



Volunteer Information Package

Welcome to Volunteering for the Prince George Spruce Kings Junior “A” Hockey Club!

Thank you for volunteering your time, effort and expertise. You are valued for your talents, efficiency, experience, enthusiasm and effectiveness. With all of us working as a team, we are certain of success. We are here to do whatever we can to help fans enjoy their experience at Spruce Kings games. Our goal is to deliver the best Customer Service Plan we can. Our responsibilities include assisting fans with directions to their seats, providing safety and following arena rules, and finding the appropriate solution to any concerns or questions they may have. In doing our job well, fans will soon recognize that volunteers are here to assist them and not hinder their experience. So let's get volunteering, do our best and have some fun!

I. Code of Ethics

- a. All Volunteers must have a current RCMP Criminal Record check on file. If you are unsure if yours is current, please see Spruce Kings office staff
- b. Volunteers will wear volunteer identification in the form of a volunteer jacket and name tag while on duty at the game.
- c. During the event a volunteer represents our organization and should conduct themselves accordingly
- d. Volunteers must try to be considerate, helpful and work as a member of a team with all other volunteers
- e. Volunteers will make every effort to be on time for their shift
- f. If a volunteer is unable to work a shift, they should contact the Volunteer Coordinator (John Abbott – (250)564-3596) for Spectator area shifts or Administrative Manager (Teresa Bell – (250)564-1747 for Front of House shifts ASAP. If unable to reach John Abbott, please call the Spruce Kings office at (250)564-1747 and leave a message
- g. Volunteers will respect the confidences of this organization and its partners. We do not have coverage for defamation or negligent statements. Volunteers are not to make defamatory statements to anyone (particularly the press)
- h. All volunteers understand that they will not receive any pay for their services during the event, except for up to one (1) free game ticket per shift for friends and family. These tickets are not for resale.
- i. All volunteers will use common sense – with a sense of humour
- j. All volunteers will remember that this event is for everyone to enjoy and that they are not to get so wrapped up in their duties that they forget to have fun.
- k. If you have trouble in your area do not hesitate to have the Coordinator or Administrative Manager assist you with talking to the fan, explaining the rules that are in place and why they are important to follow so everyone can have a fun, safe and enjoyable experience
- l. Volunteers are responsible for securing their own personal belongings

- m. First impressions are always important. The following suggestions can help you and our fans enjoy the event as much as possible:
 - i. Be friendly, smile and have fun
 - ii. Learn and carry out your duties willingly, fairly and impartially
 - iii. Be ready to offer assistance to anyone in need
 - iv. Be vigilant and alert during your shift
 - v. Report for duty on time, at least 45 minutes prior to game time, report to the Coordinator, John Abbott or Front of House Administrative Manager, Teresa Bell prior to your shift
 - vi. Be well groomed in black pants and collared shirts or sweaters (no jogging pants, ripped or dirty clothing, no “off colour” slogans on clothing)
 - vii. Off-Ice Officials dressed in collared shirt and tie
 - viii. No Off-Ice Official shall wear any team, Spruce Kings or other, related clothing
 - ix. Familiarize yourself with the security and medical personnel, along with the layout of the Coliseum
- n. Any injuries received as a result of volunteer work must be reported as soon as possible to your supervisor
- o. Absolutely no consumption of alcohol or drugs before or during game. (there is zero tolerance for drugs or alcohol before or during a game by any level of volunteer.)
- p. All Volunteers check in through Spruce Kings Pass Gate located near the main doors facing Dominion Street. The Pass Gate is only open until the START OF THE 2nd PERIOD.
- q. After checking in at the Pass Gate, proceed to the Volunteer’s room located on the opposite side of the arena near the Men’s Washroom. Once there, report to your Supervisor, John Abbott(Spectator area) or Teresa Bell (front of house) to receive your volunteer jacket, name tag, job station and complementary ticket
- r. The Volunteer Room provides coffee, tea, and hot chocolate for volunteers, minor officials, host services and home/away team coaching staff ONLY.
- s. The Volunteer Room is for the enjoyment of all volunteers, so please keep it clean and running smoothly. Any abuse of the Volunteer Room will not be tolerated
- t. Breaks (coffee, cigarette and bathroom) will be 10 minutes in length. They will be taken from halfway through intermissions and ½ hour after game is underway on a rotation basis so that coverage is not missed. We will let you know when it is your time to go on break. Please use designated smoking area for any smoke breaks
- u. Volunteers, minor officials, press and any person whose name is on the current Pass Gate list are the ONLY people who may enter through the Pass Gate
- v. Volunteers are not permitted to wander or leave their designated area unless relieved by another volunteer or express consent of supervisor
- w. Volunteers are asked not to disturb Arena staff going about their duties. If you require something from the Arena staff, please put that request to either John Abbott or Teresa Bell.

