



2009 Lollapalooza Volunteer Program Overview



Lollapalooza Crowd 2008

2009 Lollapalooza Volunteer FAQ

Contact Info: Send questions regarding the volunteer program via email to The Volunteer Team: [lollavolunteers at lollapalooza.com](mailto:lollavolunteers@lollapalooza.com).

The Basics

- Volunteers must live in Chicago or the surrounding area.
- Volunteers must be 18 years or older.
- Volunteers receive no monetary compensation for their services.
- There is a \$10 nonrefundable application processing fee, regardless if the applicant is placed.

What kind of positions do you have?

All volunteer positions focus on patron services and are “front of house” roles; scroll down for specific team descriptions. Some are in booths, some are “mobile”. We do not have backstage, VIP, or production positions for volunteers. Roles fall in the following categories:

- **Patron Services** (Info/Lost & Found, Vol HQ, Program Distribution, Greeters, Backup)
- **Access Program** (Access Center info or viewing area assistance)
- **Kidzapalooza** (Kids' activities and "Tag-a-Kid" program)
- **Rock and Recycle** (Rock and Recycle Center rewards programs and green messaging)

I want to check out the available teams.

Scroll down this page to see a full listing of the teams and role descriptions.

OR, click [HERE](#) to see the teams and which ones still have openings.

Ready to Volunteer?

Two Steps:

- 1) **Pay the Fee:** Pay \$10 volunteer application processing fee. Click [HERE](#) (www.lollapalooza.com/volunteerapplicationfee) to link to the web page to pay the fee (it's through Frontgate Tickets). The fee is a nonrefundable processing fee for all applicants, regardless if you are chosen as a volunteer. After paying the fee online successfully, you'll receive an email with your confirmation/order number with a link to the online volunteer application.
- 2) **Apply:** After paying the \$10 fee, visit [HERE](#) (www.lollapalooza.com/volunteerapp) to apply to be a volunteer.

You'll have a chance to provide your contact info, answer questions about your experience and qualifications, and (new to 2009) choose a team or teams and request available shifts. Keep in mind that if chosen to volunteer, you will be assigned to one team only throughout the weekend.

After applying to volunteer, you'll receive an automatic confirmation email that contains the login and password you chose.

Be sure to check your Junk Mail or Spam folder for this email from **postmaster at volunteer2.com**.

What happens after I apply?

Your application will be reviewed by the volunteer recruiter and we'll place volunteers as quickly as possible. Please be patient, as we have many applications to review. If you are chosen to volunteer, you'll receive an email confirming the team and assignment and directing you to www.myvolunteerpage.com to review your schedule **AND** confirm your acceptance. You'll have one week to confirm your assignment or you risk losing your spot.

You can check www.myvolunteerpage.com anytime to check your schedule, update your profile, etc.

If you haven't heard from us by mid-July, it's unlikely you'll be placed.

When and how long are the shifts?

A typical shift is 4 hours each day during the festival show days August 7 – 9, 2009. All volunteers must check in half an hour before their shift to get their wristband, t-shirt, sign a waiver, meet their team and/or team leads, etc.

What are the perks?

After your shift, you get free entry into the Festival to enjoy the music, eat some great food, and visit all the other fun stuff throughout Grant Park like the expanded Perry's to hear some world class DJs spin and get your dance on.

You'll also get a limited edition Volunteer t-shirt to wear while you're on your shift and keep as a nice memory of your contribution to the Festival. We'll provide light snacks and free water (think green and bring a refillable bottle or use one bottled water and refill it from the free fountains in the park).

You'll be part of a team that's putting on one of the largest music festivals in the U.S.—now celebrating its fifth year in Chicago's Grant Park. It's a fun way to meet people and you'll have the satisfaction of knowing you were a big part of making the festival happen.

What's the timeline?

This year volunteers can request shifts, so the earlier you apply the better your chances are of getting the shifts you want. The bulk of hiring is complete by mid-July.

What are my chances of being hired?

