

2019 Volunteer Handbook



SPECTRUM
miami

[DECEMBER 4-8, 2019]

W Y N W O O D A R T S D I S T R I C T



DOT MIAMI

[DECEMBER 4-8, 2019]

W Y N W O O D A R T S D I S T R I C T

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Welcome Letter

Hello and welcome to the Spectrum Miami & Red Dot Miami 2019 Volunteer Program!

I am so glad you have joined our team. Our volunteers play a vital role in ensuring our exhibitors and visitors have a positive experience with the event, so we appreciate your enthusiasm, reliability, and professionalism.

In this handbook, you will find all of the information and guidelines you need to serve as a volunteer at this year's event. If you have any questions or concerns, please do not hesitate to contact me via phone or email. It is my mission to ensure that all volunteers feel comfortable and confident in their job assignment and role at the show.

For detailed information about Spectrum Miami's & Red Dot Miami's 2019 daily schedule and list of exhibitors, please visit:

www.spectrum-miami.com/show-schedule/

www.reddotmiami.com/show-schedule/

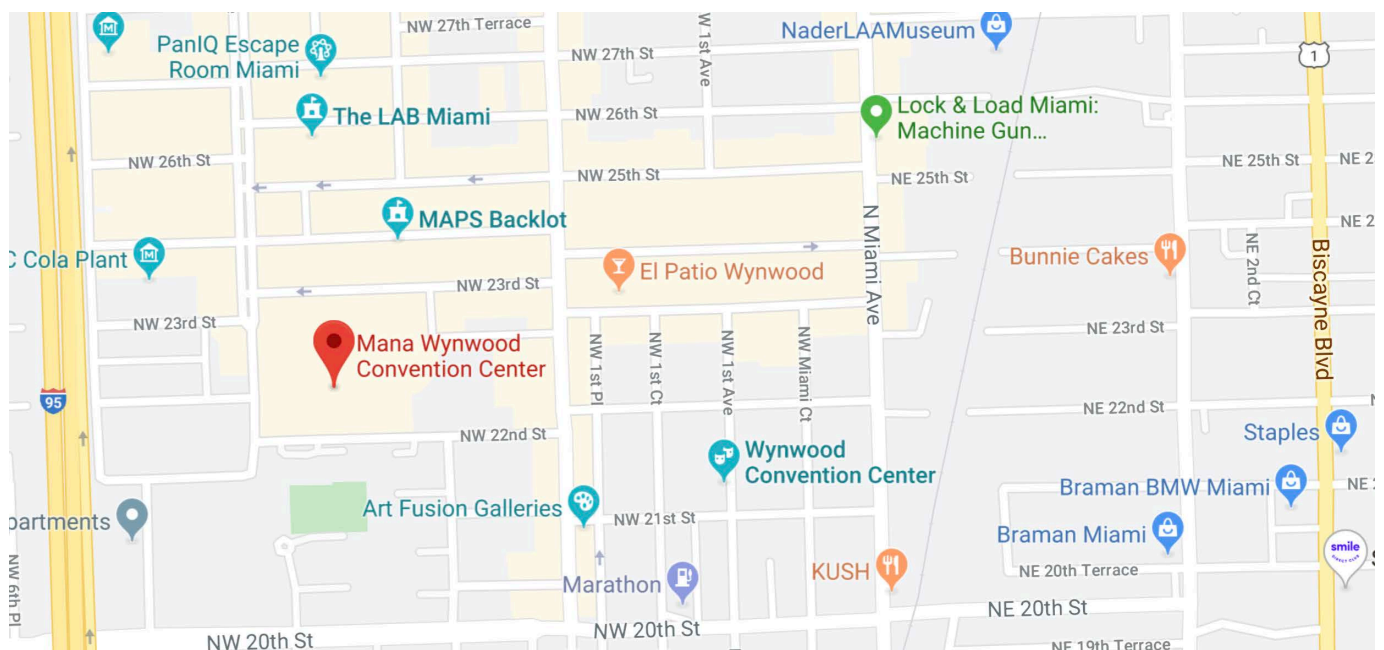
Welcome to the Spectrum Miami & Red Dot Miami 2019 team, we look forward to working with you!

