

# **2013 Lollapalooza Volunteer Teams**

Here's the lowdown on the festival's volunteer teams. As part of your application, you can request as many teams as you'd like, which will increase your chances of being selected. Typically, the recruiter will only assign you to one team throughout your volunteer gig over the weekend.

## **Important Reminders**

**Availability**: We give priority to volunteers who are available for a shift each day of the festival (all three days). In the application, choose this option in the "About You" section.

**Shift Times:** If your goal is to volunteer for morning shifts only, the Lollapalooza volunteer program is not for you. We select volunteers who are flexible with their schedule and can work shifts at various times of the day (each team usually has a morning, afternoon, and evening shift).

**Note:** Most volunteers will be assigned a shift that includes an evening shift on one day.

## **PATRON SERVICES**

### **Art Exhibits Team**

Lollapalooza is a creative wonderland, featuring amazing talent on many fronts beyond music. The festival grounds will feature several dynamic art installations, some of them interactive.

Team members will be stationed at designated installations throughout the grounds and will help as needed with a variety of tasks--answering questions, helping fans to interact with a piece (ex: showing fans where to stand for a photo opp), or just making sure the installations (some worth thousands of dollars) are kept safe. This special team requires dedicated volunteers (art enthusiasts encouraged to apply) who are friendly and professional.

# **Backup**



The backup team is the "go to" crew, stationed in Vol HQ. You never know what kind of issue may arise at an event like this, so we need a backup team to help with spontaneous tasks at hand. Some of the last year's duties included assisting during a a weather-related evacuation of the park, passing out water to fans in line, spreading hay in muddy areas, and helping other teams in need of support.

Sometimes you might just sit around awaiting an assignment; sometimes you'll be constantly on the go assisting with whatever is 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. Light lifting may be involved. Combo of booth work (awaiting assignment and/or filling in at the volunteer booth or other booths) and active, mobile position (deliveries, pickups, walking to assignment, etc.)

#### **Box Office Team**



The box office team is key to making the festival experience positive right from the start. Stationed at and near the box office, this team will help direct patrons to the correct lines at the box office, answer general questions, and help patrons along so that lines move quickly and smoothly. You are the face of the festival and must be OUTGOING, friendly, enthusiastic and

helpful. Great way to interact with fans from all over the country.

Other Role Details: The Box Office is an important element of the patron experience and sets the tone for their weekend at Lollapalooza. You must be able to answer questions, quickly adjust to changes, and help identify problem areas. You might even have to speak on a megaphone.

#### **Greeters**



Greeters are posted near the Festival entrances or at designated spots. Your role is to meet, greet and help along thousands of fans. You might be one of the first volunteers that our patrons meet and must be outgoing, friendly, enthusiastic and helpful. Great way to interact with fans from all over the country. Typically you'll work in a team of two.

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.

More Role Details: Must be able to quickly learn answers to typical questions and give out accurate directions. Your team lead will help prep you on-site. Some typical questions: Where's the box office? I've got my wristband, 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.



# Information

Your role is to help patrons by answering questions—from directing them to stages, to finding the food courts, to finding the nearest ATM. 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.

A plus is being familiar with nearby Chicago landmarks, streets, public transportation systems, etc.

Positions are in one of two booths near the entrances to the festival. Fun way to meet and help fans along their way.

Info booths include lost and found; you'll keep lost items organized and help identify and return items to their owners who visit the booth looking for a lost item. The fans will be so happy and grateful. This role rewards you 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 before the festival you need to commit to the following:

- Visit the <u>website</u> (<u>www.lollapalooza.com</u>) and read up on event music and non-music fun such as autograph signings, Lederhosen Beer Garden, Perry's, Green Street, Kidzapalooza, Chow Town, 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, Merchandise is just behind Buckingham Fountain, etc.)

# **Media Assistant Team**



Volunteer Needs: The media team is small, and we receive a lot of interest for this team. Make sure to volunteer for other teams as well to increase your chances of being selected.

This team will help run the Media check-in tent and complete other duties as assigned. The media tent is a lively, shaded area full of media representatives from across the country and the world, from local newspapers to music magazines to television crews--all getting the scoop on Lollapalooza. Volunteers must be professional, friendly, helpful and organized. This is a special team requiring the highest caliber of volunteer to represent the Festival and is especially suited to journalism or public relations majors.

