunteer/>
- Volunteers can meet each other and their supervisors, ask questions, and receive their welcome 'goodie bags' during our Orientation Day which will be held on **April 25, 2019.**
- Volunteers have their own meeting place, hospitality area, and problem-solving centre at Volunteer Base Camp.
- Supervisor roles are available for experienced volunteers.

### ***Application process***

- Apply online at <http://www.ubudfoodfestival.com/volunteer/>
- After you have sent the registration form, **please wait for our confirmation email in mid March, as we do not send individual 'received' emails at this stage.**
- All applications go into a Selection Pool and a limited number will be short-listed. We will ask these applicants to email a small bio image (**less than 100kb**). A notification will also be sent to unsuccessful applicants throughout the process.
- Confirmation of placements **will start from March 20, 2019.**  
We can only accept a limited number of the most appropriate volunteers for each area. When all volunteer roles are filled, remaining applications will be put on a waiting list.



- Once your role is confirmed, we will send you the roster. We cannot change your role and roster. Should you need to cancel your role as a volunteer, *you need to tell us before we send you your roster.*
- The rosters (work schedule) will be sent out in **beginning of April 2019.** It is not an easy or quick process to confirm, place roles, and create rosters, so please be sure that you have understood all the requirements and policies, before you confirm.
- Upon confirmation, we will send a link to our Facebook Volunteers group so you can communicate with other volunteers straight away.
- Should you need a confirmation letter for your university saying that you will be attending the Festival as a volunteer, please let us know in advance. We cannot promise to accommodate all requests with short notice.

### ***Volunteers will receive (please check)***

- A 3 DAY PASS to the Main Program (please note that Special Events and workshops are extra and need to be purchased separately).
- A meal on volunteering days
- A Festival T-shirt and goodie bag
- Volunteer ID and appreciation Certificate
- Hospitality, a meeting place and problem solving centre at the Volunteer Base  
Camp (open 9 am – 5 pm)
- An invitation to the closing party
- Transport around venues on Festival days
  - Shuttle bus will run from Casa Luna (Jl. Raya Sanggingan) to main venues based on a daily schedule
  - Ojek will be provided (will be explained more on Orientation Day)

### ***We do not provide***

- Meals on non-volunteering days
- Flights or transport from/to Ubud



- Accommodation or any additional expenses
- Visa assistance or sponsorship
- Invitation to the Gala Opening and paid events other than those in the Main Program

### ***Volunteer Roles & Work Areas***

Audio Visual

Box Office\*

Chef/Presenter Liaison

Floater (working in various areas, where needed)

Green Room\*

Interpreters

Information Center\*

International Media Center

National Media Center

Night Events

Kitchen Stage Assistant

MC (bilingual)

Merchandise Center

Partnership Center

Photographer

Programs

Special Event Ticketing

Supervisor\*

Transport Center

Workshops & Kid's Events

Volunteer Base Camp\*

\*These positions may start before the Festival

**Are you an experienced volunteer?**



Supervisors are needed in most areas. Supervisors oversee volunteers, timekeeping, provide information, collect feedback and liaise with Festival Management to solve problems.

*If you are an experienced volunteer, please consider stepping up to these important roles!*

**Supervisors need to: (please check)**

- Have a minimum of 1 year's Ubud Food Festival volunteering experience within the same area they seek to supervise
- Work at the Festival office 1 week prior, work online 1 month prior (if applicable)
- Be constantly available during Festival days
- Be able to manage their volunteers
- Solve problems in the field
- Be a team player
- Work closely with Volunteer Coordinators and Management
- Be patient, professional, friendly, disciplined, polite, and punctual
- Be well presented and polite
- Lead their team
- Work outside of roster hours (if needed)
- Write a report of the supervised area
- Respect the local culture and people
- No drama

**All volunteers need to:**

- Respect the local culture and people
- be punctual
- be well presented, friendly, disciplined, and polite
- follow their Supervisors' advice and solutions
- work as a team
- take responsibility for themselves and others





- speak English; Indonesian language is also required in some areas
- work a minimum of 3 x 5 hour shifts during the 3 days of the event
- put their phone profile on silent or vibrate during shift hours
- have no phone distractions during shift hours (eg. Twitter, Facebook, SMS, Messenger chats, etc)
- communicate well with their Supervisors and Volunteer Coordinator during the Festival

## **Area Volunteer requirements: PLEASE CHECK AND REVISE ACCORDINGLY**

### **Audio Video**

#### *Familiar with:*

- setting up and operating AV equipment (sound systems, LCD screens, projectors etc)
- security, safe handling and storage of equipment
- local area knowledge is an advantage

### **Box Office**

#### *Experienced in:*

- handling money, tickets, forms and simple reports
- customer service and problem solving
- rapidly gaining knowledge of the program
- handling lost and found (before and after Festival shifts available)

### **Information Centre**

#### *Experienced in:*

- customer service and problem solving
- rapidly gaining knowledge of the program
- handling lost and found

### **International & National Media Centre**



*Experienced with:*

- journalist reception and checking documentation
- preparation of news releases
- organising news conferences, interviews
- liaison with logistics and technical support
- monitoring and supporting official photographers and film makers
- photos documenting

### **Floater**

We expect Floaters to be flexible with their schedule. Floaters can be placed in any area that needs more volunteers or to replace a volunteer who didn't present during the Festival or cancel prior to the Festival (Floater will be assigned on the whole shifts or just partial). This means, Floater can be assigned in any kind of volunteering area and their role can change based on what is needed.

