



MARCH 6 - 15, 2015 MIAMI DADE COLLEGE'S

# MIAMI INTERNATIONAL FILM FESTIVAL

**VOLUNTEERS** BE PART OF THE TEAM!

## Hello!

Be a part of the action and volunteer with **Miami International Film Festival!** For 10 exciting days, **March 6-15, 2015**, we welcome film enthusiasts and professionals from around the world to celebrate the best of international cinema. We need YOU— a stellar team of volunteers to make the Festival a remarkable experience for all our guests. Get involved, meet new people, and discover the latest in international cinema!

## What we're about

Miami Dade College's Miami International Film Festival prides itself on being an iconic cultural event for Miami, and a growing festival on the world scene. With a small core team working year-round and for the extended season, we bring on 500 dedicated volunteers to help activate all the moving parts of the Festival itself. We foster a culture of trust, strong work ethic, reliability, and quality. All team members are expected to uphold high standards of customer service and presentation value. We welcome returning and brand-new volunteers alike. Festival volunteers are people who love film, love community engagement, love special events, and love Miami.

## Shiftboard

Last year we were excited to roll out SHIFTBOARD, our new scheduling system. It makes signing up more streamlined and user friendly. You have total control over your schedule, and can add or drop shifts at your convenience online. You will never have to ask for shifts from us.

## How it works

1. You sign up online. [miamifilmfestival.com](http://miamifilmfestival.com) > **about** > **volunteer**
2. We will review & approve your registration.
3. Volunteer shifts are posted in **January**. Sign yourself up for at least 3 shifts, or above and beyond!
4. You attend a required pre-festival training session in **late February**.  
You'll receive an email & text reminder the day before your shifts. Then you show up to volunteer!

## Benefits you'll receive

1. A cool commemorative Festival Volunteer T-shirt
2. One voucher for every shift worked, redeemable for any available regular screening ticket during MIFF 2015
3. Amazing experiences and new friends you'll carry with you always!

## Areas of volunteering

- **Volunteer Captains** Volunteer Captains take the lead, working closely with Theater Managers. Captains should have enough knowledge of the Festival to know basic answers off the top of their heads and quickly catch on to the culture of the Festival. These shifts are reserved for our #TEAMNOSLEEP super volunteers, who work 30 hours or more during the Festival.
- **Ushers & Line Captains** Ushers ensure the public experience in our venues is safe, welcoming, orderly, and as smooth as possible! Ushers scan tickets, direct foot traffic, and save reserved seats. Line Captains help with crowd-control, making sure patrons are in their correct lines to enter the screening venues.
- **Press Office Warriors** You will help with check-in, and be versed in all the rules and information working press need to receive, when they attend the Festival. Press Office is open 9 am — 5 pm at The Standard Spa on Miami Beach.
- **Sharp Shooters** You will shoot the activity surrounding the film screening at the Theater. You should take pictures of the crowd enjoying the festival. If there is a filmmaker attending, be sure to capture photographs of them on the red carpet or in front of the Festival step & repeat graphic. You must have your own camera, no iPhones, please!
- **Airport Greeters** You will work at the airport with our Festival Ground Transportation Team, to make sure Filmmakers are welcomed outside of their gate or past security and customs, and connected to a vehicle to take them to the hotel.

## During the Festival

1. **Show up ON TIME!**
2. **Sign in** with the manager at your venue.
3. Get a **badge**, and your **t-shirt**.
4. **Work your shift.**
5. **Sign out** with the manager at your venue.
6. Turn in your **badge**.
7. **Get your voucher** to see free films!

# What should I be doing, here?

## WHAT'S MY ROLE?

Being a volunteer for the Festival is an important role. You are on the front line and make the first impression when festival guests step into our venues. Be helpful and friendly, and create an absolutely top-notch guest experience.

## DON'T BE A CRASHER

Please sign up in advance for your shifts on shiftboard. Don't show up to shifts you're not signed up for. And don't bring along anyone with you who hasn't signed up in advance.

## MAKE THE COMMITMENT

Please sign up for at least three volunteer shifts during the Festival. In emergencies, if you absolutely can't volunteer, please cancel your shifts on shiftboard so they are available for someone else to pick up. If you do not show up to your scheduled shifts, you will not be invited back to volunteer next year.