## **Program Distribution**



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 entrances to the festival to hand out programs.

Must be friendly, welcoming, and vocal if necessary ("Free programs here!"). Great spot for people-watching and interacting briefly with fans from around the country.

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

More Role Details: Will help replenish boxes of programs from nearby booth, so some light lifting required.

# **Volunteer Headquarters**



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. The goal is to quickly get the volunteers checked in and on their way!

Other duties include volunteer t-shirt distribution, answering general questions, keeping the HQ area clean and organized, and replenishing supplies, etc. There could be some light lifting.

More Role Details: We need 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.

#### **Environmental Initiatives**

**Volunteer Needs**: Our Environmental Initiatives teams are the largest in the volunteer program. Increase your chances of being selected by volunteering for these teams.

**More Role Details:** We prefer volunteers who have demonstrated that they are committed to the environment either through their personal lifestyle, education, or career. A plus are volunteers who engage in eco-friendly activities throughout the year, are educators or students in environmental education, belong to an organization devoted to environmental causes, etc.

### Aqua Team



Get your barista on! Water stations made their debut in 2010's Lollapalooza, and they were a huge hit. At special tented water stations throughout the park, volunteers will serve patrons free, filtered, cool water from special spigots.

In the past three years, we've prevented more than 700,000 bottles from going to the landfill! These stations are a huge step in helping

Patrons love the water stations, especially on a hot Chicago day, and are enthusiastic and grateful in thanking volunteers. Most of the water stations are near stages, too, so you'll hear music throughout your shift!

This is our largest team, with lots of openings, so increase your chances of being selected by choosing to be available for this team in the volunteer application.

## **Green Team**

green the festival.



This team plays a critical role in helping the festival reduce the amount of waste that goes to landfill by directing patrons to place their trash in the proper bin. You'll manage one of several special signed stations in a food court where you'll make sure patrons place their trash in the proper

bins (recycling, compost, or landfill). We're expanding our composting efforts, so the food courts are a key area to monitor.

Have fun interacting and educating patrons! Your work will have direct, measurable results by reducing landfill and increasing the festival's recycling and composting collection. Last year, 58% of waste was NOT sent to the Landfill thanks to the efforts of volunteers, fans and staff!

Green Team volunteers will help promote the green message by answering general questions on the Festival's environmental initiatives and promoting the Rock & Recycle rewards program. The Green Team will also keep an eye out on the grounds to help identify areas that need attention (overflowing recycle bins, for example).

All Green team positions require volunteers who are friendly, helpful, and enthusiastic about greening the festival and keeping Grant Park (and the Planet) clean and healthy.

### **Rock & Recycle Centers**



This team helps ensure that festival patrons are aware of efforts to recycle and encourages Lollapalooza fans to participate. You'll work in one of four Rock & Recycle Centers, handing out special bags for patrons to fill with designated recyclables. Patrons returning filled bags will earn a free collectible t-shirt. This is a very popular program and Lollapalooza is lucky to have many fans who participate.

Rock & Recycle volunteers take filled bags, tie them off, and place them in a designated area next to the booth (see photo above), so light lifting is required. 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). For the mobile spots you'll carry a lollipop sign with the Rock & Recycle logo, so that 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 recycle bins, for example).

All R&R positions require volunteers who are friendly, helpful, and enthusiastic about the Rock & Recycle rewards 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 patrons 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.

**Requirements**: Must have proven experience interacting with people with disabilities, preferably in a professional capacity.

NOTE: There is a mandatory Access Team training session at Grant Park, about an hour and a half long, to be held one evening the week of the festival; date and time tbd.

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

### Kidzapalooza

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



Volunteer Needs: The kids area has the smallest number of volunteers and we receive a lot of interest in being on these teams. Make sure to volunteer for other teams as well to increase your chances of being selected.

### **Kids Activities Team**

The festival is family-friendly and Kidzapalooza is an area dedicated to our youngest fans. Kidza 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 enjoy working with children and be friendly, positive and able to interact professionally with both parents and children.

## Tag-a-Kid Team

The Festival is family-friendly and Kidzapalooza is an area dedicated to our youngest fans. Kidza volunteer team members 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 enjoy working with children and be friendly, positive and able to interact professionally with both parents and children.