### **Merchandise Center**

*Experienced in:*

- customer service and marketing
- rapidly gaining knowledge of the merchandises
- selling merchandises

### **MC**

*Skilled in:*

- maintaining punctuality and timekeeping for sessions
- making announcements and introductions (mainly in English; Indonesian language is an advantage)
- scripting from background information and liaising with Festival Management for problem solving



- formal attire a must (ie. no shorts, sandals, etc). Note that some events will require MCs to wear traditional outfit, but this will be notified by MC Supervisor

### **Programs, Workshops, Special Events**

*Able to be responsible for:*

- the comfort of presenters and the public
- customer service (checking passes, ushering, timekeeping)
- liaison with Audio Video, MCs and logistics staff

### **Volunteer Base Camp**

*Experienced in:*

- managing and supporting volunteers
- understanding rosters and programs
- preparing and distributing information and forms
- running Orientation Day sessions
- hospitality and problem solving (before and after Festival shifts available)

### **Indonesian & International Chef Liaison**

*Able to:*

- meet and greet Chefs/Presenters (Indonesian and international)
- provide information and support during the event
- facilitate and accompany Chefs when presenting sessions
- occasional interpreting and translation
- local area knowledge an advantage
- liaise with Festival Management, MCs, Logistics etc for problem solving
- work without roster
- *Note that shifts are not based on rosters, but Chefs' needs.*

### **Green Room**

*Able to:*



- be a great team player with positive and friendly attitude, yet firm
- English skill is a must
- be accommodating towards the needs of chefs, both international and Indonesian
- Be able to liaise with Supervisor(s) and Festival Management

### **Information on Transportation During the Festival**

The Festival provides a shuttle bus. However, volunteers and staff have special 'ojek' (motorbike taxi) to assist them with their errands **related to the Festival**.

The ojek drivers have the following identification: they will be wearing special Festival T-shirt and name tag, and they stand by in the small parking lot next to the Left Bank. They will take you to any venues around Ubud related to the Festival. You can also ask them to wait for you if your errand will not take too long. Remember, they are part of the Festival crew, so you do not need to pay them! Any problems with the drivers, please report to the Volunteer Base Camp.

Schedule of Ojek will be confirmed later.

### **MEALS DURING SHIFT**

The Festival provides meals (with water) for volunteers during their shifts. If on the same day you work for two shifts OR 2 x 5 hours, you are entitled to have 2 meals on that day.

You can pick up your meal at Volunteer Base Camp.

Schedule of meals will be confirmed later.





The Festival will provide a vegetarian and non-vegetarian menu, so please make sure you tell us what your preference is on the Registration Form.

### **Area Placement**

We asked your area of interest in the registration form to know your preference, but please understand that sometimes we have to place you in a different area that is different that you have requested. Why? There are several reasons such as, we need more volunteers in one area than others, or you may have the right skills and background we needed in this area.

### **Change of Area**

There may be a case where we needed to change you area due to changes of programs or volunteer who have been placed in that area, has withdrew his/her application.

### **Roster (Work Schedule)**

Please understand that you need to be flexible with your roster. There will be cases where we have to change your work schedule due to many reasons, such as someone has withdrew, programs time has changed, etc.

You can swap shift with your team members, but please let your Supervisor knows and make sure that all shifts are covered.

### **Dress Code**

Wear something casual and comfortable but still presentable, remember that you are a part of Ubud Food Festival 😊 We also recommend you to use the



festival t-shirt. Some areas, such as MC and liaisons, will need to wear something more neat but still comfortable.

### Other Information

You can get your Certificate on the last day at Volunteer Base Camp.

Once you have received your Program Book, please be sure to become acquainted with its contents. Please get to know some of the important names and faces of the Festival Founders, Patrons, Staff, and authors to be sure that you will recognize them walking around during the Festival. It is always a nice opportunity to chat with them when they are free and listen to their experiences!

When you are confirmed to be a Festival volunteer, we will invite you to join our **Volunteer page on Facebook Group** so you can start introducing yourself, asking questions, helping others who are new, sharing information and experience, and other fun stuff. Please remember to always be polite and positive with each other.

### Orientation

All Volunteers and Supervisors **MUST** attend the Registration and Orientation Session for their specific work area. Sessions will be held on **April 25, 2019** at the Ubud Food Festival Office on Jl. Raya Sanggingan, Ubud. Time will be confirmed later.

No meals will be provided during orientation. Please bring your own water bottle.

**If Volunteers cannot attend to their session, they cannot volunteer!**



At these sessions, volunteers:

- register their attendance and confirm contact details
- sign an agreement about responsibilities and confidentiality
- receive their IDs, T-shirt and 'goodie bags'
- meet Festival Staff and hear an overview of the event
- meet supervisors and other volunteers
- receive specific role training
- have a chance to ask questions

Thank you for being such great volunteers and we look forward to meeting you all!