



Volunteer Handbook 2019 Edition

SouthSide Film Institute

www.southsidefilmfestival.com

26 E. Third Street, Bethlehem, PA 18015
Phone: 610.882.4300 Fax: 610.866.5279

Welcome to the SouthSide Film Festival!

Thank you for your interest in volunteering with the SouthSide Film Festival. Because there are many ways in which you could have spent your time, we appreciate that you chose to volunteer for our festival. You have given us the best possible gift: your time and energy. Without the efforts of our volunteers (YOU!) the SouthSide Film Festival simply would not happen! Volunteers are the heart of the festival...

About Us

Our Festival is run by a volunteer group of small business owners, artists, filmmakers, educators and laborers all dedicated to promoting independent films, while helping to create a community of enthusiasts for the art of independent filmmaking.

Volunteer Quick Facts

- Volunteer Work shifts during the Festival are approximately 3 hours.
- All volunteers will check in via cell phone to Lorraine Pasquali 15 minutes prior to their shift.
- Festival HQ - Deja Brew (101 W. 4th Street, Bethlehem)
- Benefits of Volunteering: Each volunteer gets a T-shirt and button to wear during their shift. All volunteers are also invited to attend the opening and closing night parties

Festival Volunteer Positions

1. Usher
2. Ticket & Merchandise Table
3. Concierge

Ushers

Ushers play many roles for the Southside Film Festival: You're the host of the show, the ticket taker and the program distributor. You are the face of the Southside Film Festival.

Primary responsibilities:

1. Show up Early! (At least 10 minutes before each shift.)
2. Familiarize yourself with the building layout (Note location of exits, restrooms, etc.)
3. Read about the film(s) to be screened during your shift.
4. Standard Usher duties - **Collect** tickets, seat patrons, monitor door.
 - a. (See "How Screenings Work")
5. Please pick up any trash or old programs lying about the theater after the film screening.

6. It is important to be pleasant to all patrons. Please remember that you are representing not only yourself, but the SouthSide Film Festival itself! If the filmgoers have a good experience with you, they will have a great time at the festival.
7. When asked questions about a specific film or about the festival in general, answer to the best of your ability. If you cannot answer a question, politely state that you don't have an answer and refer them to the nearest SSFF Board Member. A list of names and phone numbers will be provided.

Ticket & Merchandise Table

A volunteer must be present at the table at all times.

Primary responsibilities:

1. Show up Early! (At least 10 minutes before each shift.)
2. Familiarize yourself with the building layout. (Note location of exits, restrooms, etc.)
3. Read about the film(s) to be screened during your shift.
4. Keep the Film Festival programs and publicity materials neat and organized.
5. Sell tickets and SSFF merchandise. **ALL sales (Cash and Credit Card) are recorded using Square.** *A User Guide is included in the Tablet accessories bag.* Take a moment before your shift to familiarize yourself with the SSFF swag and prices. **Sales are cash and credit card at all venues.** *Note: PayPal purchases are to be picked up at Festival HQ. However, customers may arrive after HQ closes at 5:00PM. Should a patron want to use their PayPal receipt at a venue, take the receipt and place in cash bag.*
6. **Tickets: Please note that ticket price for all screenings at all venues is \$10.**

HQ Assistant

The HQ Assistant is responsible for Festival Hospitality. You are the face of the festival to our visiting filmmakers. This is an all-day position that requires a friendly disposition.

Primary responsibilities:

1. Show up Early!
2. Filmmaker check-in (Distribute passes and swag; Escort to Filmmaker Village.)
3. Answer questions about the festival and about SouthSide Bethlehem.
4. Help with ticket and merchandise sales.

HOW THE SCREENINGS WORK:

1. Priority seating goes to anyone with a LANYARD PASS (All Access, Sponsor, Staff and Filmmaker). As soon as the previous film and Q&A are finished, the doors can be opened for seating to lanyard pass holders.
2. Single Tickets can be purchased in advance, but it is up to the customer to make sure they are at the venue prior to the films START TIME to be assured of having a seat.
3. There is NO reserved seating – we just do not have that ability at this time!
4. Seating starts 15 minutes prior to START TIME listed on schedule. This time may vary to accommodate filmmaker Q&A.
5. Be sure to **empty the house** from previous screening before seating patrons for next screening.
6. LATE SEATING – if a short film precedes the feature film, or during a block of short films, patrons can ONLY be seated after the short has finished (or during the credits) to be respectful of the others in the theatre. For any other situation, use your best judgment. TRY, AT ALL COSTS, to limit the amount of times doors are opened since light pours into the venue and lessens the experience.
7. Have fun – enjoy the films!

Difficult Patrons

If someone is causing a problem or has a complaint, stay calm and refer them to your supervisor, Lorraine Pasquali (Cell Phone Number below).

What Should I Wear?

Volunteers will be issued SSFF Volunteer T-shirts. These t-shirts identify you as a volunteer. We ask that you always wear your t-shirt when on duty, so that you're easily recognizable.

The code of conduct that we expect you to follow:

- Make every effort to represent the Southside Film Festival in a positive manner.
- Treat filmmakers, patrons and your fellow volunteers with respect.
- Make every effort to do your job well.
- Volunteers need to be reliable. Please arrive on time to do the assigned job.
- ***Please contact Lorraine Pasquali as soon as possible if you are unable to be present at a particular shift.***

SSFF Contact List

Volunteer Coordinator	Lorraine Pasquali	(610) 704-5601 Cell
Festival HQ	Déjà Brew (101 W 4th St, Bethlehem)	(610) 865-2739 (10 AM - 5 PM)
Board Member	Gary Krall	(484) 515-2397
Board Member	Glenn Kohler	(610) 573-3579
A/V	John Harbove	(610) 248-9997

Emergencies, Help, and Security

What to do in the event of an emergency:

1. Remain calm.
2. Quickly assess the situation. (i.e., is anyone in need of a doctor, is there a fire?)
3. Notify SSFF Board Member so that he/she can proceed with emergency procedures. (i.e., calling 911, evacuating the venue).

