



As a volunteer, you are the public face of Houston Cinema Arts Festival. Volunteers are usually the first and sometimes the only member of our staff that a patron will meet. You will be interacting with guests throughout your time at the festival; welcome them with a smile and be helpful. If you encounter a question you cannot answer or a situation you cannot easily resolve, make sure to find a Houston Cinema Arts Festival staff member who can assist them. Maintain a calm, professional, and friendly demeanor and treat each patron as a VIP.

We are counting on you to work your shifts. Volunteers are usually scheduled for 4 hour shifts, but depending on needs you may be scheduled for more if you are able. Once you confirm your schedule, we will do our best to ensure that you enjoy your volunteer experience. There are over 200 volunteers working during the festival, and we need to be able to rely on you to be responsible and to show up on time.

REQUIREMENTS: All Volunteers MUST BE 18 years old or more. A few events will require a volunteer to be 21 years old or more. Reliable transportation and current TABC license preferred.

BENEFITS: As our thank you for completing a minimum of one 4 hour shift, you will receive two free tickets to one regular screening of your choice (excluding *A Thousand Thoughts/Kronos Quartet* at Asia Society of Texas November 11th). If you work multiple 4 hour shifts, you will receive two additional tickets to another regular screening of your choice (excluding *A Thousand Thoughts/Kronos Quartet* at Asia Society of Texas November 11th). You'll also receive a FREE volunteer T-Shirt and an invitation to an exclusive Launch Party as our guest.

SCHEDULING: Generally, shifts start a half hour before the first screening. This allows time for everyone to assist with setting up before the crowds arrive. Tickets go on sale one hour before the start of the first film of the day. Your focus at the theaters is your volunteer job. If there is a particular film you want to see, do not volunteer during that shift. Most shifts involve a lot of standing and speaking with the public. Weekday shifts are during the day or in the evening. Weekend shifts are afternoons or evenings.

Houston Cinema Arts Festival runs Thursday, November 8, 2018 through Monday, November 12, 2018.

MANDATORY VOLUNTEER ORIENTATION: There are Four (4) volunteer orientation sessions scheduled that will be held after the Launch Party and before the festival on the following dates and times:

October 16th - 6:00PM	October 17th - 12:30PM	October 17th - 6:00PM	October 18th - 6:00PM
-----------------------	------------------------	-----------------------	-----------------------

It is MANDATORY that every volunteer attend one session, whether you are a returning or a new volunteer. Each session will be one hour in length and refreshments will be provided. We will go over job descriptions, schedules, meet with staff, answer FAQs, and more.

LAUNCH PARTY: All volunteers are invited to the Houston Cinema Arts Festival Launch Party on Monday, October 15, 2018 from 6:00 to 9:00 PM at [Chapman & Kirby Bar & Kitchen](#), 2118 Lamar St, Houston, Texas 77003. This is a great opportunity to meet other volunteers, get fired up about the festival and learn about the films being screened during the festival.

FESTIVAL EXPECTATIONS

BEFORE YOU BEGIN YOUR VOLUNTEER SHIFT: Please familiarize yourself with the films that will be screened at your venue. Check the Houston Cinema Arts Festival program online to learn about the film descriptions, start times, running times, countries of origin, etc. or obtain and keep a festival program on you at all times during your shift. Make sure that you know how to get to your venue and allow ample time for taking public transit or finding parking. Review the attached list of volunteer roles to become familiar with the type of work you're likely to do. Bring the phone number of your house manager or volunteer coordinator with you just in case you need to call them on the way.

ATTIRE AND PERSONAL BELONGINGS: Please wear your Houston Cinema Arts Festival volunteer T-shirt during each shift. No jeans with holes, leggings, or flip-flops please! You'll be on your feet most of the time so comfortable shoes is highly encouraged.

ARRIVAL: Please be punctual. Plan to arrive at the venue a few minutes before your shift begins and report directly to the Houston Cinema Arts Festival House Manager. They will confirm your volunteer role and give you a Houston Cinema Arts Festival T-shirt, if you did not receive one at volunteer orientation. Please wear the current HCAF volunteer T-shirt you receive on all shifts. Take a few minutes to familiarize yourself with the venue: learn the location of the bathrooms, seating for people with disabilities, parking and validation, the nearest Metro station, the nearest ATM, etc.

CUSTOMER SERVICE AND DIFFICULT SITUATIONS: If you encounter a question you cannot answer or a situation you cannot easily resolve, please refer the patron to the Houston Cinema Arts Festival House Manager in charge.

