



FOR OFFICE USE

Volunteer Ref # _____ Date _____

Volunteer Application Package

Thank you very much for your interest in being part of the Vancouver Winter Wonderland by donating your time and efforts toward the success of the biggest indoor Christmas event in Canada! Volunteering will not only enrich your holiday experiences but also be a perfect way to develop and strengthen your overall skills and more –

- Prepare you for your future career
- Network with wide range of industry professionals
- Work with award winning million-dollar companies including Remax & Ferrari
- Get a letter of recommendation
- Complete school volunteering hours, and
- MANY MORE!

Partnered with the Pacific National Exhibition (PNE) and the Tourism Vancouver, the Vancouver Winter Wonderland (VWW) will be held at the PNE forum from December 11th to December 20th, 2015. We aim to provide a wide range of family entertainment and events to enhance the cultural diversity of our beautiful city, and we are anticipating over 100,000 visitors and a hundred of vendors to participate at the event.

All volunteer applications are reviewed with consideration of current volunteer opportunities, and only shortlisted applicants will be contacted. However, an interview does not assurance acceptance. The information you provided in the forms will be held securely and confidentially. Only authorized staff will have access to your information.

Please email your completed form to vancouverwinterwonderland@gmail.com with the subject line – Volunteer Application by **November 25th, 2015**.

We look forward to having you join us to celebrate Christmas 2015!



Personal Details

Name: _____ Mr Mrs Miss Ms

Postal Address: _____

City: _____ Province: _____

Telephone: (Primary) _____ (Mobile) _____

E-Mail: _____

School You are attending: _____

Birth-date: _____ / _____ / _____
DD / MM / YYYY

T-shirt Size: XS S M L XL

If you are involved with us as a volunteer and an emergency arises, whom should we contact?

Name: _____ Relationship: _____

Telephone: (Primary) _____ (Mobile) _____

Your Skills and Interests

1. Have you ever been volunteering for any event or organization before? Yes No
If yes, please tell us a little about the experience.

2. Why do you want to volunteer? What has motivated you to get in touch with us?

3. What particular skills do you have or you would like to gain through this opportunity?

4. Please choose the positions that interest you and we will try our best to accommodate accordingly. (See 'Volunteer Description' on Page 5 for more information)

Operation days (December 11th – 20th)

- | | |
|--------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Greeters | <input type="checkbox"/> Christmas Feature Stations |
| <input type="checkbox"/> Volunteer Registration & Coat Check | <input type="checkbox"/> Performance Host |
| <input type="checkbox"/> Info & Market Station | <input type="checkbox"/> Floaters |

Setup (December 9th – 10th) & Teardown (December 21st – 22nd) Days:

- | | |
|----------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Market & Game Place Team | <input type="checkbox"/> Promotion and Signage Team |
| <input type="checkbox"/> Christmas Features Team | <input type="checkbox"/> Staging Team |
| <input type="checkbox"/> Traffic Coordination Team | <input type="checkbox"/> Floaters |

5. Will you be able to commit minimum 20 volunteering hours (5 shifts) throughout our 10-day event including the set-up and teardown days? Yes No

When are you available for voluntary work? Totally Flexible

Dates	Wednesday Dec 09	Thursday Dec 10	Friday Dec 11	Saturday Dec 12	Sunday Dec 13	Monday Dec 14	Tuesday Dec 15
Morning 11 AM - 3 PM			Closed			Closed	Closed
Afternoon 3 PM - 7 PM							
Afternoon 4 PM - 8 PM							
Evening 7 PM - 11 PM							
Dates	Wednesday Dec 16	Thursday Dec 17	Friday Dec 18	Saturday Dec 19	Sunday Dec 20	Monday Dec 21	Tuesday Dec 22
Morning 11 AM - 3 PM	Closed	Closed	Closed				
Afternoon 3 PM - 7 PM							
Afternoon 4 PM - 8 PM							
Evening 7 PM - 11 PM							

6. Is there any additional information you would like to bring to our attention?

7. Please carefully read the **Volunteer Agreement** below:

The Vancouver Winter Wonderland agrees to the following understanding with volunteers:

