



**GENERAL GUIDELINES FOR VOLUNTEERS  
at the  
ASIAN FESTIVAL**

**WELCOME & THANK YOU FOR VOLUNTEERING!!!**

The Memorial Day Weekend is set-aside for the Annual Asian Festival at the Franklin Park, East Broad St., Columbus Ohio. It is the centerpiece of our Asian American Community and showcase of different Asian attractions, exhibits, performances, health awareness, and cuisine. As a volunteer, you will offer a special addition, excitement and enthusiasm that will enhance our guest's experience. Regardless of your volunteer position for the two days, you will be a working, walking, talking, and being the information resource. Your effort to provide personal attention and accurate information will result in an experience our guest will remember and they will hopefully encourage others to attend the Asian Festival.

**PROCEEDURES FOR VOLUNTEERS**

All volunteers must check –in **30 minutes before your assigned time** at your site. Check–in at the Volunteer's desk at the Hospitality tent east of the entrance of the Multi-Purpose Building. At the check-in area, you will receive a badge for a volunteer and a map of the site. You will then go to your assigned position and perform your duty for the duration of your shift. You will be a representative of the Asian Festival and will proudly perform your task as a volunteer. Please do not relocate or change position unless advised by the volunteer supervisor. This is to keep orderly spread of volunteers in the area. Another volunteer will take your place at the end of your shift. Please report to the volunteer desk, return your volunteer badge and sign out. You can then enjoy the festival at your own leisure, and wait for next shift if you happen to volunteer for more shifts that day. As a token of our gratitude, we provide some perks for your volunteer efforts. For the Set up and clean up volunteers, your help and talent are very much appreciated. A supervisor will direct you to the task involved upon arrival. There is a need for volunteers on this shift. Please ask friends and relatives to join in.

**VOLUNTEER HOURS**

**Friday**

1:00 to 3:00 PM  
3:00 to 5:00 PM  
5:00 to 7:00 PM  
7:00 to 9:00 PM

**Saturday**

9:00 to 11:00 AM  
11:00 AM to 1:00 PM  
1:00 to 3:00 PM  
3:00 to 5:00 PM  
5:00 to 7:00 PM  
7:00 to 9:00 PM

**Sunday**

10:00 AM to 12:00 Noon  
12:00 Noon to 2:00 PM  
2: 00 to 4:00 PM  
4:00 to 6:00 PM  
6:00 to 8:00 PM

To sign-up, please fill out the Volunteer Application Form and send to Asian Festival Volunteer c/o Valerie Huang, 1311 Autumn Hill Drive, Columbus, Ohio 43235 or sent as an email attachment to: [volunteerasianfestival@gmail.com](mailto:volunteerasianfestival@gmail.com) on or before May 15th. For further information: Please call: Valerie Huang: **614.893.8076**

## **HOSPITALITY**

As volunteers, we want to make each and every guest feel welcome and appreciated just as we would treat guests in our own home. Guests will be counting on us to make this special event a warm and personal one.

- ❖ Please be assertively friendly. Show a genuine smile when greeting our guest.
- ❖ Offer your assistance. Use terms like “please” and “thank you”. These words will stimulate guest’s cooperation and good feeling.
- ❖ Accept guests the way they are, not as you prefer them to be.
- ❖ Give individual attention to our guests; take time to listen to their question or problem and see that the proper answers or explanations are offered. Answer questions completely.
- ❖ We must be ready and willing to patiently answer the same question all day. Remember that new guest will be asking it for the first time and deserves a pleasant and accurate response.
- ❖ Give extra assistance to our handicapped guest. Please note that all attractions, Exhibits, eating areas, entertainment and garden of the park have been specially designed to exceed the recommendation of the American National Standards Institute.
- ❖ Giving directions
  - Be concise. Long, detailed instructions will be forgotten or ignored entirely.
  - Always know where the closest restroom, water fountain, and telephones. There are some located in the Multi-purpose building (no telephones) and in the lobby of the Conservatory (With telephone)
  - Be familiar with the schedule of shows and attractions of the day.
  - Offer your assistance to guests who “look lost”.
  - Be familiar with the areas of the park.
- ❖ Handling of Guest complaint: Listen to their complaints without interruptions. Be flexible. Being rigid will only make the situation worst. Never argue the point with a guest. Let the guest know you are concerned and interested. If you are unable to assist the guest, explain that you are a volunteer and will get a staff person to assist them. Excuse yourself and contact your supervisor.

## **SECURITY, SAFETY, AND EMERGENCIES**

Another area you can assist as a volunteer is to help prevent injury. Please make a habit of checking for hazards. Report any suspected problem to your supervisor. Don’t assume someone else has taken care of the problem. In all cases contact security located in the Multi-purpose building. First-aid station is located in the

Health section of the Festival.

