



24-26
JUNE 2022

**VOLUNTEER
HANDBOOK**







WELCOME!

Thank you for donating your valuable time as a Ubud Food Festival (UFF) volunteer staff member.

Every volunteer becomes a UFF Ambassador, welcoming and helping around 11,000 festival-goers have a great Ubud experience. We are proud and highly appreciative that you have chosen to be a valuable part of our community.

So, whatever your role may be, you are now a crucial part of our team! Working together in a helpful and respectful manner will help create a positive experience for you, fellow volunteers, staff members, chefs, and guests alike.

The following handbook is an overview of volunteer guidelines, expectations, festival procedures, and basic venue information. We hope that it will serve as a helpful resource to you throughout your tenure as a volunteer at the festival.

Thank you for your support and dedication to Ubud and Bali! Together we can make a difference.

Janet DeNeefe
Festival Founder & Director
Ubud Food Festival



THE FESTIVAL

Founded in 2015, Ubud Food Festival (UFF) is a three-day cross-cultural culinary adventure with Indonesian food as the star. Showcasing Indonesia's diverse cuisine, innovative chefs, and extraordinary local produce have been at the heart of every UFF. Each year, the Festival welcomes audiences and chefs from near and far to learn about Indonesia through its cuisine. In 2022, UFF will build on the Heroes theme initially intended for the postponed 2020 festival.

Ubud Food Festival 2022 will champion the people behind the scenes of Indonesia's culinary cultures with the theme Heroes.

QUICK FACTS:

- We champion food lovers, farmers, cooks, chefs, restaurateurs, foodpreneurs, photographers, writers, bloggers, and social media influencers.
- We feature much-loved culinary icons and rising stars from Indonesia and beyond.
- We honour culinary heritage and encourage fresh ideas.
- Our program is accessible to all.
- We have a fast-growing and highly engaged social media community.
- We work hard to create community and learning opportunities while showcasing Indonesian cuisine to the world.
- Our audience is diverse – drawn from across Indonesia, Australia, Southeast Asia, and beyond.
- They're passionate foodies with a big appetite for not just food but also the arts, culture, education, and travel. 90% said they came to Ubud specifically for UFF19 and would attend again.
- We work closely with 100+ local businesses and organisations.
- UFF is not only about eating but about creating opportunities for our audiences to learn more about many different aspects of the food industry, such as waste management and food sovereignty!

EXPECTATIONS & GUIDELINES

By volunteering for the Ubud Food Festival, you've made a commitment to the festival and your fellow volunteers. Your services are invaluable to us, and our expectations for our volunteers are as follows:

- Be kind, courteous, and respectful to all patrons, UFF staff members, and fellow volunteers.
- Arrive at your shift on time, allowing ample time for traffic.
- Respond promptly to emails and phone calls from UFF.
- Be flexible in working with your coordination team and/or your staff supervisor, and follow their advice.
- Devote total attention to your position – please refrain from cell phone use and socialising during a performance.
- Be prepared to answer questions about the area you are working in and questions about the venue and the festival.
- Let us know if something isn't working out, share your concerns and ask for help if you need it.

AS A VOLUNTEER, YOU WILL RECEIVE:

- A 3-Day Pass to the festival (except for the Special Events, Masterclasses, and Workshops)
- A Volunteer ID and a volunteer T-shirt that must be worn while you are on shift, as well as a Goodie bag
- Meals and drinks during your shifts

- An invitation to the closing night party
- A Certificate of Appreciation (which you can get on the last day at Volunteer Base Camp)
- Transportation to and from the festival venues
 - Shuttle buses will run from Casa Luna (See Google Maps) to main venues based on a daily schedule.
 - Ojek drivers will be available (see 'ALL YOU NEED TO KNOW').

AS A VOLUNTEER, YOU WILL NOT RECEIVE:

- Any meals on non-volunteering days
- Any flights or transportation to and from Ubud
- Any accommodation or any additional expenses
- Any Visa and sponsorship assistance
- An invitation to the Opening Night Party and other events other than those in the 3-Day Pass





VOLUNTEER POSITIONS

As a volunteer for the Ubud Food Festival, you may sign up for the following opportunities. All positions are available during the festival itself unless otherwise specified.



*These positions might start before the Ubud Food Festival.

Audio Visual

You will be responsible for the safe handling and storage of technical equipment. For this position, you need to be familiar with setting up and operating audiovisual equipment, such as sound systems, LCD screens, projectors, etc. Knowledge of the venue is an asset.

Box Ticketing

You will assist in the sale and the exchange of tickets while knowing key information about this year's festival. You are also responsible for the Lost and Found desk immediately before, during, and immediately after your shifts.

