

WORKING VOLUNTEERS

with

- 1 Recruit
- 2 Communicate before the event
- 3 Set up a volunteer check-in spot
- 4 Welcome your volunteers with enthusiasm!
- 5 Track attendance and register walk-up volunteers
- 6 Distribute volunteer t-shirt and credentials
- 7 Connect volunteers with Team Captains for training and deployment
- 8 Check on volunteers to ensure their needs are being met
- 9 Thank you, thank you, thank you!



1 HOW TO RECRUIT

Reach out to prior volunteers, community groups, and ask participants to recruit family and friends. Post on websites such as Volunteer Match, Hands On and Idealist.



2 PRE-EVENT COMMUNICATION

Send a detailed email including volunteer shift and assignment, what to expect, parking information, what to wear/items to bring, weather contingency plan and how to get in touch if needing to cancel.



3 CHECK-IN

Set up a designated Volunteer Check-In area, ideally under a tent. Be sure to have t-shirts/credentials organized and plenty of snacks and water out. Sunscreen and bug spray are a good touch as well.



4 WELCOME

Set the tone for the entire day by being cheerful and modeling good customer service so your volunteers do the same!



5 REGISTRATION/ATTENDANCE

Have a printed roster on-hand to mark attendance, with a "Notes" field to capture any specific considerations, shift changes, etc. Register walk-ups via printed registration forms and waivers. If possible, have computers available to ensure all required fields are completed and avoid any difficulties with reading handwriting. Track new registrants and attrition rate post-event.



6 T-SHIRTS AND CREDENTIALS

Volunteers love their shirts, especially if they are unique from participant shirts. Name badges/lanyards are a good look as well, especially for Volunteer Captains, and help distinguish your volunteers from participants, staff or spectators.



7 VOLUNTEER CAPTAINS

Train Volunteer Captains prior to event day, and empower your Captains to lead the charge with their volunteer teams. Arm all volunteers with general event information (pocket guides/printed cheat sheets are great!) so they can answer questions and assist participants and event attendees.



8 TOUCH BASE

Make the rounds! Keep volunteers fed and happy with snacks, water and meals. Prepare for breaks and shift changes. Remember volunteers are participants, too—their event experience matters!



9 GOODBYES AND THANK YOU

Encourage volunteers to check-out at the end of their shift by offering an incentive. Sincere appreciation goes a long way, so be sure to personally thank volunteers while on-event as much as possible, and send a post-event thank you message.