

# VOLUNTEER GUIDELINES

Welcome to The New England Center at The Big E. The following are a few guidelines to help our volunteers and make the experience a positive one.

1. Lunches/dinners are ½ hour at either the Moses building or on your own. Please be prompt when returning as others may be waiting to go to lunch/dinner as well.
2. Parking-volunteers are asked to park in the employee parking lots, and ride the shuttle to the fair grounds to help alleviate traffic. There are 2 employee parking lots, one in West Springfield, and one in Agawam. Maps will be included in your packet.
3. Families are **not** allowed on the shuttle. If a driver is allowing families, children on the shuttle, please get the drivers name, which lot and let myself, or Terri know. This will help in making sure the shuttle is not overcrowded and you get to and from your vehicle in a timely manner.
4. Positive assertion-when asking someone not to touch, ie-a quilt, needlework, etc. If you see someone touching, SMILE, and ask them nicely, **PLEASE DON'T TOUCH**, and if necessary explain nicely why. We don't want to soil an item or tear it as there are many, many hours of work in each piece. Please don't **BARK** at our guests. It will upset our guests, and make their visit unpleasant and have a negative impact on us.
5. Acknowledge our visitors. If you bring an item to work on while you are on duty, please look up and make eye to eye contact with our guests. By making eye contact with a person, they may become interested in what you are doing, and ask questions about it. We want to educate the public on what we do in this building, and maybe they will want to get involved by entering and/or volunteering.
6. If you have a volunteer badge, please **do not** ask any vendors for discounts, especially food vendors. We ask that you support the vendors around the grounds.
7. Wear your badge with pride. We want everyone to enjoy their time with us during The Big E, and by being a volunteer in the Creative Arts department, we will do everything to help make it a great time.
8. If anyone has any concerns, please don't hesitate to bring it to myself, or Terri.
9. Thank you for volunteering. You help make Creative Arts the best.

Jane Chapman & Terri Brown- Coordinators of Creative Arts

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