Floater

As a Floater volunteer, you are on standby and ready to help whichever area may be short-handed. You might cover for absences in other volunteer teams. This role is an excellent opportunity to experience lots of different aspects of the festival, including behind-the-scenes activities.

Green Room

You will help to facilitate all of our international and national guests' engagements and act as an information point for any of their enquiries. Demonstrating a positive and reliable attitude is an asset. You must also be fluent in English.

Indonesian & International Chef Liaison

You will welcome chefs and presenters attending our programme, support them prior, during, and after their events, and help make sure they are well looked after during their stay while accompanying them for their sessions. In

addition, you will provide support for relevant ad hoc duties from Festival Management, MCs, and Logistics. Knowledge of the venue is an asset.

Information Centre

You will deal with guest complaints, ticketing problems, and guests concerns while providing courteous and prompt service to festival visitors. You are also responsible for the Lost and Found desk immediately before, during, and immediately after your shifts.

International & National Media Centre

You will help to facilitate all of our media engagements. Duties include greeting national and international press delegates, assisting with photo calls, interviews, news conferences, and acting as an information point for enquiries. You will also be responsible for monitoring and supporting our official photographers and filmmakers.

Interpreter

You will provide translation during sessions, interpret for chefs and guests, and during media interviews in both English and Indonesian. You must be fluent in both languages and feel comfortable speaking in front of crowds.

Kitchen Stage Assistant

Your duties include preparing snacks and ingredients directed by the chefs, making sure the kitchen area is clean (including, but not limited to, washing dishes, taking out the trash, cleaning the table, etc.), and assisting in organising equipment and ingredients as directed.

Merchandise Centre

You will be responsible for assisting with the sales of UFF and act as an information point for merchandise enquiries.

Moderator/MC

You will welcome chefs and presenters. You will be maintaining punctuality and timekeeping for selected sessions, making announcements and introductions mainly in English (Indonesian language is an asset), and liaising with the Festival Management for problem-solving. Appropriate attire is a must and can vary from each session.

Night Events

You will help to facilitate all of our. You will assist the Sound Engineering team in setting up the related equipment, supporting the performers prior, during, and after the events, counting the audience, and filling the headcount sheet.

Partnership Centre

You will be assisting in collaboration with our. You will act as a point of information at the UFF Partners Information Desk. You will help distribute Partners' tote bags and support inquiries from stall vendors, engage with Partnership Assistant and production team, and check on sponsored promotional materials across all our festival venues.

Photographer

You will document events and capture images for commercial purposes. Food photography experience is a plus.

Programs, Workshops, Special Events, Kids Events

You will be responsible for welcoming and guiding presenters and festival guests and supporting the Audio Video, MCs, and logistics staff in administrative tasks, while helping with safety management, especially for kids.

Social Media Content Creator

You must take notes and collect interesting quotes during sessions, including providing coverage, including stories, live streams, posts, and video content for all UFF's social media and marketing platforms.

Transport Centre

You will be assisting in collaboration with our staff, coordinating transportation needs for speakers between various venues, including hotels and within Ubud, and help schedule drivers. Experience in transportation logistics and/or event management is an asset.

Volunteer Base Camp

You will provide support for other volunteer teams and lead volunteer orientation sessions. Your duties also include administrative tasks such as preparing and distributing information and forms.



TAKING VOLUNTEERING TO THE NEXT LEVEL

Have you volunteered for UFF before or any other festival and want to get more involved? Joining our supervisor team might be a good fit for you!

As a supervisor, you manage and train a group of volunteers and oversee a designated area at the event, ensuring operations run smoothly.

Our expectations for our supervisor are as follows:

- Have previous festival volunteering experience within the same area of work.
- One month of your time working remotely and one week before the festival at the festival office, and your availability for the entire festival.
- Ability to manage a team of volunteers and supervise the tasks assigned to the entire group while working closely with the Volunteer Coordinator Team.

- Show up on time, ready to work, and treat others with respect.
- Always conduct yourself in a professional manner.
- Do your job to the best of your ability.
- Write a report on the supervised area
- Be comfortable with scheduling and team management

We encourage volunteers of all ages and abilities to participate in our program. Our expectations for our volunteers are stated in the 'EXPECTATIONS & GUIDELINES'.



HOW TO APPLY

Once you have decided on your preferred role(s), please follow the link below and complete our application form.

- You can apply to volunteer by signing up for our online festival volunteer application at ubudfoodfestival.com/volunteer
- You will receive an email notification of your submission at the same address you provided in your application.
- If shortlisted, you will receive an email by mid-May. We will ask you to email a bio. If you are not short-listed, you will receive a notification throughout the process as well.
- Confirmation of placements will start on **May 23, 2022**.

NOTE:

- We can only accept a limited number of the most appropriate volunteers for each area.