You'll increase your chances by being able to work a shift all three days of the Festival and by being flexible with your shift time assignments. Additionally, we encourage volunteers to request shifts at varying times of the day (i.e. Friday morning, Saturday evening, Sunday afternoon).

We look for applicants who enjoy volunteering in their community throughout the year and some teams have specific requirements.

If you are a returning volunteer who successfully completed all your Lollapalooza volunteer shifts last year (with a positive rating from your team lead), we'd love for you to come back!

Because we get many more applicants than there are positions, not everyone is selected. If you haven't been selected by early to mid-July, it is unlikely you will be placed.

Will I be trained?

Prior to the festival, selected volunteers will review a brief overall online orientation and an overview with your team specifics. At the festival, you'll be managed by team leads.

2009 Volunteer Teams and Roles

Patron Services

Greeters

Greeters are posted near the Festival entrance or Box Office. Your role is to meet and greet and help along thousands of fans. You might be one of the first volunteers that our patrons meet and must be friendly, enthusiastic and helpful. Great way to interact with fans from all over the country.

You'll answer any questions from patrons and help them on their way into the Festival or direct them to the Box Office. You'll carry a lollipop sign that says "Fest Info—Ask Me" so patrons can quickly find you. Other duties might include helping direct patrons to the right lines. Typically you'll work in a team of two.

More Role Details:

Must be able to quickly learn answers to typical questions and give our accurate directions. Your team lead will help prep you on-site. Some typical questions: Where's the box office? I've got my print pass, do I need to go to the box office? Where can I buy a ticket? What time do gates open? Can I take in this folding chair? Is there a special entrance for VIPs or patrons in a wheelchair? And so on. Reference materials (maps, etc.) will be provided to you.



Program Distribution

Programs are highly desirable (they have maps and band grids), so fans will welcome them.

Your role is to help make sure that all our fans receive a free program. It's that simple. You'll be stationed inside the festival grounds near the entrance in designated lanes or in a booth and hand out programs. Must be friendly, welcoming, and vocal ("Free programs here!"). Great spot for people-watching and interacting briefly with fans from around the country.

More Role Details: Must be enthusiastic and welcoming. Patrons are excited to get into the park and we want the lines to move quickly. Will assist replenishing boxes of programs from nearby booths, so some light lifting required.



Information / Lost & Found

Your role is to help patrons by answering questions—from directing them to stages to finding the nearest bathroom. You are the face of the festival and must be friendly, enthusiastic and helpful. Great way to interact with fans from all over the country.

Some positions are in one of two booths near the entrance to the festival; others are "mobile" info spots where you'll walk the festival grounds in teams of two carrying a "lollipop sign" so patrons will know they can come to you with questions. Fun way to see the grounds and meet/help fans along their way. You can also report back to your team leads if you spot areas in the grounds that need attention.

Info booths include lost and found; you'll keep a log of lost items or help identify and return items that have been turned in. The fans will be so happy and grateful. This role rewards you too with the great feeling you'll have when you reunite fans with their lost items!

Preparation: At the festival, you'll have maps, programs and signage for reference. But you have to be able to quickly answer basic questions, so pre-event you need to commit to the following:

- Visit the website www.lollapalooza.com and read up on event music and non-music fun such as autograph signings, Lederhosen Beer Garden, Perry's, Green Street, Kidzapalooza, Rock & Recycle, etc.
- Study the Festival Map. Get real familiar with stage names and general directions (i.e, the main stage is at the South end of the park, the Access center is just behind Buckingham Fountain, etc.)

Backup

The backup team is the "go to" crew, stationed in Vol HQ. Sometimes you might just sit around awaiting an assignment; sometimes you'll be constantly on the go assisting wherever needed throughout your shift. Bring a positive attitude, and a willingness to do just about anything—get lunch for team leads, fill in to buffer a team, make deliveries, etc. You're on a fun team: anything can happen!

More Role Details: Volunteer must enjoy doing multiple tasks and has to be responsible in completing assignments on time, with a positive attitude whatever the task at hand. Possible light lifting. Combo of booth work (awaiting assignment and/or filling in at the volunteer booth) and mobile position (deliveries, pickups, walking to assignment, etc.)

