

Universe Multicultural Film Festival

VOLUNTEER GUIDANCE



UMFILMS.ORG volunteers@umfilms.org



Code of Conduct

Although you are a volunteer, you are still subject to the rules of conduct expected of all Universe Multicultural Film Festival (UMFF) staff. Once you have made a commitment to the UMFF, we depend on you to follow through with your commitment. Essentially, you become an integral part of the film festival. As such, you represent the UMFF to both patrons and the public at large, and it is important to portray a positive image. Regardless of your capacity or seniority as a volunteer with the film festival, you are expected to:

- Treat attendees, audience, filmmakers and staff with respect and courtesy.
- Be sensitive to the diverse participants.
- Conduct yourself in a manner that is befitting a positive professional image.
- Partake of no alcohol while on a shift and do not report for duty while under the influence of alcohol or drugs.
- Show up on time and dressed appropriately for scheduled events.
- Contact the Volunteer Coordinator immediately when you must cancel a scheduled volunteer engagement.
- Stay through your entire shift.
- Keep all information you handle confidential.
- Always keep the Volunteer Coordinator informed if you need any help during the shift.
- Smile and have some fun!

In return, from the festival staff you can expect to:

- Have your concerns, problems and issues listened to.
- Be treated with respect and courtesy.
- Be kept informed about event changes that pertain to you.
- Be provided with a safe atmosphere in which to volunteer.
- Be provided with necessary training opportunities.
- Be appreciated for your contributions to the event.

SIX Teams of Volunteers

1

Screening Team

2

Ticketing Team

3

Venue Support Team

4

Photographer Team

5

Interpreter Team

6

Event Support Team

➔ Screening Team

- **Main role:** Work as the PROJECTIONIST
- **Work Location:** Auditorium, Multimedia Room or other screening venues
- **Responsibilities:**
 - Play movies on computer or with DVD player according to the screening schedule printed on the program book.
(The DVDs, screen and equipment will be ready to use. Be prepared to arrive early for learning about how to operate and control the equipment.)
 - Greet audience before screenings and answer questions about the films and the screening schedule.
 - Host Q&A session after film screening if needed. A Q&A session will be arranged if the filmmakers or critics are present. Ask interactive questions in order to gather feedback about the films from audience.
 - Film viewing is allowed during screenings. However, you have to be prepared to immediately respond to emergency and make sure the screenings go smoothly.



Ticketing Team (1)

- **Role (1):** Work as the RECEPTIONIST
- **Work Location:** At the Front Desk of the main event venue (**will specifically be notified before the event**)
- **Responsibilities:**
 - Greet the attendees with respect and courtesy.
 - Share responsibilities with other volunteer receptionists.
 - Sell the Single Screening Pass, Day Pass, and Family Pass to attendees.
 - Help filmmakers and other special guests check in according to the VIP guest list.
 - Distribute the VIP badges when the guests arrive and check-in.

The VIP badges for filmmakers/industry guests and strings will be prepared in advance, organized and placed at the front desk.

 - Get familiar with the program book, answer attendees' questions and help them address the general information they need.



Ticketing Team (2)

- **Role 2:** Work as the USHER
- **Work Location:** At the gate of Auditorium, Multimedia Room or other screening venues
- **Responsibilities:**
 - Greet the attendees with respect and courtesy.
 - Check attendees' passes.
 - Use the hole puncher to make a mark on the pass.
 - Get familiar with the events schedule and the film screening schedule and answer attendees' questions about the schedules.



Venue Support Team

- **Role:** Work as the LOGISTICS PERSONNEL
- **Work Location:** At different event venues
- **Responsibilities:**
 - Follow the instructions from the Volunteer Coordinator at the venues.
 - Deliver the equipment and materials to the designated rooms.
 - Set up/down the equipment at the venue.
 - Provide technical support to make the equipment run smoothly.



Photographer Team

- **Role:** Work as the PHOTO/VIDEO PHOTOGRAPHER
- **Work Location:** Auditorium, Panel Discussion Room, and/or Hall Room
- **Responsibilities:**
 - Take photos/videos for one of the events below at one time:
 - ◆ Q&A sessions after some specific screenings
 - ◆ Panel Discussions
 - ◆ Poster Gallery at the Hall room
 - ◆ Participants' networking activities at the venue
 - ◆ Screenplay Showcase if applicable
 - ◆ Red Carpet
 - ◆ Award Ceremony
 - **Choose a method below and send the copy of the photos/video within 3 days after the event to nihuang@umfilms.org**
 - ◆ Upload files to a Dropbox folder and share the folder link (recommended)
 - ◆ Export to a portable drive and contact Ni Huang to transfer the files



Interpreter Team

- **Role:** Work as the [INTERPRETER for filmmakers](#)
- **Work Location:** Auditorium, Panel Discussion Room and Award Ceremony stage
- **Responsibilities:**
 - Translate for filmmakers for one of the events below at one time:
 - ◆ Q&A sessions after some specific screenings
 - ◆ Panel Discussions
 - ◆ Filmmakers' networking conversations with others if applicable
 - ◆ Media interviews at the Red Carpet if applicable
 - ◆ Speech at the Award Ceremony



Event Support Team

- **Role:** Work as the EVENT ASSISTANT
- **Work Location:** Auditorium, Panel Discussion room, and other venues
- **Responsibilities:**
 - Follow the instructions from the volunteer coordinator to work for different events at the venue.
 - Help the volunteer coordinator with the urgent situations.
 - Provide support to make sure the events go smoothly.
 - Replace other volunteers if needed.

Together, let's make it a wonderful event!



Thank You!



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