

All Volunteers

All volunteers should have a general knowledge of the park layout, for example you will need to know Forest attractions, where the restrooms are, where the information booth is, and where our guests can get food and drink.

AROUND THE PARK ROLES

ENTRY GATES GREETER

Greeters welcome our guests as they arrive at the Magical Forest. It is important to know the layout of the entry area. For example, you will need to be able to direct our guests to the ticket window if they are buying tickets, send guests directly to the ticket taker if they already have tickets, etc. You will need to know the ticket purchase options and nightly special promotions. It will be necessary to direct our volunteers and entertainers to their destination.

LINE MONITOR

Monitors assist our guests as they wait in line to buy tickets or to redeem their tickets with the ticket takers. You should have a general knowledge of ticket purchase options.

TICKET TAKERS

Ticket Takers greet our guests at the ticket taker boxes. You will need to have a working knowledge of our ticket purchase options, be able to determine if our guests need unlimited access wristbands, know the proper wristband color for that night's entry, be able to determine if guests are presenting legitimate tickets, and to be personable and friendly while engaging guests.

PARK SECURITY

Security volunteers ensure our guests and property are safe and secure. You will greet guests at the entrance, monitor the parking lots, and roam the Forest. This can be a gigantic responsibility on busy nights so you need to be an ELF with tremendous patience. You will surely have hurried parents needing quick directions to the entertainment stage; you will need to have general knowledge of ticket pricing, ride and restrooms locations, etc.

INFORMATION BOOTH

Information Booth volunteers provide information to our guests in the Forest. The information booth is an important position in the Forest. Lost children and parents will come to you for assistance. It will be important that you understand and read the emergency guidelines. You will need to know points of interest, rides, attractions and food locations.

PRIVATE PARTY DOOR MONITOR

Private Party Door Monitor will be responsible for monitoring the Private Party Door entrance as needed. As guests arrive to enter the Grand Lobby the monitor will verify attendance to the Private Party by checking proper identification of each guest.

EXIT

Exit gate volunteers assist our guests as they exit the Forest after their visit. You will need to be aware of the flow of traffic in and out of the Forest. You may be called upon to distribute handouts to our guests or conduct surveys as guests exit the Forest.

RIDE & ATTRACTION VOLUNTEERS

SANTA HELPERS

OV contracts with a photo company for Santa pictures. You will provide assistance by greeting our guests at the Santa Cabin as well as thanking them for coming when as they exit the Santa Cabin. You will assist the photographer as needed.

CAROUSEL ATTENDANTS
Carousel Attendants may be responsible for the operation of the carousel. You may take ride tickets and assist guests onto the carousel platform and onto the horses ensuring that guests are securely strapped onto the horses and seats. You will also be responsible for assisting guests as they disembark and are safely away from the carousel. You may also monitor the lines to make sure they are orderly.

TRAIN PLATFORM
Train Platform volunteers assist the train engineers with greeting guests at the train station, assisting guests into train cars, making sure guests are secured properly in train cars, and assisting guests as they exit train cars and train stations. You may also monitor guest lines to make sure they are orderly.

TRAIN CROSSING GUARDS
Train Crossing Guards ensure our guests stop at all train crossings as the train makes its way through the Forest. You will greet our guests in a friendly and outgoing manner. You should acknowledge the train riders as they pass by your crossing by waving and greeting them also. While at your assigned crossing you should monitor the Forest for any issues that should be brought to the attention of the Manager on Duty, such as trash needing to be collected and other areas that may need immediate attention.

ROD's GOLF PARK
Golf Park volunteers greet our guests at the caddy shack, take tickets, provide clubs and golf balls upon entering the golf course, and retrieving golf items from guests as they leave the Golf Park.

ALPINE SLIDE
Slide volunteers will assist guests by taking ride tickets, assisting guests up the stairs to the top of the slide, ensuring guests are probably seated in ride tubes, and placing tubes collected at the bottom of the slide onto the conveyor belt system.

RUDOLPH'S RACEWAY
Rudolph's Raceway volunteers assist guests by taking ride tickets, helping guests onto the pedal carts, directing carts onto the track, making sure guests on the track stay on the course, and helping guests off of the pedal carts.

MAGICAL MIDWAY
Volunteers at the Magical Midway will be responsible for explaining game rules, taking tickets, and handing out prizes.

HAUNTED ADVENTURE-**HALLOVEEN**
Volunteers will be responsible for collecting ride tickets, navigating guests through the Haunted Adventure, and escorting guests out of the Haunted Adventure at the end.

3-D EXPERIENCE
Volunteers will take tickets, hand-out 3-D glasses, direct guests through the 3-D Experience, and escort guests out of the 3-D Experience at the exit.

COSTUME & CHARACTER VOLUNTEERS

KING & QUEEN
The King and Queen are ambassadors that greet our guests, monitor the Magical Forest entrance gate to ensure proper flow of guests, take photo ops with our guests, and ensure our guests feel welcomed by

presenting a warm and friendly demeanor. It is helpful for the King and Queen to understand where everything is located in the Forest.

PRINCE AND PRINCESS
The Prince and Princess are ambassadors that greet our guests, monitor the Magical Forest exit gate to ensure proper flow of guests, take photo ops with our guests, and ensure our guests feel welcomed by presenting a warm and friendly demeanor. It is helpful for the Prince and Princess to understand where everything is located in the Forest.

FOREST CHARACTERS
Forest Characters wear character costumes and stroll through the Forest greeting our guests. You will engage our guests for photo ops, shaking hands, and generally making our guests feel welcome.

COSTUME CLERK
Costume Clerk assists with monitoring the costume area and assisting Forest characters with putting on and taking off of character costumers. You will assist with keeping the area and costumes neat and orderly and costumes stored properly. You will work in conjunction with Costume Manager.