- Volunteers will have full access to the event site on the days that they have shifts.
- Volunteers will get additional two event tickets for their families and friends.
- Volunteers can request for reference letters after they complete their assignments and fulfill volunteering hours.
- Additional hours will be available upon request.
- Volunteers will have access to the Volunteer Appreciation Event at no charge.
- Volunteers will receive respectful treatment at all times.
- Volunteers will receive proper supports to ensure a safe and secure work environment.
- Volunteers will have direct access to the Volunteer Coordinator and Support Team at all times.

The Volunteer agrees to the following understanding with the Vancouver Winter Wonderland (VWW):

- All Volunteers will submit a fully completed Volunteer Application Form with accurate information.
- All Volunteers will attend the volunteer orientation prior the event as directed.
- All Volunteers will complete 20 volunteer hours including setup and teardown days.
- Volunteers will provide the VWW with emergency contact information once assigned and inform the VWW of any known medical conditions that are relevant to the safety and emergency care of said volunteer, such as physical limitations and etc.
- All Volunteers will complete their volunteer assignment in a satisfactory way included – showing up on time for shifts, staying required duration, wearing volunteer T-shirt while on shifts, respectful treatment of other volunteers, staffs, performers, and guests of the event.
- All Volunteers will abide by the policies of the VWW, including but not limited to, zero tolerance for use of violence, harassment, controlled drugs, and the consumption of alcohol while on shifts.

PLEASE NOTE: A volunteer must be at the age of 14+.

I read the Volunteer Agreement carefully and declare that the information I have provided is true. All my actions as a volunteer will reflect the ethos of Vancouver Winter Wonderland.

Signed _____ Date _____

For office use only	Notes
Volunteer Position _____	
Volunteer Role Description sent _____	

Operation Days

Greeters

- Greet and engage guests that entering the doors
- Create warm and friendly holiday experience to guests
- Direct guests to the corresponding lines
- Ensure the work area is clean at all time
- Assist to the Marketing team as required.

Volunteer Registrations & Coat Check Station

- Assist volunteer to sign-in and sign-off for their shifts
- Assist the coat check team to collect coats, bags, and hats from volunteers and guests, distribute claim tickets, and retrieve coats as upon requests
- Ensure the work area is clean at all time
- Greet volunteers and guests politely.

Info & Market Station

- Greet guests friendly and politely
- Create a warm and welcoming atmosphere
- Conduct problem solving for guests and vendors upon requests
- Report to Coordinator if needed
- Assist marketing team to distribute materials as required.

Christmas Feature Stations

- Greet guests and direct them to line-up
- Assist to collect donations
- Assist guests and photographer to take pictures as needed
- Entertain guests and conduct crowd control
- Ensure the work place clean at all time
- Oversee the general safety for children and report to the Coordinator if needed.

Performance Host

- Greet performers and direct them to the changing room
- Assist performers to check-in
- Direct and assist performers to get on stage safely
- Asher guests to available seats
- Assist stage technician for stage management as needed

Floater

- Assign tasks as needed
- Experience with multiple responsibilities.

Set-up & Teardown Days

Market & Game Place Team

- Assist the production team to set-up(teardown) booths and tents
- Display merchandise
- Conduct some moving and lifting as requests.

Arts & Crafts Preparation Team

- Sort arts crafting materials by color
- Organize crafting tools
- Distribute(collect) tools and supplies on tables.

Christmas Tree Set-up(Teardown) and Decoration Team

- Setup(teardown) Christmas trees
- Put ornaments on(down) the Christmas trees.

Traffic Coordination Team

- Direct cars to the corresponding parking lots
- Advice and remind time limitation for loading cars.

Promotion and Signage Team

- Put on(down) signage as directed
- Put on(down) posters, banners and other marketing materials as required
- Put on(down) decorations as requested.

Staging Team

- Assist Stage Set-up(teardown) team to set up(teardown) the stage
- Conduct some moving and lifting as requested.