

VOLUNTEER

Thank you for your interest in volunteering for the Chicago Humanities Festival (CHF)! Volunteers are the backbone of CHF. A team of almost 300 volunteers are needed to produce the festival each year. The difference between a good volunteer program and a great one is that the volunteers have a wonderful time while they are working for the programs, which is what we try to accomplish. Your help is welcome and greatly appreciated.

The Chicago Humanities Festival began in 1989 as a dream shared by a determined group of Chicago's cultural leaders eager to extend the riches of the humanities to all who might benefit—that is, *everyone*. The Chicago Humanities Festival's mission is to create opportunities for people of all ages to support, enjoy and explore the humanities. Our volunteer team understands that mission and works towards its goals by volunteering for programs during the fall Chicago Humanities Festival and programs throughout the year.

VOLUNTEER INFORMATION

We invite you to work alongside leading thinkers and performers, share your passion for the humanities, and help bring outstanding cultural programming to our community. Support CHF by volunteering and receive free Festival tickets (2 tickets for shifts with one program and 4 tickets for shifts with 2 programs).

Please send your name, mailing address, phone and email address to volunteer@chicagohumanities.org to be added to our volunteer mailing list.

CALLING ALL VOLUNTEERS!

Every year more than 300 dedicated, engaged, community-minded and fun volunteers step up to make the fall Chicago Humanities Festival and programs throughout the year happen!

At CHF, our volunteers play a huge part in our success! Here's some important information on being a volunteer:

- **Attendance**
We depend on your commitment to participate. Your presence and prompt arrival for your scheduled shifts are absolutely necessary. VERY IMPORTANT: If your schedule must change, or if you have an emergency, please contact us immediately!
- **Training**
At the start of each volunteer shift, all volunteers will receive team training to ensure that they are fully informed to perform their assigned duties. It is very important that all volunteers (returning and new) arrive on time.
- **Arrivals & Breaks**
You must check in with the House Manager at the beginning of each shift you work. Please try to arrive few minutes early. Volunteers get a break if there are two programs in your shift. Please check with your house manager before taking a break.
- **T-Shirts**
Every volunteer receives the official CHF T-Shirt. This shirt must be worn while you are working the volunteer shift. You may pick up your T-Shirt as soon as you arrive at your first shift

CUSTOMER CARE POLICY

The Chicago Humanities Festival strives to be recognized as a positive promoter of the community. The CHF is a non-profit organization founded under the principles of giving back to the community and making the humanities a vital and vibrant ingredient of daily life. We believe that access to cultural, artistic and educational opportunities is a necessary element for a healthy and robust civic environment. The CHF's healthy existence and thriving success relies on good customer attendance, therefore, quality customer care is of the highest priority.

Quality customer service is characterized by: being well groomed and dressed according to the needs and standards of the event at hand, polite and courteous behavior to patrons and the general public, ability to give informative answers to questions, and having an overall positive and honest approach to festival tasks.

Volunteers and staff are expected to treat every customer with equal and unbiased care. It is vital to be polite and courteous when communicating with the public in every situation. If a situation arises in which you are unable to deal with a person on the same level and in a responsible manner, please refer them to your house manager or nearest staff member.

PATRON COMPLAINT PROCEDURE

If a patron or member of the general public wishes to express a complaint, volunteers or staff members for the CHF shall follow this guideline.

- 1) Politely listen to the customer's complaint without interrupting.
- 2) Repeat the complaint back to them in your own words and ask them if you understand it correctly.
- 3) If you are able to resolve the issue yourself, please do so.
- 4) If you do not feel comfortable doing so, or are unable to make any progress with the customer, there are two ways to deal with the situation. If it needs to be resolved immediately please contact the House Manager, or CHF staff members at the event. If it is not an urgent issue, explain to the customer that you are a volunteer and that management can only resolve the situation. Politely ask them to email at customerservice@chicagohumanities.org or write to festival attention Customer Service. Assure the customer that the complaint will be reviewed they will be contacted regarding the issue if they have indicated on their message.

The Customer Service team will review the Formal Complaints as soon as possible. A letter will be written to the customer that explains the problem and how it has been rectified, apologizes if necessary, and closes the matter. This letter will use positive language and should be personalized to the specific situation and recipient. Any other actions deemed necessary will be taken to rectify the situation.