COSTUME MANAGER
Costume Manager assists the costume characters into their costumes at the beginning of the evening. You will assign an assistant to support a costume character as needed as they stroll through the Forest. At the end of the evening you will ensure that costumes are in order and put away. You will work in conjunction with Costume Clerk.

CASH HANDLING JOBS
TICKET WINDOWS, DASHER DAN'S DINER, RIDE TICKET BOOTH, MAGICAL MIDWAY & GINGERBREAD HOUSE CAFE
Cashiers in these locations will operate the POS machines. This requires the ability to greet our guests, take food or merchandise order, take and count money, and make change.

HOT COCOA ATTENDANT
Hot Cocoa Attendant operates the hot cocoa machines, selling hot cocoa and other goods sold in the hot cocoa booth. You will be responsible for working the POS system; taking credits card and cash payment as well as making change.

POPCORN MAKER
Popcorn Makers operate the popcorn booth by making popcorn, selling popcorn and other goods sold in the popcorn booth. You will be responsible for working the POS system, taking credit card and cash payment as well as making change.

NEON BOOTH ATTENDANT
Neon Booth Attendant works in our Neon booth selling our neon toys. This ELF needs to keep a clean, orderly, and well stocked booth. It is important to engage our guests by demonstrating the toys to encourage sales. You will be responsible for working the POS system, taking credit card and cash payment as well as making change.

CANDY CABIN ATTENDANT
Candy Cabin Attendant assists in the Candy Cabin. You will provide support to the Candy Cabin manager by assisting guests with their questions, help package purchases, and on occasion be responsible for working the POS system, taking credit card and cash payment as well as making change.

RAFFLE TICKETS
Raffle Tickets volunteers manage our raffle items by selling raffle tickets for raffled items. You will have to handle money, make change, ensure guests are completing their raffle tickets properly, and making sure guests receive their portion of the raffle tickets.

FOOD LINE IN GINGERBREAD HOUSE CAFÉ

Volunteers working in the Cafe will assist the food manager with serving food and drinks during the evening while providing great customer service to our guests. At the end of the evening you will be responsible for assisting in clean-up of the Gingerbread House Cafe.

Emergency Procedures: Serious injury:

- Immediately call Manager on duty on radio
- Keep the injured person still, DO NOT MOVE THEM UNDER ANY CIRCUMSTANCE,
- Clear area, call for assistance from MOD and team
- MOD to declare radio silence. **NO CHATTER PLEASE & contact AMR**
- AMR will take over upon arrival, volunteers to obey all AMR commands
- Under NO circumstances should conversations about the incident occur on radio.

LOST CHILD Procedures:

If an adult reports a lost child:

- call MOD on radio-CHILD LOST
- MOD will alert POLICE and report to Info Booth
- MOD calls for radio silence unless communication is in regards to lost child. **NO CHATTER PLEASE**
- Adult (parent) should be taken to information booth
- Get detailed description-including race & sex, clothing, hair color and this info IS RELAYED DIRECTLY TO POLICE AND STAFF

If child is found and says he/she is lost:

- call MOD on radio-CHILD LOST, TAKING CHILD TO VOLUNTEER TABLE IN GYM
- Take child to gym, MOD will meet you there
- Get as much info as possible-parent(s) name(s), clothing description and cell phone number (this can be very difficult) RELAY INFO TO POLICE AND STAFF
- MOD to notify all on radio to begin search for child/parent
- OV Staff to make PA announcement for adult to report to gym (if needed to meet child)

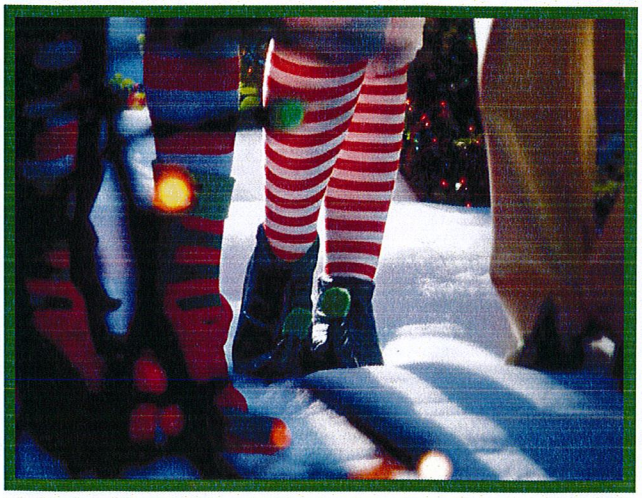
Handle with care - Under NO circumstances should conversations about the incident occur on radio.

MOST IMPORTANTLY: DON'T LET THEM SEE YOU SWEAT!

EVERY YEAR LOCAL LAS VEGANS VISIT THE MAGICAL FOREST TO SUPPORT OUR MISSION AND TO BRING SOME HOLIDAY CHEER INTO THEIR LIVES AND THE LIVES OF THEIR FAMILYS. A MAGICAL ENVIRONMENT IS WHAT WE HOPE TO CREATE. STAY BRIGHT, CHEERY AND ENTHUSIASTIC!!!

One more thing!.....WE'D LIKE TO SAY THANK YOU!!!

Without your help, the Magical Forest would not be nearly as Magical. You have come to offer a very generous service to the CLIENTS of Opportunity Village and we want to start the evening by saying **THANK YOU!!!**



PLEASE be sure to stop by the volunteer table at the end of the night to *return your Tabard* and to pick up your complimentary tickets to return to the Magical Forest with a loved one.

Thank you on behalf of the citizens we serve at Opportunity Village!