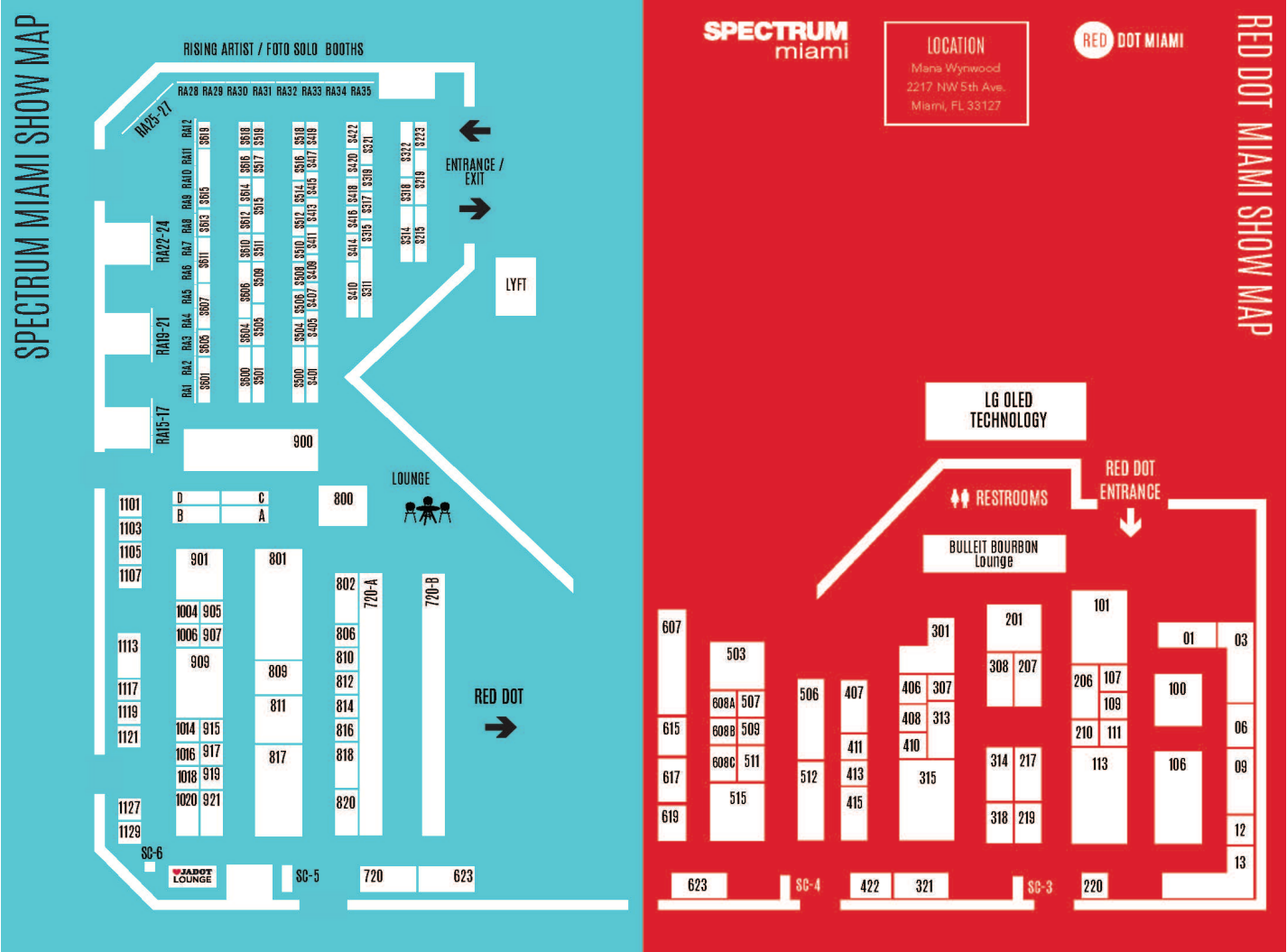
Kelly Smith

Volunteer Director and Exhibitor Relations Manager

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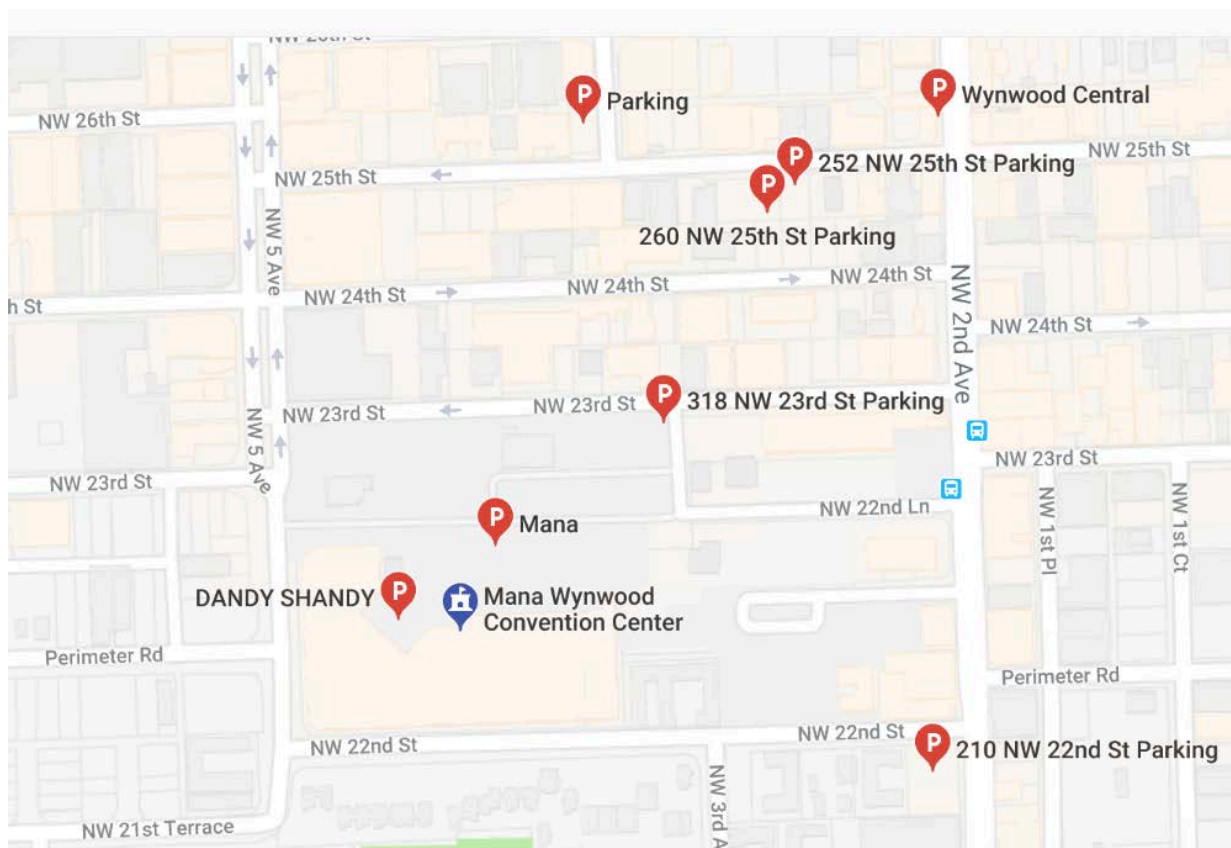
Parking

Parking is available adjacent to the show.

On-site private vehicle parking is available at the Mana Wynwood's 400-vehicle parking lot located adjacent to the building. Parking entrances are located on NW 23rd St between NW 5th Ave. and NW 2nd Ave. or on NW 2nd Ave. between NW 23rd St and NW 22nd St.

- The daily rate is \$15/20.
- Payment is due upon entry and there are no in and out privileges.
- They have 31 ADA compliant parking stalls.
- No overnight or RV parking is permitted.

Other Parking Options:



Volunteer Positions

The Volunteer Director will assign you to your role at the Registration Desk based on event needs, volunteer availability, and preference. All job positions are scheduled in 4-8 hour shifts and include a 15-30 minute break depending on hours worked.

Registration Desk:

Volunteers will answer questions regarding the show and surrounding accommodations/attractions. The Registration Desk serves as a central hub for guest, exhibitor, and staff questions and needs, therefore Registration volunteers must be able to handle a steady influx of needs in a professional and friendly manner.