HOW TO CLAIM YOUR FREE TICKETS: As our thanks for your hard work, you will receive two free tickets to a regular screening of your choice (excluding *A Thousand Thoughts*/Kronos Quartet at Asia Society of Texas November 11th) for each 4 hour shift you complete. To claim your tickets, you must email cybil@cinemartsociety.org at least two days in advance with the information about the film of your choice. **DO NOT SCHEDULE YOURSELF TO VOLUNTEER DURING THE SCREENING.** Your name will be placed on a comp list at the venue, and you must pick up your tickets at least 20 minutes before the start of the film; otherwise it will be released for sale.

TICKET INFORMATION

GENERAL TICKET INFORMATION: All tickets are general admission. Except for special events, all tickets cost \$12, whether they are purchased at the theater on the day of the film or ordered in advance through cinemahtx.org. (The cost for each special event is \$25.) For same-day tickets, we accept cash or credit cards.

REFUNDS: All sales are final.

FESTIVAL BADGES: Festival Badges are pre-purchased and given to donors who make major contributions to the Festival. Festival Badge holders have a special line to show their pass in exchange for a ticket. Badge holders are allowed to see any film in the festival, as long as tickets are available. Special events must be reserved in advance, or risk not having a seat. All badge holders **MUST** have a physical ticket to enter a screening.

FREE EVENTS: Free events are available on a first come, first served basis. No reservations are required or accepted. Free events will be listed in the Houston Cinema Arts Festival program.

VOLUNTEER ROLES

These are some of the roles which you may be performing during your shift. depending on venue size and distribution, some of these roles may be modified or adapted by the Houston Cinema Arts Festival House Manager.

WILL CALL: Tickets purchased in advance are listed at Will Call for pick up. Please ask for the patron's name and identification before you give the tickets. Check off the name and number of tickets picked up. You might also be responsible for distributing tickets from the Comp List and Festival Badge list if you work this station.

CROWD CONTROL: Responsible for managing lineups for film screenings. Make sure that the lobby and entrance is clear and orderly. There should be two lines, one for badges and one for tickets. These should be clearly marked to facilitate seating. If a show is close to selling out or does sell out, a third line for those people waiting for rush tickets (comp tickets to be released for sale). However, there is no guarantee that any tickets will be available. You will have to announce to patrons, "This film is sold out" or "You cannot stand here".

FESTIVAL GUIDE: Strategically placed volunteer within a venue location to help guide festival attendees to the film screening and to answer FAQs.

FIELD TRIP ASSISTANCE: Responsible for assisting the Education & Outreach coordinators with school field trip screenings at MFAH on either Friday, November 9th or Monday, November 12th during the day. This includes directing busses on the street level to the correct drop off location and guiding the students and chaperones to the Brown Theater.

FLOATER/BACKUP/ON-THE-FLY: Volunteer willing and able to fill in where and as needed. Must have reliable transportation and be able to do most positions. A jack/jane-of-all-trades, if you will.

***GUEST ARTIST HOSPITALITY:** Volunteer posted in the Guest Artist Hospitality room at Four Seasons Hotel to answer FAQs and support the Guest Artists Coordinator. **This role requires an interview process.*

GUEST SERVICES: Volunteer posted at a table to answer questions for festival attendees, hand out will call tickets, festival badges or programs, volunteer check-in/check-out and possibly sell merchandise.

HOSPITALITY (AGES 21+ AND TABC LICENSED PREFERRED): Volunteer to serve alcohol (beer/wine) or work special events where alcohol is served during the festival.

SOCIAL MEDIA: Volunteer to attend film screenings or special festival events and post on various social media platforms (Facebook, Twitter, Instagram, SnapChat) about it using the HCAF hashtags. Must have access to a working smart device with cellular data and have established profiles on the various social media platforms (Facebook, Twitter, Instagram, SnapChat). Experience with posting to multiple platforms simultaneously is a plus!

THEATER USHER/TICKET TAKER: Ushers assist patrons with seating by helping latecomers find seats and policing the theater for guests who are using their mobile devices during the screening. Ticket Takers are responsible for accurately keeping count of seats filled or available by tearing tickets. Ushers/Ticket Takers work closely with Crowd Control prior to film screening to ensure the theater is filled efficiently, safely and on-time.

LINKS AND CONTACTS

VOLUNTEER REGISTRATION FORM: Go to bit.ly/hcaf18volunteer and submit a volunteer form. You will also receive your schedule and reminder emails before the beginning of the festival.

2018 VOLUNTEER COORDINATOR: For questions or scheduling conflicts, please contact Cybil Pallugna-Saenz at cybil@cinemartsociety.org, or give her a call at (832) 304-0166.

HOUSTON CINEMA ARTS FESTIVAL WEBSITE AND SOCIAL MEDIA LINKS:

- cinemahtx.org
- www.facebook.com/cinemaHTX/
- twitter.com/CinemaHTX
- www.instagram.com/CinemaHTX/
- www.youtube.com/user/HoustonCinemaArts
- vimeo.com/cinemahtx

Looking forward to working with you at Houston Cinema Arts Festival 2018!