## SIGN IN

Please **ARRIVE ON TIME!** Your venue manager will do orientation at the beginning of the shift, and if you miss it, you'll be dismissed. When you arrive, sign in on the check-in sheet, and pick up your badge. At the end of your shift, sign out on the same sheet, and turn your badge back in, and get your voucher.

## WHAT (NOT) TO WEAR

**OLYMPIA THEATER:** Volunteers are required to wear a uniform of white collared, button down shirts, and black slacks or skirt, with black shoes.  
**ALL OTHER VENUES:** Volunteers should wear comfortable shoes, nice-looking pants (jeans are ok!) and your official festival t-shirt that you will receive the day you arrive for your first assignment. When you are working additional shifts, please wear your t-shirt again. We can't provide multiple t-shirts. Please do not cut or modify your Festival Volunteer shirt in any way during the festival.  
Festival Volunteers should not wear: flip-flops, any open-toed shoes, platform or high-heeled shoes, clothing or jeans that are ripped or torn, clothing that is revealing, midriff shirts, or shorts above your mid-thigh. Please present a clean and professional appearance at all times. If you are not dressed appropriately, you won't be able to work your shift.

## LEAVE YOUR STUFF AT HOME

There will **NOT** be any secure area for you to store personal belongings, so please do not bring any valuables or large or bulky items. Leave your purses, handbags and backpacks at home, and just bring the essentials that fit in your pockets!

## SHOW YOUR BADGE

You are issued a Festival Volunteer Badge at the beginning of their shift. It should be worn around your neck, on your outermost garment, so that it is clearly visible, for the duration of your shift. Badges belong to the Festival, and **must** be returned to the Festival Theater Manager at the end of your shift. When you work your next shift, a different badge will be checked out to you. You are **NOT** allowed to take a badge with you after your shift.

## CASH IN ON THE REWARDS

Volunteers earn one (1) Ticket Voucher for each shift worked. Vouchers can be redeemed at any Festival venue 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.

## NO AUTOGRAPHS, PLEASE

Volunteers should accept direction from their managers and follow instructions as they are given. If you're not able to follow the directions of your supervisor, you may be asked to depart from your shift.

Please follow these guidelines during your shift:

- Do not ask for photos or autographs from filmmakers, talent, or celebrities. Please remember to remain professional.
- Please do not report for a shift if you are sick.
- Please do not eat during your volunteer shift. If you need a drink, please stick to water. Absolutely no alcoholic beverages.
- Please silence your phone, and do not make personal phone calls or text during your shift.
- Refer any conflicts with festival guests to a Festival senior team member right away, do **NOT** engage in any confrontations!
- Breaks are not scheduled into shifts. Please eat before you arrive. If you need a brief breather or break, let your Manager know. Please use common sense, and don't ask to leave your post as your team is loading a theater!

## EMERGENCIES

Theater Managers will brief you on venue emergency procedures. If an emergency occurs and you need help, immediately dial "911." As soon as possible, notify a Festival Team member. If you have any doubts concerning your safety or the safety of others, please report your concerns to the Theater Manager or Festival Team. If you are injured or become ill while you are on duty, notify a Team member as soon as possible.

## FESTIVAL VOLUNTEER CODE OF CONDUCT:

HERE ARE THE THINGS WE LOVE:

- Showing enthusiasm for film, the Festival, and the Miami community.
- Demonstrating a good work ethic and a team-player attitude.
- Following the direction of the Festival Team, and being a great representative for the Festival!

HERE ARE THE THINGS WE DON'T ALLOW:

- Being under the influence of any substances, drinking alcoholic beverages, or smoking while on duty.
- Displaying any type of disrespectful or threatening language or behavior.
- Not following the direction of the Festival Team or acting in a way contrary to the best interest of the Festival.
- Approaching filmmakers, talent, or celebrities for photos or autographs.

Participation in the Festival's volunteer program is subject to the observance of the organization's rules and procedures, and we reserve the right to dismiss volunteers at any time.