Duties:

Answer ticketing questions, direct attendees, and answer questions posed by visitors and exhibitors. This position can be very active, you will be standing and may be sitting, and the workflow will sometimes be fairly fast-paced and demanding. Very strong emphasis on providing excellent customer service. A Registration Manager will be behind the desk at all times.

Qualifications:

- Reliable
- Friendly, helpful, and outgoing demeanor
- Organized and efficient, even under pressure
- Prepared to answer questions posed by show visitors
- Professional appearance
- Responsible and honest team player

How to prepare for your job at Registration:

- Before each shift begins, familiarize yourself with the special events that will take place while you are on duty so you can be prepared to address guest inquiries. The Volunteer Director will provide you with a schedule that contains times, information, and locations of the day's events that you can keep with you.
- Review the different ticket and pricing options available so you can better educate guests.
- Arrive to your first shift 15 minutes early so you have time to put on your show shirt, learn the registration process, and familiarize yourself with the floor plan and daily events.

Event Ticket Information

There are three ways for guests to obtain tickets to the fairs:

- Purchase tickets online
- Purchase tickets at the show entrance
- Receive a complimentary Collector Epass

Admission

TOTAL TICKET: OPENING NIGHT PREVIEW PARTY + ALL SHOW DAYS AND HOURS:
\$85 at the door, good for 1 person

Opening Night Preview Party ONLY: \$60 per person

General Public, 1-Day Pass: \$30

Seniors, 1-Day Pass: \$20

Students, 1-Day Pass: \$15

Children under 15: Free when accompanied by an adult

NOTE: Guests who have any of the following are admitted free, but must register:

1. Art Basel Pass
2. Art Miami, Context, Aqua Pass

Online ticket

- Guests who use the Spectrum Miami or Red Dot Miami website to buy tickets will receive an email with the ticket(s) attached.
 - Guests must print their ticket(s) out to bring with them to the show
 - Anyone with a ticket printout can bypass registration and simply show their ticket at the door
 - The ticket will have a printout describing the type of admission purchased by the guest (found in the "Type" section of the ticket printout)
 - If a guest pre-registered but forgot to bring their ticket, the Registration Desk will have a master list of everyone who pre-registered for the show by Dec. 3.

Samples of complimentary Collector Epass:



SPECTRUM miami ART SHOW **RED DOT MIAMI ART SHOW**

DECEMBER 4-8, 2019
WYNWOOD ARTS DISTRICT

COLLECTOR ePASS

PLEASE **ACTIVATE YOUR ePASS ONLINE**, PRINT OUT, AND BRING TO THE SHOW FOR COMPLIMENTARY ADMISSION FOR UP TO **FOUR GUESTS**.

Spectrum and Red Dot Miami | Dec. 4-8, 2019
Location: Mana Wynwood Convention Center
2217 NW 5th Avenue @ NW 22nd St.
Miami, FL 33127

TO ACTIVATE YOUR ePASS

1. Visit the URL below to register:
<http://bit.ly/RDM-SMIA-2019-COLLECTOR-NE>
2. Click the "Tickets" button.
3. Select up to four tickets from the "Collector Pass" free ticket option.
4. Click the "Checkout" button to complete the form to register for your complimentary tickets.

TWO SHOWS, ONE LOCATION
This ePass entitles you and up to three guests unlimited access to Spectrum Miami and Red Dot Miami.



**OPENING NIGHT
PREVIEW RECEPTION**
Wed., Dec. 4 / 6-10PM



SHOW HOURS
Thursday, Dec. 5 / 1PM - 9PM
Friday, Dec. 6 / 1PM - 10PM
Saturday, Dec. 7 / 1PM - 9PM
Sunday, Dec. 8 / 12PM - 5PM



LOCATION
Mana Wynwood
2217 NW 5th Ave. @ NW 22nd St.
Miami, FL 33127
Parking Available

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RED DOT MIAMI ART SHOW

DECEMBER 4-8, 2019
MANA WYNWOOD

VIP ePASS

PLEASE **ACTIVATE YOUR ePASS ONLINE**, PRINT OUT, AND BRING TO THE SHOW FOR COMPLIMENTARY ADMISSION

Red Dot Miami | December 4-8, 2019
Location: Mana Wynwood Convention Center
2217 NW 5th Avenue @ NW 22nd St.
Miami, FL 33127

TO ACTIVATE YOUR ePASS

1. Visit the URL below, and click the green "Tickets" button.
<http://bit.ly/RDM-SMIA19-COLLECTOR-NE-VIP>
2. Find the complimentary Ticket type "RDM|SMIA19 - Collector Pass" at the top of the page.
3. Select the number of tickets you will need from the "RDM|SMIA19 - Collector Pass" ticket quantity drop-down menu.
4. Click the "Checkout" button to complete the complimentary registration form.