Volunteer HQ

Volunteer HQ is the first stop for volunteers! You'll greet volunteers checking in for their shifts and facilitate the process of getting all paperwork signed, staff wristband distributed, etc. Other duties include volunteer t-shirt distribution, answering general questions, replenishing snacks and water, and keeping the HQ area clean and organized. The goal is to quickly get the volunteers checked in and on their way!

Also, since this area is located outside the festival gates, directly across from the Box Office, it is an informal information resource for the general public. Needless to say, you'll be busy!

More Role Details: Outgoing candidates who are friendly and welcoming to volunteers; must be detail oriented, professional and able to focus on the task at hand. Must exude a positive spirit to help welcome and motivate all volunteers.



ROCK & RECYCLE

Rock & Recycle Team

This team helps ensure that festival patrons are aware of efforts to recycle and encourages patrons to participate. You'll

work in one of four Rock & Recycle Centers and/or in mobile spots, handing out special bags for patrons to fill with designated recyclables. Patrons returning filled bags to a R&R Center will earn a free t-shirt AND, new this year, a chance to win a 2010 Honda Insight.

Rock & Recycle volunteers also will help spread news about the Rock & Recycle program, answer general questions about the festival's greening initiatives, and direct fans to Green Street, an area dedicated to eco-friendly shopping and activities.

Positions are either in a booth or mobile (you'll work in a team of two walking the grounds) and for the mobile spots you'll carry a lollipop sign with the Rock & Recycle logo, so that so patrons can easily find you. The mobile volunteers will always have a bag handy to accept recyclables or hand to interested patrons for them to fill. Mobile teams will also keep an eye out on the grounds to help identify areas that need attention (overflowing trash or recycle bins, for example).

All R&R positions require volunteers who are friendly, helpful, and enthusiastic about the Rock & Recycle rewards program. **Special Perk:** R&R Volunteers wear a special collectible R&R T-shirt!

More Role Details: We prefer volunteers who have demonstrated that they are committed to the environment, who engage in eco-friendly volunteering activities throughout the year, are educators or students in environmental education, belong to an organization devoted to environmental causes, etc.

The Teams below have special requirements, please review them.

ACCESS PROGRAM

Access Team

Your role is to help make sure that all music lovers have access to the Lollapalooza experience. There are two types of Access volunteers: those working in the Access Center and those in assigned spots in the field (at viewing platforms for those with mobility limitations). Must be courteous, friendly, and welcoming to our patrons with disabilities. Some duties include handing out maps with designated viewing platforms to patrons visiting the Access Center, welcoming patrons with disabilities to the viewing platform, issuing special Access wristbands, answering questions, etc.

Required Qualifications: Must have experience working with people with disabilities or is studying to be in this field or has graduated in this field.

If selected for the Access team, there is a **mandatory** Sensitivity and Awareness training at Grant Park, about an hour long. Will be held one evening the week of the festival; date and time tbd.

If you were selected last year as an Access volunteer at Lollapalooza, you are not required to attend the training session.

Kidzapalooza



Kids Activities

The festival is family-friendly and Kidzapalooza is an area dedicated to our youngest fans. Kidz volunteer team members help set up the area and assist with various activities as directed. It's

a fun area that even includes a stage. You never know who might show up! Must be friendly, able to interact professionally with both parents and children, and enjoy working with children.

Required Qualifications: Must have proven experience interacting with children in a responsible role. Teachers or students specializing in childhood education, especially, are encouraged to apply.

Tag-A-Kid

The festival is family-friendly and Kidzapalooza is an area dedicated to our youngest fans. Kidz volunteer help with the Tag-A-Kid program placing wristbands on youngsters (to help connect them with their parents in case they get lost) or assist with various kids' activities as needed, and answer general questions regarding the Kidza area. It's a fun area that even includes a stage. You never know who might show up! Must be friendly, positive and able to interact professionally with both parents and children, and must enjoy working with children.

Required Qualifications: Must have proven experience interacting with children in a responsible role. Teachers or students specializing in childhood education, especially, are encouraged to apply.