# 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:

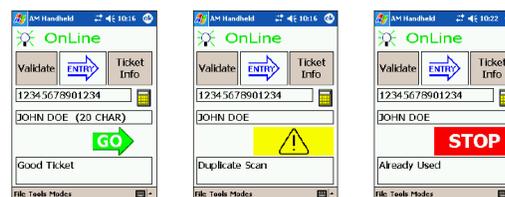
People who make generous donations to the Festival are members of the **Miami Film Society (MFS)**. They will have black, white, or grey badges, and hold yellow membership cards. They all get to stand in the **Early Entry Line**. If anyone else would like to stand in the **Early Entry Line**, they can 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, jury, and a few sponsors will also get to sit in 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 will be eligible for different types of audience awards. These are prestigious awards with cash prizes, that are 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).

**EVALUATIONS:** 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!

**TEAM NO SLEEP:** #TEAMNOSLEEP is a special honor for volunteers who work more than 30 hours during the Festival. They join the club with fun perks, are eligible for Volunteer Captain positions, and become our go-to when we need to hire Theater Managers in the future!

**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 graphic. Then send your 3 best shots from each event you attend to [MIFFphotos@gmail.com](mailto:MIFFphotos@gmail.com), by 9 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, all \$15 each. 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](mailto:volunteers@miamifilmfestival.com) // (305) 237-7795

## Can I watch a film during my volunteer shift?

No, 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 at your venue or any Festival Team Member 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.

## Can I volunteer for the Festival year-round?

Miami International Film Festival has year-round programming and welcomes the participation of volunteers. Stay active on shiftboard, and sign up for shifts at our monthly membership events!

## PARKING

**Olympia:** Free parking passes available to the FIRST 12 people who arrive, to park in the Miami Tower Garage #4, at 100 SE 2nd St, Miami.

**Regal:** If you park in Lincoln Center Parking, at 1623 Alton Rd., adjacent to the Regal, you can have your parking ticket validated for a reduced rate for all-day parking. Validation machine is at the customer service desk on the 2nd floor. Bring in your receipt (that shows your lower validated price) at your next shift, the Asst. Theater Manager will reimburse you in cash, up to \$5 per day per person. But you MUST give them your receipt!

**MDC's Tower Theater:** Parking is available directly behind the theater. There is also free parking to the left of Tower Theater when looking at the entrance; this would be the lot between Tower Theater and McDonalds. Metered parking can also be found around the area.

**O Cinema Miami Beach:** There are several public parking lots owned and operated by the City of Miami Beach surrounding the cinema that we recommend. There is a small parking lot just east of the building on the corner of Byron Ave and 71st (next to Prima Pasta) and a much larger lot on 73rd Street and Collins Avenue. All metered parking lots are enforced from 8:00 a.m. until 6:00 p.m., seven days per week. Parking is free all week long after 6pm!

**Coral Gables Art Cinema:** If you park in the adjacent garage, you can have your parking ticket validated for a reduced rate of 3 hours for \$1.50, and at a rate of \$1/hour after 3 hours. Validation tickets can be obtained at the theater concession stand.

**Cinopolis:** Park in the CocoWalk garage, validate your parking ticket at the customer service desk near concessions. Bring in your receipt (that shows your lower validated price) at your next shift, the Theater Manager will reimburse you in cash, up to \$5 per day per person. But you MUST give them your receipt!

**The Standard Hotel:** There is residential parking in the lots in front of & around the hotel that is free BEFORE 6 PM. There is also a city lot across the bridge on Purdy Ave. for \$1/hour.

## Contact us

**SIGN UP!** [miamifilmfestival.com](http://miamifilmfestival.com) > about > volunteer  
**QUESTIONS?** [volunteers@miamifilmfestival.com](mailto:volunteers@miamifilmfestival.com)

### Festival Main Office (Year-round)

Miami International Film Festival  
600 Biscayne Blvd.  
Miami, FL 33132 USA

MAIN LINE: +1 305 237 FILM (3456)  
VOLUNTEER LINE: +1 305 237 7795  
[volunteers@miamifilmfestival.com](mailto:volunteers@miamifilmfestival.com)