YOUR COLLECTOR PASS ENTITLES YOU UNLIMITED ACCESS TO:

VIP Preview: Wednesday, Dec. 5 / 4-9PM
Admission to Red Dot Miami: Dec. 4-8, 2019
Admission to Spectrum Miami Art Show

SHOW SCHEDULE
VIP PREVIEW:
Wednesday, Dec. 4 / 4 - 9PM
SHOW HOURS:
Thursday, Dec. 5 / 12 - 8PM
Friday, Dec. 6 / 12 - 8PM
Saturday, Dec. 7 / 12 - 8PM
Sunday, Dec. 8 / 12 - 6PM

WWW.REDDOTMIAMI.COM

Complimentary Tickets for Volunteers

- As a thank you for joining our team, each volunteer receives 10 free tickets for family and friends: you will be sent a code to be used online.
- Members of the Volunteer team can attend the show any time they are not working

Volunteer Shift Information

Scheduling your shifts

- Prior to the show, each volunteer must provide the Volunteer Director their hours of availability for Dec. 4—8. Based on each Job Position, she will schedule you for a 4-8 hour shift each day of the show you are available.
- The Director will email a schedule of all volunteer shifts 1 week prior to the event.
- All volunteers are required to work at least 2 shifts, and there is no limit to the number of shifts you can request.
- **Please consider shift assignments your commitment to attend.** As part of the team, your attendance keeps the show running smoothly, and our entire team is counting on your support.
- If for any reason you find you cannot attend an assigned shift, inform the Volunteer Coordinator via phone or email immediately so your shift filled by another volunteer.

Checking in for your shift

- Please arrive for each shift in a timely manner. If you will be late, call the Volunteer Coordinator.
- **All volunteers must check in** with the Volunteer Director at the Registration Desk. She will direct you toward your assigned task for the day. **Do not begin your shift until you have met with the Volunteer Director!**
- If this is your first shift, the Director will provide you with your shirt to change into. If you have already worked a shift, please arrive wearing your shirt.
- The Volunteer Director will provide you with information about the locations and times for all special events taking place during your shift so that you can address visitor questions.

During your shift

- Each volunteer receives a 15-30 minute break during each shift to rest and eat a snack. Please return from your break in a timely manner.
- Bring a refillable bottle of water with your name on it to each shift. You can keep this bottle with you as you work and refill it as needed.
- Be prepared to be on your feet the entire shift (except at Registration).

Show Office

There is an air conditioned, private Show Office for all volunteers to store their personal belongings. Volunteers can also take their break here or on the back patio.

- Complimentary snack foods are provided for volunteers to enjoy. **Please note that this food is not for guests or exhibitors consumption.**
- Volunteers may bring their own food. There is a refrigerator in the Show Office.
- **Label** anything stored in the refrigerator, and ensure all trash and leftovers are removed at the end of each shift.
- **Help us keep the Show Office clean!** Clear away all debris and bottles.
- Please do not bring valuables to your shift. The Staff Room is dedicated to holding volunteers' personal belongings, but there is no security to guard against theft. Plsn to carry necessities in your pockets as you work.

Dress Code

Dress code for all volunteers during show hours:

Spectrum/Red Dot Miami 2019 shirt with black pants/skirt and professional, comfortable shoes

No shorts

No sneakers or flip flops

Skirts must be a professional length

Overall look: professional, appropriate for job performance

Shirt information:

- ONE(1) official 2019 Shirt will be given to each volunteer upon arrival at their first shift to wear during all shifts. This shirt is yours to keep. Each volunteer receives only ONE shirt.
- Please note the description of the shirts and size yourself accordingly.
 - Loose, crew neck, short sleeved T-shirt with Spectrum/Red Dot Miami Logo (sizes S – XL)
- Please arrive to your first shift wearing a black shirt.
- If you lose, forget, or damage your shirt, replacement of the shirt will depend on current inventory of available shirts. If a replacement cannot be obtained, you will wear your own black shirt that is similar in appearance to the volunteer shirts for all remaining shifts.

