



VOLUNTEER GUIDELINES

Dates: October 9 -18

Specifically, October 9-11 and 15-18. All events will be in the evenings, except Sunday, October 11 (begins in the afternoon).

Shifts: One shift per evening, beginning between 4 PM and 5 PM. Two shifts available on Sunday, October 11, beginning at 1 PM and 4:30 PM. Shifts are usually 5-6 hours long. A complimentary ticket will be provided to those volunteers who work two shifts.

Please Complete a Volunteer Form:
go to <http://filmfestdc.org/arabiansights/volunteerform.cfm>

You can type directly into the form and submit it through the website. You will receive an email confirmation once your form has been received.

Volunteer Coordinator:

Molly Hubbs
filmfestdc@filmfestdc.org
Office: 202-274-5782
Cell: 240-426-7386

Volunteer Guidelines

Representing Filmfest DC and Arabian Sights: You represent Filmfest DC and Arabian Sights to our patrons, and you may be the only staff person they meet. Please be professional, helpful, and have fun!

Cancellations: Once you have chosen your schedule, we will do our best to accommodate your wishes to volunteer. There are numerous volunteers working during the festival, and we need you to be responsible and show up on time. We are counting on you to work your shift. If you must cancel, please contact the Volunteer Coordinator as soon as possible. If you need to cancel the same day as your shift, please contact **both** the Volunteer Coordinator **and** that day's Theater Manager.

Punctuality: Please arrive at the theater a few minutes before your shift begins. Take time to familiarize yourself with the venue; learn the location of the bathrooms, payphones, and seating for people with disabilities, parking and validation, the nearest Metro station, nearest ATM, etc.

Valuables and Personal Belongings: We cannot ensure that there will be a secure place for personal belongings at a venue, so keep all valuables with you at all times.

Scheduling: Generally, shifts start one and a half hours 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; thus if you want to see a film, do not volunteer during that shift. Most shifts are 5 – 6 hours long and involve a lot of standing. Most shifts are in the evening. Some weekend shifts are afternoons or evenings.

Show time: Please report to the Arabian Sights Theater Manager as soon as you arrive. He or she will assign you to a role. Check the Arabian Sights program to learn about the details of the event, such as the film descriptions, the start times, running times, countries of origin, etc.

Customer Service and Difficult Situations: If you encounter a question you cannot answer or a situation you cannot resolve, please refer it to the Arabian Sights Theater Manager in charge. It is okay to tell the patron you need to refer him or her to the Theater Manager.

Attire: Please wear business casual clothing. **No jeans or flip-flops please.** You will be given a volunteer shirt to indicate that you are a volunteer for Filmfest DC.

Volunteer Thank You: As our thanks for your hard work, you will receive one free ticket to a regular screening of your choice. We ask that you work at least two shifts. To claim your ticket, you must email or call Volunteer Coordinator, Molly Hubbs, at least one day in advance. Your name will be placed on a comp list at the theater, and you must pick up your ticket at least 15 minutes before the start of the film, otherwise it will be released for sale.

Ticket Information

General Ticket Information: All tickets are general admission. Tickets purchased on the same day of the film are \$10 and advance tickets, ordered through Tickets.com, cost \$10. Some special events have different admission charges and these are indicated in the program. For same-day tickets, we accept cash, personal checks, and traveler's checks made out to Filmfest DC. Credit cards can be used only for advance tickets through Tickets.com. Bulk ticket discounts are available through Tickets.com (see below).

Same Day Tickets: At each venue, tickets go on sale one hour before the first film of the day. At that time, tickets can be purchased for any show.

Advance Tickets: Advance tickets are available through Tickets.com. Patrons must pay with a credit card. Patrons will be put on a will call list to pick up on the day of the show.

Will Call Tickets: Will call tickets are reserved for people who have paid for their tickets in advance through Tickets.com and those who have called our hotline to reserve tickets. A list of these customers and the number of tickets they have purchased will be at the Will Call table. Additionally, tickets will be put in envelopes labeled alphabetically by patron. Please ask for the customer's name and identification, give him or her the correct number of tickets, and check off his or her name from the Will Call list. Please note that **some** Will Call tickets have **not** been paid ahead of time. Those that have not been paid will have a notation on the envelope. Pre-paid tickets can be picked up at any time before or during the show and **may never be re-sold**. Reserved tickets (unpaid Will-Call) **will be released 15 minutes prior to the show**.

Bulk Ticket Discount: Patrons can order tickets in increments of ten through Tickets.com.

Refunds: Arabian Sights FF Theater Managers can authorize refunds. Please refer these situations to them.

Complimentary Tickets: Comp tickets are issued to guests of the festival and members of the media. Patrons' names and the number of tickets are listed on the comp list at the Will Call table. Anyone claiming comp tickets must be on the list. Check off the name of the person and note the number of tickets to be given to the patron. If there is a question, please ask the Arabian Sights Theater Manager for help. Comps must be claimed at least 15 minutes prior to the start of the film. Comp tickets that have not been picked up 15 minutes prior to the start of the film will be sold.

Theater Volunteer Roles

Ticket Sellers: Tickets go on sale for \$10 on the day of the show one hour prior to the first show of the day. Ask for exact change from customers, if possible. Let the Arabian Sights FF Theater Manager know if you are running low on change or if you are close to selling out a show. Always be careful when making change; take your time, but work as fast as you comfortably can.

Will Call: Please ask for the patron's name and identification before you give the tickets. Check off the name and number of tickets picked up. Note some tickets are unpaid reserved tickets. Make sure the patron has paid before he/she receives his/her tickets. You may also be responsible for distributing tickets from the comp list if you work this station.

Ticket Takers/Ushers: Tear each ticket, give a patron his or her stub, and retain the other half. People will try to sneak into a film, especially if it is sold out, so check that the ticket or stub is the right color, for the right film, day, and time. You may also have to assist patrons with seating by helping latecomers find seats. Always assume that each show will sell out; most do.

Crowd Control: Be sure that the lobby and entrance of the theater are clear and orderly. There should be two lines: one for Ticket Buyers/Will Call and one for Ticket Holders. These lines should be clearly marked to facilitate sales and seating. If a show is close to selling out or does sell out, you may start 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."

Audience Award: Audiences at Arabian Sights have an opportunity to vote on which film they liked best. The winner receives the Audience Award. All patrons are given an Audience Award ballot as they enter the theater. Volunteers collect the ballots after each film and deposit them in an envelope designated for tabulation.

Theater Locations

Landmark's E Street Cinema

555 11th Street NW

Take Metro Red, Orange, or Blue Line to Metro Center. Theatre entrance on E Street between 10th and 11th Streets. Three hours of reduced-rate parking available in adjacent garage with validation Monday through Friday after 6 pm and anytime on weekends.

National Geographic Society

Grosvenor Auditorium

1600 M Street, NW

Take Metro Red line to Farragut North, exit toward L Street. Free parking available in the National Geographic Society garage.