Supervisors –

Volunteer Coordinator, Spectator area supervisor – John Abbott (250) 564-3596

Spruce Kings Administrative Manager – Teresa Bell (250)564-1747

email: info@sprucekings.bc.ca

II. Volunteer Job Descriptions

a. Front of House

- i. **Ticket Sellers** – using Ticket Return program to sell tickets to walk up fans. Assisting them in choosing seating. Receiving payment for tickets sold. Balancing cash, credit card payments to till at the end of evening. Shift – one hour before game time to the end of first intermission. Only signed in volunteers assigned to the Ticket booth may access the booth
- ii. **Front Door personnel** - two people minimum – Scanning tickets, answering questions, directing fans to appropriate section, personnel. Re-entry – only through front glass doors – check for ticket stubs. Pass Gate – check to make sure person's name is on the pass gate list or they are carrying a press pass, league pass. This is all done in a professional manner; any issues please do not hesitate to contact supervisor, Teresa Bell
- iii. **Will Call table** – confirm name on “will call” list, check off list and hand tickets over to fan
- iv. **Puck Toss table** – Sell individual pucks for the puck toss game. Receive money, write down name beside puck number. Balance money against sales every evening
- v. **Merchandise store** – assist fans in selection of sizes, colour of merchandise. Take payments, record in POS system. Balance sales to cash, credit card payments nightly
- vi. **Spruce Kings office access** – if you require access to the Spruce Kings office, please find Teresa Bell and she will open the door for you.

b. Spectator area volunteers

Watch the Puck! If you or a fan get hit with a puck, signal for the First Aid attendant on site.

- i. **Ushers** – monitor your section for:
 1. Running up and down stairs
 2. Blockages in wheelchair access areas
 3. Hanging or banging on glass
 4. Fans throwing anything other than hats (for a hat-trick score). This may cost the home team a 2 minute penalty and is very dangerous for the on ice players
 5. Aisles must remain clear at all times, no sitting permitted on stairs
 6. Fans may only return to their seats during a stoppage in play
 7. Fans must remain seated. If they prefer to stand, they should be directed to the designated standing room only areas.

ii. Door monitors

1. Check and secure door and stairwells at least 10 minutes before the front doors open
2. Ensure your assigned door is kept closed and no one enters.
3. Inform all exiting fans that re-entry is only through the front glass doors and they must have ticket stub
4. Check all doors/stairwells while walking around Coliseum
5. Be responsible for monitoring traffic out of your assigned door throughout the game
6. Feel free to enjoy the game as long as you are able to continue monitoring your door at the same time
7. Both hallways leading to team dressing rooms are off-limits to anyone not affiliated directly with that team or game. Volunteers assigned to these areas need to be in place 45 minutes prior to game time and 15 minutes after the game is over. This means ALL PRESS for 15 minutes after the game and only Volunteers assigned to these areas are permitted there unless you have been told differently by a Supervisor.
8. The hallway and entrance area to the referee's room is off limits to EVERYONE except for the Referee Supervisor, Score Keeper, person in charge of paying the Referees, the Volunteer Coordinator and Administrative Manager. If you are unsure of someone, please ask for ID

III. Perks to being a Volunteer

- a. One (1) free ticket to any game you work
- b. Ten percent (10%) discount at Merchandise store
- c. Ability to participate in Game Night Promotions like Puck Toss, Frisbee throw as long as tickets are purchased before your shift. Please remove your volunteer jacket when participating in event. Frisbees or pucks may be left for safe keeping in either the 50/50 ticket booth or the Merchandise store.
- d. 50/50 as long as tickets are purchased before your shift starts and your jacket is not on. If you win, please remove your jacket before collecting winnings.
- e. One free promotional item in the front door promotions events