Additional Attire information

- Upon arrival each day, all volunteers will be given a "Staff" badge to wear around their neck during their shift. You must return this badge when your shift ends.
- You will want to wear comfortable shoes, but please maintain a clean and polished appearance.
 - Shoes should not show significant wear and tear, be overly dirty, or be too casual
- Jewelry is allowed, so long as it does not interfere with your job performance

Unsuitable attire:

- Pants/skirt/shirt that are not black
- Sneakers
- Shorts (men and women)
- Flip flops (or any sandals that do not strap securely to feet)
- Clothing that covers the Staff shirt completely (A cardigan or sweater that still shows the front logo and Staff badge is acceptable)
- Dirty, wrinkled, or torn clothing or footwear
- Clothing that overly exposes the wearer's midsection, chest, or thighs
- Clothing/jewelry with writing or symbols that are deemed offensive by the Staff

Reference and Letter of Recommendation

All volunteers who *complete their assigned shifts* in a satisfactory manner will be given a personalized letter of recommendation and can add their experience to their resume.

If you wish to add the Volunteer Director as a reference to a job application, please send an email request to her in advance so she can be prepared for possible follow up calls by prospective employers.

Note: if listing the Volunteer Director as a reference, a positive recommendation is not guaranteed. The Volunteer Director will provide an accurate, truthful representation of how that particular volunteer performed during their service at Spectrum Miami & Red Dot Miami 2019. If the volunteer listing the Director as a reference was reliable and hardworking, then they will be recommended accordingly.

Volunteer Program Policies/Procedures

Commitment

- Spectrum Miami & Red Dot Miami Contemporary Art Shows rely on the performance of its volunteers to insure a successful event, and a shift schedule will be set in place to make certain that the show is properly staffed at all times. **Every volunteer will review, approve, and commit to working their scheduled shifts.** If for any reason you cannot attend a shift, you are responsible for notifying the Volunteer Director via phone as soon as you are aware of the conflict. If for any reason you can no longer be a part of the Volunteer Program, please notify the Volunteer Director via phone or email. Volunteers who apply to be on the team yet fail to communicate with the Director for a significant length of time will be dropped from the team.

Support and supervision

- It is the duty of the Volunteer Director to ensure all volunteers are comfortable with their job assignment both before and during the event. Serving in a supportive capacity, the Volunteer Director will provide assistance as necessary, ensure volunteers receive their allotted breaks, and attend to problem situations should they arise. Please contact or approach the Volunteer Director at any time with questions, concerns, or for further guidance. Should any problems or conflicts arise, the Director will manage the situation and escalate it only if necessary.

Working Conditions

- Spectrum Miami and Red Dot Miami are busy public events, and visitor influx will vary throughout open show hours. Volunteers must be prepared for the possibility of working under busy and demanding conditions. Many job positions require long periods of standing. You will always be provided with a break during your shift. Snacks and water will be available for volunteer consumption in the Show Office. If any volunteer has health needs that must be accommodated, please notify the Volunteer Director for special arrangements or assignments.

Security/Valuables

- Spectrum Miami and Red Dot Miami cannot be responsible for personal property. Volunteers understand that they should not bring valuables to their shifts, and do not hold Spectrum Miami, Red Dot Miami, RMG, or any other entity associated with the show responsible for damage or theft of personal items left in the Show Office for storage.

Termination

- Should any volunteer act in a manner that is unacceptably dishonest, unprofessional, or illegal, that volunteer will be immediately and permanently dismissed from the Volunteer Program. It is up to the discretion of the Volunteer Director or any Spectrum Miami and Red Dot Miami executive to determine if a volunteer is eligible for termination. A terminated volunteer will not receive a letter of recommendation, and cannot add this experience to their resume or list the Volunteer Director as a reference.

My Schedule

Date	Shift Time	Job Position
Wednesday, Dec. 4		
Thursday, Dec. 5		
Friday, Dec. 6		
Saturday, Dec. 7		
Sunday, Dec. 8		
Other		
Notes		