## Like, tweet, and gram us!

**FB:** [Facebook.com/MiamiFilmFestival](https://www.facebook.com/MiamiFilmFestival)

**Instagram:** [@miamifilm](https://www.instagram.com/miamifilm)

**Twitter:** [#MiamiFF](https://twitter.com/MiamiFilmFest)

**YT:** [Youtube.com/miamifilmfestival](https://www.youtube.com/miamifilmfestival)

**Blogger:** [miamifilmfestival.com/blog](http://miamifilmfestival.com/blog)

**Flickr:** [Flickr.com/miamifilmfestival](https://www.flickr.com/photos/miamifilmfestival/)

## Festival Venues

### Festival 2015 Festival Headquarters & Host Hotel

The Standard Spa, 40 Island Avenue, Miami Beach, FL 33139

### Olympia Theater at Gusman Center

174 East Flagler Street, Miami, FL 33131

### Regal South Beach Cinemas

1100 Lincoln Road, Miami Beach, FL 33139

### Tower Theater

1508 SW 8th St., Miami, FL 33135

### O Cinema Miami Beach

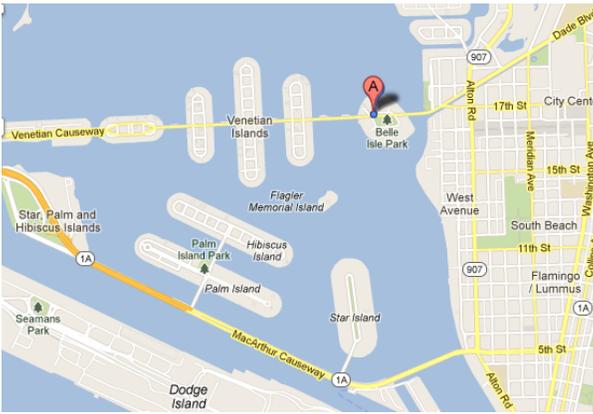
500 71st St., Miami Beach, FL 33141

### Coral Gables Art Cinema

260 Aragon Ave, Coral Gables, FL 33134

### Cinopolis

3015 Grand Ave # 322, Coconut Grove, FL 33133



**2015 Festival Headquarters & Host Hotel**  
The Standard Spa, 40 Island Avenue, Miami Beach, FL 33139



**Freedom Tower — Festival Main Office (Year-round)**  
600 Biscayne Blvd. 4th Floor, Miami, FL 33132



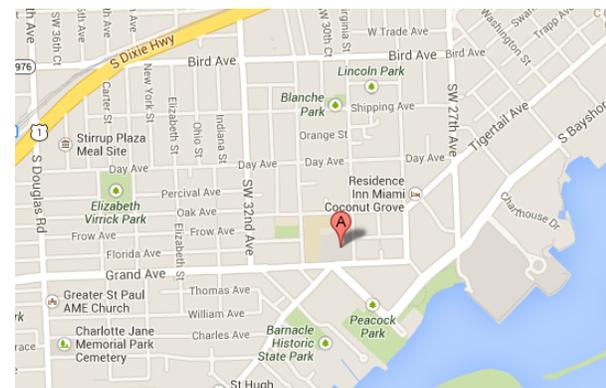
**Olympia Theater at Gusman Center**  
174 East Flagler Street, Miami, FL 33131



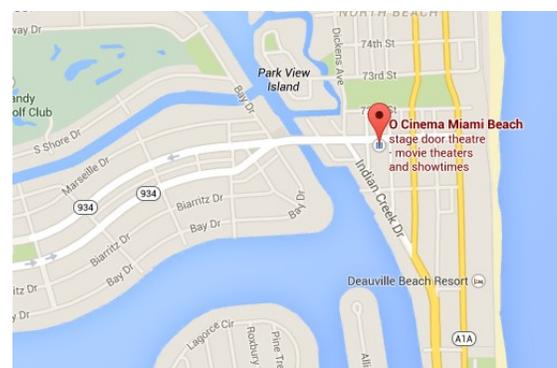
**Regal South Beach Cinemas**  
1100 Lincoln Road, Miami Beach, FL 33139



