



# GERMAN AMERICAN EVENTS, LLC

## **2019 Christkindlmarket Volunteer Information Guide:**

Thank you for your interest in volunteering at the 2019 Christkindlmarket. We are excited to make this year's market great and that wouldn't be possible without the help from enthusiastic volunteers like you! We welcome anyone who is looking for an opportunity to expand their knowledge and skills. We ask that ideally volunteers have some prior experience with working at large scale events and event organization. Volunteers will be submerged in German culture and get to participate in the operation of the event. If you are interested in learning, are dependable, and work well in a team environment, please apply for a volunteer position in any of the following categories:

### **Customer Service**

Volunteers working with our customer service team will assist in daily activities that help make the event run smoothly. Some of these tasks might include; checking IDs, applying wristbands to guests 21 and over, assisting the information booth, providing vendors with info materials, getting visitors to fill out surveys, restocking brochures and materials, counting numbers of visitors in various areas, etc.

### **Receptions/Table Reservations**

To assist with receptions and table reservations, volunteers must be 21 years or older. Volunteers working with our receptions/table reservation or "Stammtisch(e)" group will assist with reception and Stammtisch service in our Chicago and Naperville locations.

Receptions can vary in size and range from 25 to 125 guests in Chicago or up to 100 guests in Naperville. These are held in the festival tent and volunteers will assist with set up, decorating, and clean up. Receptions may take place from Monday-Thursday in Chicago and Thursday-Sunday in Naperville.

In both Stammtisch locations, volunteers will help with set up of tables, food and beverage order pickup, hostess, seating of guests, table service, clean up and turnover. The ideal volunteers for this position would have experience in food and customer service.

### **Special Events/Entertainment**

- **Kinder Tag**

Volunteers that enjoy working with families with children will be well suited to help on our "Kinder Tag" days. Kinder Tag takes place on December 6<sup>th</sup> (in Chicago) and 10<sup>th</sup> (in Naperville). Kinder Tag, which translated from German, literally means "Kids Day", is a day filled with entertainment, children's choirs, arts & crafts, fun activities, story book readings, and the popular Children's Lantern Parade in the evening. Volunteers that can participate for a whole day are preferred for these dates.



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They will assist the special events team to ensure that each of the events run smoothly, as well as setting up and running each event and helping to coordinate the Children's Lantern Parade.

- **Preview Event**

To assist with the Preview Event, volunteers must be 21 years or older. Volunteers will be needed to assist the event staff with the Chicago market preview event, 'Twas the Night Before Christkindlmarket', which will be held in the late afternoon to evening on Thursday, November 16<sup>th</sup>.

Typical tasks would include assisting with set up, registration, ID/bag check, wrist banding guests, food service, coordination of entertainment, cleanup and take down and more!

- **Pop Up Booth**

The Pop Up Booth is a temporary vendor booth that allows short-term vendors to test their products for a limited amount of days during the run of the event. Volunteers will be assisting the event staff to prepare a booth for new vendors, restocking the booth with the general amenities, and supporting temporary vendor needs during rental period. Volunteers may also be requested to help staff the Pop Up Booths during days in which the booth is not occupied by a temporary vendor. Volunteers will be asked to talk with visitors and vendors about the market, assist with directions and customer service-related questions etc.

## Photographer/Videographer

Volunteers working with photography will be responsible for assisting the events team with taking pictures of the market, vendor booths, and events, and preparing the pictures for uploading. This person does not need to be a professional photographer, but some photography background is encouraged. Volunteers who choose this role may also take on the role of filming at the market for video footage of the market. This might include filming interviews with guests or filming events at the market. Someone who volunteers for this position should be tech-savvy and have a strong knowledge of photo/video techniques.

## Rules, Guidelines and Assignment

All volunteers for receptions/table reservations and the Preview Event must be at least 21 years old. Volunteers may choose to apply to assist with any of the above listed categories or specific events. All volunteers will be interviewed before any assignments are provided.

During the interview, if accepted, volunteers will be assigned to shifts that may vary depending on which task you are assigned to. Please expect to be at the market on three (3) different days Sundays - Saturdays for no less than four (4) hours at a time. Arrangements will be discussed during the interview to create volunteer schedules.



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Once accepted, we ask that volunteers show up and check-in with the event staff on assigned dates and times at least 15 min. prior to the start of the shift to ensure that volunteers get a briefing and that proper apparel is available for volunteers. Please make sure to wear layers of clothing and be properly dressed for the weather and elements as volunteers may be working in or out doors and weather conditions fluctuate during the day. Water resistant/suitable winter shoes are required when working at the event as these are not supplied by organizer. The event staff may provide you with Christkindlmarket apparel, which you will receive when you begin your shift and remove when you are finished with your shift.

Volunteers working 4 hours will be given a food coupon good for a snack item at the participating food vendors. Volunteers that work more than 4 hours will be given a food coupon good for a meal at one of the participating food vendors. Coupons are non-transferable and must be used before the expiration date. Water and soda will be available however, we encourage bringing a personal bottle or container to drink from.

The Christkindlmarket volunteer opportunity is meant to assist in the production and carrying out of the event, we ask that you do not solicit for your personal business or service during this time.

Parking is not made available for volunteers and volunteers should provide and pay for their own travel to and from the event during the market.

All volunteers are expected to act professionally and strive to make the market enjoyable for all visitors. We foster an environment of lawful, positive, cheerful and friendly staff members. The Christkindlmarket team has a strict zero tolerance policy for anyone who is under the influence of drugs or alcohol. The consumption of liquor is prohibited before or during the time a volunteer is working. Smoking will only be tolerated in designated areas during breaks and not while a volunteer is actively working. Volunteers are bound to abide by the laws of the State of Illinois and the Christkindlmarket team reserves the right to remove any volunteer from the team at any time.

### **Confirming your Volunteering Opportunity**

If interested in volunteering for the Christkindlmarket, please locate the volunteer form on the [Volunteer](#) page of our website. Once your application is submitted, it will be reviewed, and you will be contacted to schedule a quick interview. Thank you for your interest and we look forward to meeting you!