



Yayasan Mudra Swari Saraswati
Jl. Raya Sanggingan PO BOX 181
Ubud Bali Indonesia 80571
Phone/Fax: +62 361 977408
www.ubudfoodfestival.com
hello@ubudfoodfestival.com

VOLUNTEER INFORMATION SHEET

Ubud Food Festival 2016

Volunteer Satisfaction

- We look after our volunteers; give them the right information at the right time, put them in work areas which they will enjoy and listen to their feedback as we go along.
- All information that volunteers need is available on our website.
- Volunteers can meet each other and their supervisors, ask questions and receive their volunteer tag and t-shirt during our Orientation Day on **May 25**, with the time and date still TBC.
- Volunteers have their own meeting place, hospitality and problem-solving centre at the Volunteer Base Camp.
- Supervisor roles are available for experienced volunteers.

Application process:

- Application is done online at www.ubudfoodfestival.com/volunteer. Please wait for us to contact you, as we don't send email receipts at this time.
- All applications go into a selection pool, and a limited number will be short listed. We will ask those applicants to email a small size (**less than 100kb**) photo of themselves. We will notify unsuccessful applicants throughout the process.
- We will start confirming placements in **mid-April, 2016**.
- We will start sending the roster in **early May 2016**.
- After you have sent the registration form, **please wait for our email confirmation**.
- We can only accept a very limited number of volunteers for each area. When all volunteer roles are filled, remaining applications will be put on a waiting list.
- Once your role is confirmed, we will send you a link to our Facebook Volunteers group so you can communicate with other volunteers straight away.
- Once your role is confirmed, we will send you the roster.



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- Once you have confirmed your roster, your position and working hours cannot be changed. Should you need to cancel your role as a volunteer, you need to tell us before we send your roster.
- It is not an easy process to confirm, placing roles and making rosters, so please be sure that you have understood all the requirements, policy, and our FAQs before you confirm.
- Should you need a confirmation letter for your university saying that you will be attending the Festival as a volunteer, please let us know in advance. We cannot promise to accommodate all requests at short notice.

Volunteers will receive:

- 1 free Cooking Demonstration session at Indus/day for 3 days (based on availability). Please note that we have other free events and for other paid events, tickets need to be purchased separately.
- A meal on working days
- A Festival t-shirt
- Volunteer ID and appreciation certificate
- Hospitality, a meeting place and problem solving centre at Volunteer Base Camp
- An invitation to the closing party on May 29, 2016

We do not provide:

- Meals on non-volunteering days
- Flights or transport to Ubud
- Accommodation or expenses
- Visa assistance or sponsorship

Volunteer Roles & Work Areas

- Box Office*
- Floaters (work in various areas as needed)



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- Information Centre
- International Media Centre
- National Media Centre
- MC
- Programs
- Volunteer Base Camp*
- Supervisors*

*These positions may start before the Festival

Experienced Volunteers:

Supervisors are needed in most areas. Supervisors oversee volunteers, timekeeping, provide information, collect feedback and liaise with Festival Management to solve problems.

If you are an experienced Volunteer, please consider stepping up to these important roles!

Supervisors need to:

- Have Festival volunteering experience
- Be available in the lead-up to the Festival, to meet with Festival staff and understand their roles
- Manage their volunteers, including their rosters
- Solve problems in the field
- Have a good teamwork skill
- Work closely with Volunteer Coordinators and Ubud Food Festival team
- Be patient, professional, disciplined, and punctual
- Be well presented and polite



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- Work outside of roster hours (if needed)
- Make report for the area they supervise

Volunteer requirements

All volunteers need to:

- Be punctual, professional
- Be well presented, friendly, disciplined, and polite
- Follow their Supervisors' advice and solutions
- Work in a team
- Take responsibility for themselves and others
- Speak good English; Indonesian language is also required in some areas
- Work a minimum of 3 x 5 hour shifts over the 3 days of the event
- Put their phone on silent during shift hours
- Have no phone distractions during shift hours (eg. Chatting, browsing, doing social media, etc.)
- Communicate well with their Supervisors and Volunteer Coordinator during the Festival

Box Office

Experienced in:

- Handling money, tickets, forms and simple reports
- Customer service and problem solving
- Rapidly gaining knowledge of the program
- Handling lost and found (before and after Festival shifts available)



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Floater

Able to:

- Take on a variety of roles at short notice
- Be flexible about time and availability
- Help at Volunteer Base Camp if required

Information Centre

Experienced in:

- Customer service and problem solving
- Rapidly gaining knowledge of the program
- Handling lost and found (before and after Festival shifts available)

International Media Centre

Experienced with:

- Registering journalists
- Supporting with interviews
- Liaising with logistics and technical support
- Monitoring media
- Assisting photographers
- Uploading photographs to FLICKR or other web apps

MC

Skilled in:

- Maintaining punctuality and timekeeping for sessions
- Making announcements and introductions (mainly in English; Indonesian language is an advantage)



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- Scripting from background information and liaising with Festival Management for problem solving
- Formal attire is a must (ie. no shorts, sandals, etc).

Programs

Able to be responsible for:

- The comfort of presenters and the public
- Customer service (checking passes, ushering, timekeeping)
- Making the venue clean and tidy
- Assist the presenters and staff during event
- Liaise with Audio Video, MCs and logistics staff

Volunteer Base Camp

Experienced in:

- Managing and supporting volunteers
- Understanding rosters and programs
- Preparing and distributing information and forms
- Running Orientation Day sessions
- Hospitality and problem solving (before and after Festival shifts available)

Orientation

May 25, 2016

All Volunteers and Supervisors **MUST** attend the Registration and Orientation Session for their specific work area. Sessions will be held on **May 25** in Ubud, Bali.

Time and venue will be confirmed.

No meals will be provided during orientation.



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If volunteers cannot attend to their session, they cannot volunteer!

At these sessions, volunteers:

- Register their attendance and confirm contact details
- Sign an agreement about responsibilities and confidentiality (if applicable)
- Receive their IDs and T-shirt
- Meet Festival Staff and hear an overview of the event
- Meet supervisors and other volunteers
- Receive specific role training
- Have a chance to ask questions

2016 Application Timeline

- **March 25:** Volunteer Call-out goes live. Keep an eye on our social media ([Facebook](#) and [Twitter](#)) so you are alerted to this.
- **Mid-April:** Successful applicants will be notified.
- **Early May:** Rosters (your work schedule) will be sent.
- **May 25:** Orientation Day. We will update volunteers of the time upon acceptance.