SHIFT CANCELLATION

Volunteers unable to make their shift will contact their House Manager or the Volunteer Coordinator at least 24 hours before the shift start time. In the event of an emergency or unforeseen circumstances, volunteers will contact their House Manager or the Volunteer Coordinator as soon as possible. If you do not adhere to this 24-hour alert policy, or miss a shift completely, you will be subject to the disciplinary actions.

EVALUATION

The house managers will evaluate their volunteers at the end of each shift. The purpose of this is to document behaviors and job performance, so that valuable feedback can be offered to the volunteer coordinator.

DISCIPLINARY ACTION

In the event that a volunteer does not adhere to the principles, policies and procedures of CHF or fails to perform his/her volunteer assignment he/she may be subject to disciplinary action.

This will take the form of progressive discipline and will include the following steps:

- 1) A verbal warning i.e. the house manager will discuss the situation with the volunteer and offer suitable help in correcting it (e.g. training, reassignment, etc.). These warnings will be documented in volunteer records by reporting it to the volunteer coordinator by the house managers.
- 2) Termination of the volunteer's services. This is regarded as a last resort and applied only when other appropriate and available approaches have been tried and failed. After three verbal warnings the volunteer will not be able to volunteer for CHF events.
- 3) Immediate Dismissal. A volunteer may be dismissed without warning for just cause. Grounds for this may include but are not limited to: misconduct, theft, abuse of clients or co-workers etc.

If a volunteer fails to alert their house manager or the volunteer coordinator that they will be missing a shift, and then miss it, they will be removed from volunteering. There is no excuse for not alerting the people in charge that you will not be there. For extenuating circumstances, the decision will defer to the volunteer coordinator.

PROGRAM ATTENDANCE POLICY

Your free volunteer tickets must be redeemed for programs that you are not working. During your volunteer shift, be prepared to be working the entire time. Volunteers on shift will not go in to attend a program until the House Manager has granted permission, to ensure head counts are completed and patrons and guests are greeted. If a house manager permits it, volunteers who go in to attend the program during their shift will concomitantly serve as "ushers" for guests. Volunteers will remember that they are still on shift, and will be easy to locate should the House Manager, CHF staff member, or patron need assistance.

VOLUNTEER ETIQUETTE

- Please remember at all times that you represent CHF. Please be courteous, patient, and helpful to CHF patrons. If you are unsure how to respond to a patron request or question, please direct that patron to your house manager or other CHF staff.
- If you observe inappropriate behavior or have a problem with a patron, please immediately report your concerns to your house manager or CHF staff.

RELATIONSHIP TO CHF STAFF

Volunteers and CHF staff are considered partners in implementing the mission and programs of CHF with each having an equal but complementary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

CONFIDENTIALITY

Volunteers will agree to keep all matters relating to the work of CHF completely confidential and are not to disclose or use such information without the consent of the Festival Management Team. Breach of confidentiality is regarded as a very serious matter and may result in the termination of the volunteer's services.

SEXUAL HARASSMENT

The CHF is committed to providing its employees and volunteers with an environment that is free from sexual harassment in any form. Sexual harassment of employees and volunteers occurring in the workplace or in other settings in which employees and volunteers may find themselves in connection with their employment or volunteer placement is unlawful and will not be tolerated by the Festival.

VOLUNTEER SURVIVAL TIPS**What to wear:**

- Please wear an official CHF T-Shirt at every event you work to identify you as a member of CHF's team. You may pick T-Shirt as soon as you arrive at your first shift. Wear loose, comfortable, presentable clothing. Keep in mind that you will be on your feet during your shift, so make sure you select clothing that are comfortable. Khakis or black pants are preferred, but you may also pair your Volunteer T-Shirt with other comfortable business casual attire of your choice.

What to bring:

- You may bring your own water, juice or other beverages, consumption of alcoholic beverages while on duty is strictly prohibited.
- If there is a break between two programs you are working, you may want to bring a snack.
- There may not be any secure area for you to store personal belongings, so do not bring any valuables or large or bulky items.
- Cell phones and pagers must be off or silenced during the programs.
- As volunteers, you are the goodwill ambassadors for this event, so **DON'T FORGET TO SMILE!!**

Upon Arrival at Venue

- Meet the House Manager, he/she will give your assignments, and other information.
- SIGN-IN upon arrival at venue

QUESTIONS? NEED HELP?

Please contact the festival at 312-661-1019 (during office hours) or volunteer@chicagohumanities.org