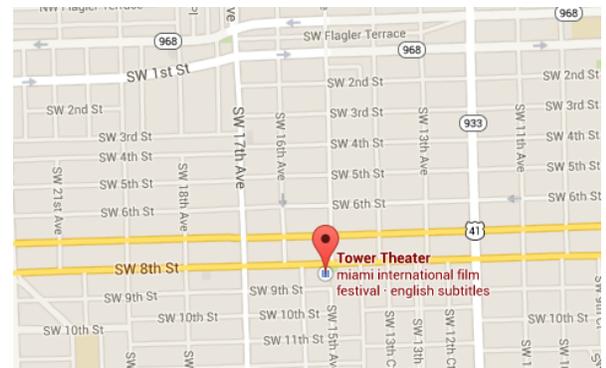
**Coral Gables Art Cinema**  
260 Aragon Ave, Coral Gables, FL 33134



**Cinepolis — in CocoWalk**  
3015 Grand Ave, 3rd level, Coconut Grove, FL 33133



**O Cinema Miami Beach**  
500 71st St., Miami Beach, FL 33141



**MDC's Tower Theater**  
1508 Southwest 8th Street, Miami, FL 33135



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**VOLUNTEERS** BE PART OF THE TEAM!

# MEET YOUR MANAGER!

## OLYMPIA



**EVAN AMZURI**  
**OLYMPIA THEATER, THEATER MANAGER**  
I have an Engineering degree I haven't used a day in my life. I went on a European vacation, got drunk in Budapest and bought a one-way ticket to New York. Now I work New York Fashion Week. My eyebrows always make me look mad, I'm not, it's just a genetic defense mechanism. Ask me anything!

## REGAL



**JULISSA PEREZ**  
**REGAL SOUTH BEACH, THEATER MANAGER**  
Miami Native residing in Brooklyn, NY. Pursuing a career in theatre. ECSTATIC to be back for my 3rd year with the Festival.

**ARIELLE DELISSER**  
**REGAL, ASSISTANT THEATER MANAGER**  
Arielle is a sailing champion and instructor, and just before the Festival sailed from Jamaica, during which her crew lost part of the rudder to the boat and made an adventurous emergency stop in Cuba. Thankfully she made it back in time for the Festival!



## TOWER



**MELANIE GAPANY**  
**TOWER THEATER, THEATER MANAGER**  
A Miami local, founder and Editor in Chief of Miami Alive.com. Melanie studied creative writing at The University of Central Florida, which you'll notice quickly, from her tendency to tell elaborate stories and be overly explanatory in her requests. She's held just about every odd job in the book.



**FRANCISCO PEDRO**  
**TOWER THEATER, ASST. THEATER MANAGER**  
Back for his third year at MIFF, Francisco enjoys working in the international film festival circuit. He is very passionate about film and other related topics while occasionally venturing outdoors as well.

## CINEPOLIS



**ROBERT COLOM**  
**CINEPOLIS, THEATER MANAGER**  
Back for a fifth year of MIFF! Robert is also a filmmaker at the Disturbed Cinema Company, and produces the Miami Short Film Festival. The nicest guy you'll meet, and a huge movie buff!

## O CINEMA MIAMI BEACH



**VERENA FADEN**  
**O CINEMA MIAMI BEACH, THEATER MANAGER**  
When she's not working the Festival, Verena Faden is a local Producer who runs Faden To Black Pictures. She loves watching films with great stories almost as much as she loves making them.

## CORAL GABLES



**CHARLES LANZDORF**  
**CORAL GABLES ART CINEMA, THEATER MANAGER**  
Previously an attorney in Brooklyn, who found that actual practice is nothing like "My Cousin Vinny," Charles is now busy riding his bike all over Miami. He's worked previously with Tribeca Film Festival, the Milwaukee Film Festival, and will show you glamour shots of Buddy, his 2 year old puggle.

## PRESS WARRIORS



At The Standard Hotel,  
look for:  
**JESSICA WADE PFEFFER**  
Press & PR

## AIRPORT



At Miami International Airport  
**TERMINAL D, Baggage Claim #22**  
look for:



**NIKKI CARDONA**  
Airport Greeter

**see you soon!**