## **ATTRACTION AREAS**

**CULTURAL AREAS** - The Cultural Exhibits are located in the Multi-purpose Building. It contains Educational and Cultural displays, Arts and Crafts, demonstrations, Visual Aids, Services offered to the community. Make a point to look over the area to acquaint yourselves of the attractions.

**HEALTH FAIR** - This is also located in the Multi-purpose building and adjacent tents. Health Screenings and Educational materials are provided. Encourage people to participate in the activities. You are also encouraged to participate in the screenings before or after your volunteer shift ends.

**FOOD COURT** - The food Court will be the area northeast of the Amphitheater. A variety of Asian foods and delicacies are available in the food booth. Some will have cooking demonstrations. If you are a volunteer in this area, make sure that everyone does their part in keeping the area clean and uncluttered, while talking to the guests on how they enjoy the taste of Asia.

**PERGOLA-CAFÉ AREA** - The trellis structure east of the Food Court has a large paved area next to it, used for other performance and workshop. The area is also used for Asian desserts and baked goods, with outdoor café tables for visitors.

**MARKET PLACE** - The Market Place will be in the area southeast of the Park, East of the Multi-Purpose Bldg, near the pond. They will contain commercial booths for signed-in commercial merchants of the Festival, as well as demonstrations of how to make the product they sell.

**PERFORMANCES** - Continuous Performances will be held in the outdoor Amphitheater, Multipurpose building and Pergola. Shows of Asian- American performers, cultural, educational, and musical extravaganza are scheduled throughout the days of the Festival at these venues. If you are a volunteer in these areas, report to the performance chairperson or coordinators located in the amphitheater side stage or multipurpose building back stage.

**DRESSING AREAS** - This area is the tent behind the stage of the amphitheater. If you are a volunteer in this area, make sure the tent is kept away from non-performers, nearest restroom for performers is in the multi-purpose building. Assist performers if necessary.

**MARTIAL ARTS** - This activity is linked to performances. However it will generally perform in the Davis Center stage located East of the bldg. or in the Pergola at certain times. It showcases the different Asian martial arts and competitions.

**CHILDRENS ACTIVITIES** - The Children's Activity area is the tent area, east of the Multipurpose building, adjacent to the Market Place. This is where children enjoy the educational games, cultural arts and crafts, toy making, mask and puppet making and other educational activities. If you are a volunteer in this area you will report to the chairperson of the children's activities area and be informed on the task(s) you have to perform.

**JOB FAIR and CORPORATE SPONSORS AREA** - The Job Fair is an area where companies provide and display corporate information.

**HOSPITALITY AREA** - The area is located east of the Multi-purpose Bldg; it is utilized as the main reception and information. It is also the location for the Volunteer Check-in and sign-out area. This area is for sponsors, dignitaries, and visitor who would like to have a quiet place to rest, dine or meet. The Hospitality volunteers will monitor the area.

**DAVIS CENTER** - The Asian Festival does not utilize this building, but the outdoor stage east of the building will be used by Martial Arts for their exhibitions and performance.

**SHELTER HOUSE** - This area is located fare east of the park, south –east of the Conservatory. This shelter place is used for small Asian games, like GO, table tennis if available. Note that *takraw*, and other outdoor games are spread out in the open areas of the park. Look at the map for locations.

## **OTHER AREAS & FACILITIES AT FRANKLIN PARK**

**CONSERVATORY** -This facility is the glass building east of the festival site and is the largest structure in the park. It contains the different climatic plants indoor, gift shop, coffee shop, toilets and public telephones (requires admission fee for the conservatory).

**JAPANESE GARDEN** - This is a garden and gazebo, depicting the Japanese Horticulture scenery. The food court is next to this garden.

### **THE INTERNATIONAL PEACE with JUSTICE GARDEN & VOLUNTEER WALL OF HONOR**

This is located at the top of the cascades southwest of the multi-purpose building in a secluded area making it conducive to rest and meditation. Surrounding the Peace Dove centerpiece is a **WALL OF HONOR** where plaques awarded to outstanding community volunteer organizations and individuals hang.

Otherwise known as **THE PEACE GARDEN & VOLUNTEER MEMORIAL**, this is a legacy garden from Ameriflora'92 sponsored by the International Voluntary Organizations (**IVO**), a consortium of volunteer organizations with global scope seeking to improve the quality of life in local communities. The participating organizations have chapters throughout the USA and around the world. The Peace Garden is being maintained by Franklin Park Conservatory and community volunteers from participating organizations. Volunteers are welcome to help in the annual beautification picnic in early spring. To participate, contact Marlinda Sardovia-Iyer at [sardoviamsi@sbcglobal.net](mailto:sardoviamsi@sbcglobal.net).

Revised: HVH:04/10/11