Venue Bin Contents

- All-Access Passes
- Single Screening Tickets
- Ticket sales sheet
- Attendance Clicker
- First Aid Kits
- Flashlight
- Audience Award ballots
- Attendee Survey (On clipboard)
- Pencils and Pens
- Merchandise for Sale (See Price List Sheet)
- Gary Krall will provide
 - Cash bag
 - Tablets with Card/Chip readers
 - Ticket Envelopes
 - Attendance forms

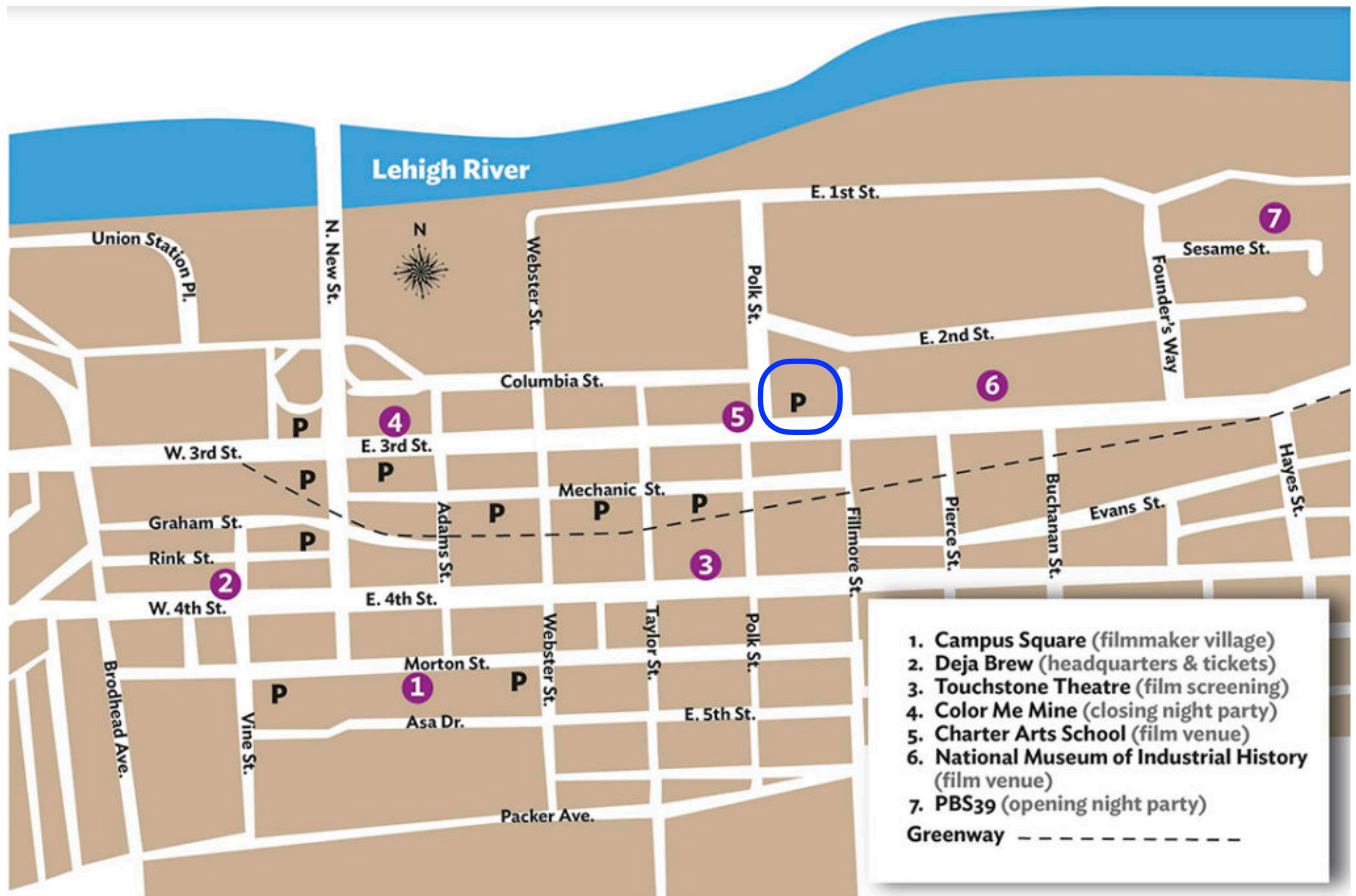
Note:

- 1. First Shift Volunteers are responsible for unpacking the venue bin: Layout t-shirts and other merchandise for sale; Display Programs and other publicity materials; etc.**
- 2. Second Shift Volunteers are responsible for packing up the venue bin and stowing the bin inside the house at the end of the last screening.**

Keep bins in the locked auditorium (Sinclair and Lehigh Valley Charter Arts School) or in the room where the chairs are stored in Victory Firehouse.

Questions, or need for additional supplies, contact the Volunteer Coordinator Lorraine @ 610.704.5601.

Map



Parking - On the map above, note the lot (circled in blue) on 2nd Street between venues 5 and 6 (Charter Arts and National Museum of Industrial History). This lot is FREE and is within walking distance of all venues.