- Once your role is confirmed, we will send you the work schedule (roster). We cannot change your role or roster.
- You can cancel without penalty until **31 May 2022**. Any cancellations on or after that date will result in the inability to volunteer at future events. Emergency cancellations will be dealt with on a case-by-case basis.
- We will send the schedule (rosters) in **mid-June 2022**. It is not an easy or quick process to confirm, allocate roles, and organise rosters, so please be sure that you have understood all of the requirements before applying.
- Volunteers will have the chance to meet each other and their supervisors, ask questions, and receive their welcome 'goodie bags' during our Orientation Day, which will be held on **June 23, 2022**.
- Upon confirmation, we will send a link to our WhatsApp volunteers group so you can communicate with other volunteers.
- Should you need a confirmation letter from your university to inform them of your involvement in the Festival as a volunteer, please let us know in advance via email.

ALL YOU NEED TO KNOW

Here is all the key information you need to know and a lot of useful tips on how to make the most of your volunteering.

TRAVELLING TO THE SITE

We provide a shuttle bus that will take you from Ubud straight to the festival site. The shuttle will be operating a limited service of a few trips per day.

Motorbike taxis called 'Ojeks' are the fastest and easiest option to travel to and from the festival venue. Ojek drivers wear special festival t-shirts and name tags, and they stand by the small parking lot next to the Left Bank. They will take you to any festival-related venue. You can also ask them to wait for you if your errand will not take too long.

NOTE: As a volunteer, any ride is free of charge. If you have an issue or something seems unsafe to you, please raise this with your supervisor, who will contact the management.

AREA OF PLACEMENT

We work hard to make volunteering opportunities open to everyone and try to match you to the role which will suit you best. So make sure that you highlight your area of interest as you sign up as a volunteer.

We can't guarantee you will be assigned the role you select. We have to ensure that every area is covered for the success and safety of the festival.

NOTE: There may be cases where we need to change your area due to unforeseen changes in the program or volunteers who have withdrawn their application or are unable to attend.

WORKING SHIFT

Please understand that you need to be flexible with your working shift. There will be cases where we have to change your work schedule for various reasons.

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

FOOD & DRINKS

To support you in your role, UFF offers one meal for each five-hour shift completed. One drink is included with every meal. If you work for two shifts or 2x5 hours, you are entitled to have two meals on that day.

Please let us know in advance when registering if you have any special dietary requests, such as if you are vegetarian or have specific food allergies. Your meals are available at the Volunteer Base Camp, which is located at Indus Restaurant Basement.

WHAT TO WEAR

You can wear casual and comfortable clothing that is still presentable. We would also recommend that you wear the festival T-shirt. Note: Some positions, such as MC and liaisons, will need to wear something more formal (see under 'Volunteer Positions').

LET US KNOW

Please let your supervisor know if your circumstances change and you're not able to volunteer as your team is relying on you. Alternatively, please email hello@ubudfoodfestival.com. If you're unwell during the weekend, or there are other issues that prevent you from turning up for your shift, again, please let your supervisor know.

GET TO KNOW US

You will get a Daily Schedule document before the festival. This guide provides details of everything on the programme. Make sure you read and understand the information and know the basic details about the venue. Please get to know some of the important names and faces of the Festival Founders, Patrons, Staff, and Speakers to be sure that you will recognize them walking around during the Festival.

WELCOME SESSION

On Thursday, June 23, 2022, at Ubud Food Festival's office (See Google Maps), you will be given a compulsory briefing from your team leader. You'll also be given key information about this year's festival, safety guidelines, and

instructions about your role.

Attendance at the Welcome Session is extremely important, and you will not be able to begin volunteering without having done so.

This is also an opportunity to meet up with the UFF community, take a breather and anticipate the part you're about to play in making a great festival happen.

Our Team will be ready to welcome you and:

- Sign you into your volunteer role and make sure that you sign the agreement about responsibilities and confidentiality.
- Give you a volunteer ID (without which you will not be able to access the Festival), t-shirt, and 'goodie bags.'
- Meet up with your supervisors and with other volunteers.
- Give you instructions and directions for your role.
- Answer all your questions about your volunteering.

NOTE: Bring plenty to drink for hydration and some packed lunch.

Once you are officially part of the UFF volunteer community, we will invite you to join our Volunteer WhatsApp Group so you can start to connect with other volunteers, and if you need contact details or directions, you can ask those questions here too.





VOLUNTEER SUPPORT

If you have a problem you'd like to chat about – big or small, personal or practical, if you're feeling a bit lost or overwhelmed during the festival – we have a team to help you out.

Email:

volunteers@ubudfoodfestival.com

WhatsApp Number:

+62 812-4683-8459

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

UBUD FOOD FESTIVAL

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