



VOLUNTEER GUIDE

USHERS & LINE CAPTAINS

- Welcome guests at the front door
- Scan tickets
- Save reserved seats
- Pass out ballots
- Direct crowd-control traffic, making sure patrons are in their correct lines to enter the screening venues.

SHARP SHOOTERS

- Bring your own camera, no iPhones please!
- Photograph the activity at the Theater
- Take pictures of the crowd enjoying the Festival
- Be sure to capture photographs of the filmmaker on the red carpet or in front of the Festival step & repeat graphic.
- Email your photos to sarah@miamifilmfestival.com the next morning by 10 AM.

A FEW BASICS

- Do not ask for photos or autographs from filmmakers, talent, or celebrities.
- Do not eat or drink in front of patrons while on your shift. If you need a quick break, tell your manager & go upstairs to the volunteer area.
- Please silence your phone, and do not make personal phone calls or text during your shift.
- Refer any conflicts with Festival guests to the Theater Manager, do NOT engage in any confrontations.

MOVIE VOUCHERS

Volunteers earn one (1) Movie Ticket Voucher for each shift worked. Vouchers can be redeemed at the box office on the day of the screening, good for 1 ticket to any general screening, or masterclass, and also in a Rush Line in lieu of payment, if seats become available. Vouchers are not valid for Premium or Special Events.

Can I watch a film during my volunteer shift?

Don't plan to watch the film during a shift you are working. Volunteers are expected to work during their assigned shifts, and there will be plenty to do! We give you those great Ticket Vouchers so you can catch a film later at your leisure!

I need volunteer hours signed off for my school or club

The Theater Manager can sign off on your hours after you have completed your shift. If you need Service Learning Forms to be signed off and approved, you may come to the Festival office after the completion of the festival, and ask for the Volunteer Coordinator.

Like, tweet, and gram us!

FB: Facebook.com/MiamiFilmFestival

Instagram: @miamifilm

Twitter: @MiamiFilmFest #MiamiFF

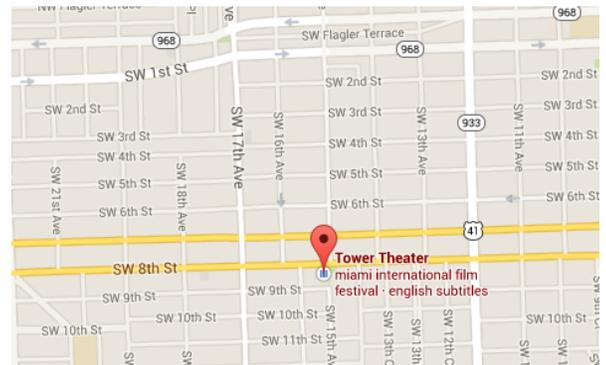
YT: Youtube.com/miamifilmfestival

Blogger: miamifilmfestival.com/blog

Flickr: Flickr.com/miamifilmfestival

During the Festival

1. Show up on time.
2. Sign in with the Theater Manager.
3. Get a badge.
4. Work your shift.
5. Sign out with the Theater Manager.
6. Turn in your badge.
7. Get your voucher to see free films!
8. Sign up again for tomorrow!



GEMS is at MDC's Tower Theater

1508 Southwest 8th Street, Miami, FL 33135

PARKING

FREE Parking is available directly behind the theater, also in the lot between Tower Theater and McDonalds, or residential parking in the neighborhood around 8th Street. Metered parking is available on 8th Street, and nearby.

Look for these friendly faces



Melanie Gapany
GEMS Theater Manager



Alejandra Baez
Volunteer Team

Festival 101

LINES:

There are 3 lines at all theaters. **Early Entry**, **General Entry**, and **Rush Line**. All people with badges get to stand in the Early Entry Line. People with tickets but no badges should stand in the General Entry Line. People with no tickets for sold out shows, hoping to buy the empty seats stand in the Rush Line. The audience depends on your to help them find the right line! If a patron has no tickets yet, for a show that's still on sale, they should go to the venue **Box Office**.



MEMBERSHIP:

People who make generous donations to the Festival are members of the **Miami Film Society (MFS)**. They will have black, white, or grey badges, and hold yellow membership cards. They all get to stand in the **Early Entry Line**. If anyone else would like to stand in the **Early Entry Line**, they can purchase an MFS membership right at the venue box office. They will get a membership card, that will allow them to stand in line.



SCANNING TICKETS:

It is extremely important we scan EVERY SINGLE PERSON'S TICKET as they enter the theater. Do not let ANYONE go by you, without being scanned. The only people who are allowed in without tickets are **BLACK PLATINUM FAST PASSES**, and they have bar codes on their back of their badges, you must scan instead of a ticket.

When using the scanners, you will get 3 types of read outs on the scanner screen. **GO in GREEN**, means good ticket, **YELLOW caution** means you scanned the ticket twice in a row too quickly, and **RED means STOP**, the ticket has already been used, or is voided. If someone has a ticket that scans RED, you should say "I'm sorry, I cannot let you into the theater with this ticket. You will need to visit the box office or speak to the theater manager."



TEARING TICKETS: After a ticket is scanned, a second volunteer should tear the ticket. Tear it along the perforated line. The patron keeps the big stub, and you keep the small stub. For print-at-home tickets, please keep the part with the barcode.

COUNTING STUBS: All small stubs you have collected have a tiny letter code on them. Your theater manager will show you how to count up all the ticket types, once the audience is in the theater and the movie has started.



RESERVED SEATS: The highest level members of the Miami Film Society get reserved seats. **BLACK and WHITE** badges (Platinum and Visionary members) get to sit in the Black & White Reserved section. Filmmakers, MDC VIPs, and a few sponsors will also get to sit in reserved seats. Their ticket will say **RED, BLUE, PINK, or GREEN** Section if they get reserved seats. Your theater manager will show you how to put out the signs on the chairs, and stand guard to make sure no one else sits in these sections.

FLASHLIGHT USAGE: If patrons enter the theater late, you can help guide them in with a flashlight. The proper way to hold a flashlight is pointed at the **FLOOR** only, to light their path when walking. Do **NOT** point the flashlight up or at anyone in the dark theater, it will hurt their eyes and be very disruptive!

BALLOTING: Each film in the Festival is eligible for an audience award. This is a prestigious award, that is very meaningful to filmmakers. Pass out the ballots as the audience is entering the theater, and make sure each person gets one. They don't need a pencil, they just tear along the line they want to vote the film (1-5).

FEEDBACK: Theater managers will let the Volunteer Coordinator know how you did at your shift, and the superstars will get first choice of next year's shifts and fun benefits year round!

PHOTOGRAPHERS: We work all year to bring great films and talent to Miami, so when the filmmaker is there at the screening, please make sure to get their photo in front of the MIFF step & repeat or logo graphic. Then send your 3 best shots from each event you attend to MIFFphotos@gmail.com and sarah@miamifilmfestival.com, by 10 AM the next morning. Be a pro, and include labels and names of main people featured in the photo.

MERCHANDISE MANIACS: Work the Festival Shop! You will sell t-shirts, posters, and catalogues. Your manager will show you how to use the square and the iphone to process money. Make sure you count the inventory at the beginning and end of each shift!

If you have questions or concerns, please contact the Volunteer Coordinator Team!

volunteers@miamifilmfestival.com // (305) 237-7795