



Presented by:



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You too, can experience being a volunteer at UBUD FOOD FESTIVAL, **17-19 April 2020**

## Volunteer Satisfaction

- 📌 We try our best to look after our volunteers; give you the right information at the right time, put you in work areas that you'll enjoy, and listen to your feedbacks as we go along.
- 📌 All information you 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 16, 2020**.
- 📌 Volunteers have their own meeting place, resting area, and problem-solving center at Volunteer Base Camp.
- 📌 Supervisor roles are available for experienced volunteers.

## Application Process

- 📌 Apply online at <http://www.ubudfoodfestival.com/volunteer-registration/>
- 📌 After you send 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 of applicants will be short-listed. We will ask these applicants to email a small bio image (**less than 100kb**). Applicants who are not short-listed will also receive a notification throughout the process.
- 📌 Confirmation of placements **will start from March 20, 2020**. We can only accept a limited number of volunteers for each area. When all volunteer roles are filled, remaining applicants will be on a waiting list.
- 📌 Once your role is confirmed, we will send you the roster (work schedule). 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 the roster.**



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- 📌 We will send the rosters in **early-April 2020**. It is not an easy or quick process to confirm, place roles, and create rosters, so please be sure that you have understood all of 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.
- 📌 Should you need a confirmation letter for your university to inform your involvement in 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)**

- 📌 3-Day Pass to the Main Program (please note that Special Events and Workshops are extra and need to be purchased separately)
- 📌 Meal on volunteering days
- 📌 Festival t-shirts and goodie bag
- 📌 Volunteer ID and appreciation certificate
- 📌 Resting area, meeting place, and problem-solving center at Volunteer Base Camp (open 9am–5pm)
- 📌 Invitation to closing night party
- 📌 Transport around venues on Festival days
  - Shuttle bus will run from Casa Luna (Jl. Raya Sanggingan) to main venues based on daily schedule
  - Ojek will be provided (further explanation on Orientation Day)

### **We do not provide**

- 📌 Meals on non-volunteering days
- 📌 Flight or transportation from/to Ubud
- 📌 Accommodation or any additional expenses
- 📌 Visa assistance or sponsorship
- 📌 Invitation to Opening Night Party and paid events other than those in the Main Program.

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

- 📌 Audio Visual
- 📌 Box Ticketing\*
- 📌 Chef/Presenter Liaison
- 📌 Floaters (working in various areas according to the Festival's need)
- 📌 Green Room\*
- 📌 Interpreters



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- 📄 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\*
- 📄 Social Media Content Creator

\*These positions might start before the Festival

## **Are you an experience volunteer?**

Supervisors are needed in most areas. Supervisors oversee volunteers, provide information, timekeeping, 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 one year Ubud Food Festival volunteering experience within the same area you seek to supervise
- 📄 Work at the Festival's office one week prior, work online one 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 Coordinator and Management
- 📄 Be patient, professional, friendly, disciplined, polite and punctual
- 📄 Be well presented



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- 📌 Lead their team
- 📌 Work outside of roster hours (if needed)
- 📌 Write a report of the supervised area
- 📌 Respect the local culture and people
- 📌 Able to solve conflict between/with volunteers

### **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 3x5 hour shifts during the Festival
- 📌 Put their phone on silent or vibrate during their shift
- 📌 Have no phone during their shift (eg. Twitter, Facebook, SMS, Messenger, etc)
- 📌 Communicate with their Supervisors and Volunteer Coordinator during the Festival

### **Area Volunteer Requirements (please check and revise accordingly)**

#### **Audio Visual**

##### *Familiar with:*

- Setting up and operating AV equipment (sound systems, LCD screens, projectors, etc)
- Security, safe handling and storage equipment
- Local area knowledge is an advantage

#### **Box Ticketing**

##### *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 Center**

##### *Experienced in:*

- Customer service and problem solving



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- Rapidly gaining knowledge of the program
- Handling lost and found

## **International & National Media Center**

*Experienced in:*

- Journalist reception and checking documentation
- Preparing news releases
- Organizing news conferences and interviews
- Liaising with logistics and technical support
- Monitoring and supporting official photographers and film makers
- Documenting photos

## **Floater**

We expect Floaters to be flexible with their schedule. Floaters can be placed in any area that need more volunteers. You might be asked to replace a volunteer who cannot be present during the Festival or cancel prior to the Festival (Floaters can be assigned on the whole shift or just partial). Floaters can be assigned in any kind of volunteering area and their role can change based on what is needed.

## **Partnership Center**

*Able to:*

- Arrive at the venue 30 minutes before shift
- Standby at UFF Partners Information Desk at Box Office
- Help distributing Partners' tote bags at UFF Partners Information Desk
- Support inquiries from stall vendors, communicate with Partnership Assistant and production team
- Check on sponsored promotional materials around the Festival (x-banners, backdrop, etc)

## **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)



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- Scripting from background information and liaising with Festival Management for problem solving
- Formal attire is a must (ie. No shorts, sandals, etc). Note that some events will require MCs to wear traditional outfit, however this will be notified prior by MC Supervisor.

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

*Able to be responsible for:*

- The comfort of presenters and public
- Customer service (checking passes, ushering, timekeeping)
- Liaison with Audio Video, MCs and logistics staff.
- For kids events: help ensuring the safety of participants during session

## **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 is 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 fluency is a must
- Be accommodating towards the needs of chefs, both Indonesian and International
- Be able to liaise with Supervisor and Festival Management



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## Transport Center

*Able to be responsible for:*

- Organizing transportation schedule of all speakers (drop off/pick up point and time)
- Know the hotel/villa's information of each speaker (information will be provided)
- Coordinating with Liaison Team to manage ground transport request of all speakers during the Festival
- Maintaining good communication and relationship with transport team
- Coordinating with Supervisor if transportations issue arises
- Customer Service, providing information about transportation for audiences and speakers.

## Night Events

*Able to:*

- Arrive 30 minutes before night event (according to shift) starts
- Coordinating the equipment set up with the Sound Engineering team
- Assisting the performers when they arrive
- Counting the audience and filling the headcount sheet

## Kitchen Stage Assistant

*Able to be responsible for:*

- Preparing minor food and ingredients directed by the chefs (include, but not limited to, chopping, peeling, cutting, etc)
- Making sure the kitchen area is clean (include, but not limited to, washing dishes, taking out trash, cleaning the table, etc)
- Assisting in organizing equipment and ingredients as directed

## Interpreters

*Able to:*

- Communicate in both English and Bahasa Indonesia
- Understand the context of the sessions
- *More information will be provided*

## Photographer

*Experienced in:*

- Documenting events (food photography experience is a plus)
- Capture images for commercial purpose
- *More information will be provided*



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## Social Media Content Creator

*Able to:*

- Take notes about the content during popular sessions, include range of topics that are discussed during the panels (cooking techniques or tips)
- Take images or videos during events
- Live tweet during main events, collect interesting quotes

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## 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 a special Festival t-shirt and a name tag, and they stand by 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 don't need to pay them! Any problems with the drivers, please report to the Volunteer Base Camp.

Schedule for 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 2x5 hours, you are entitled to have 2 meals on that day. 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. You can pick up your meal at Volunteer Base Camp.

Schedule for meals will be confirmed later.

## 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 than what you have requested. Why? We might need more volunteers in other areas or you might have the right skills and background in a different area.





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## Change of Area

There may be a case where we needed to change your area due to changes in programs or volunteer who have been placed in an area has withdrew their 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 a volunteer withdrew, change in the program, 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 casual and comfortable clothing that are still presentable, remember that you are a part of Ubud Food Festival. We would also recommend that you use the Festival t-shirt. Some areas, such as MC and liaisons will need to wear something more formal, but still comfortable.

## Other information

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

Once you've 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, Staffs and Speakers 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 Facebook Group** so you can start introducing yourself, asking questions, helping others who are new, sharing information and experiences, and other fun things. 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 **16 April 2020** at Ubud Food Festival's office on Jl. Raya Sanggingan, Ubud. Time will be confirmed later.



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

**If you are unable to attend these sessions, unfortunately you won't be able to volunteer this year.**

At these sessions, volunteers will:

- 📅 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 listen to the overview of the Festival
- 📅 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



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