

HIFF HAWAII INTERNATIONAL FILM FESTIVAL



2016 Spring Showcase VOLUNTEER HANDBOOK

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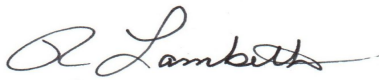
WELCOME FROM THE EXECUTIVE DIRECTOR

Dear HIFF Volunteers:

Mahalo for your kokua! We have chosen some of the very best and have assembled a spectacular selection of films.

I would like to take this time to thank you for volunteering in helping to make this one of the best film festivals in Hawaii and the world. I greatly appreciate your generous time and labor in helping with festival operations.

Without you, this festival would not be what it is today!



Robert Lambeth
Executive Director

Introduction

Volunteering for the Hawaii International Film Festival (HIFF) promises to be an exciting and memorable experience. As one of the largest film festivals in the world, HIFF brings together the film industry, local filmmakers, international stars, first-time actors, and film enthusiasts from all walks of life for our cinema and educational programming.

Our volunteer staff is HIFF's public face. In addition, HIFF volunteers make it all happen -- from pre-festival office help to cleaning up after the last film has been shown. Our volunteers work hard but they always have fun!

HIFF volunteers receive great benefits -- see amazing films, make new friends, and become an integral part of the HIFF community!

If you are a returning volunteer, we are happy to have you back, and if you are volunteering for the first time, it is great to have you on the team!

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Mission Statement

As the vanguard forum of international cinematic achievement in the Asia-Pacific region, Hawaii International Film Festival (HIFF) endeavors to recognize new and emerging talent, promote career development and original collaborations through innovative education programs, and facilitate dynamic cultural exchange through the cinema arts.

Background

Established in 1981, the Hawaii International Film Festival is dedicated to advance understanding and cultural exchange among the peoples of Asia, the Pacific, and North America through the medium of film. From its' beginning, HIFF's constant theme has been "When Strangers Meet."

A unique international film event, HIFF has won the praise of governments, filmmakers, scholars, educators, programmers and film industry leaders throughout the world. As the largest East-meets-West festival in the United States, HIFF is the primary source for the discovery and exhibition of Asian and Pacific feature films, documentaries and videos in the nation.

History

HIFF started as a project of the East-West Center, an educational and research institution created by U.S. Congress with headquarters at University of Hawaii at Manoa in Honolulu.

In 1981, HIFF's first film festival screened seven films from six countries to an audience of 5,000 in Hawaii.

Today, HIFF draws more than 70,000 per year from around the world.

HIFF also conducts seminars, workshops, special award presentations, and receptions featuring top Asian, Pacific, Europe and North American filmmakers. Since its inception, more than one million audience members from around the world have attended HIFF film screenings and educational programs.

VOLUNTEERING FOR HIFF

HIFF has many opportunities for volunteers. We recommend that volunteers work where they feel most comfortable. Review the various volunteer job descriptions and volunteer teams in this handbook and on the HIFF Shiftboard at www.shiftboard.com/hiff.

HIFF Shiftboard is a web-based volunteer database. On the HIFF Shiftboard, people can register to be a volunteer, sign-up for shifts, and print out their volunteer schedule. It even sends reminder e-mails to volunteers about upcoming shifts.

Volunteer Benefits

Benefits:

- One HIFF general public film admission for each shift worked. *Volunteers must work at least 2 shifts to receive film admission benefits.*

How to obtain film admission:

- Film admission will be given to volunteers in the form of credits on a HIFF Rewards gift card. One credit equals one general public line admission to a HIFF film. If you are a member your ticket will be upgraded to the member line admission.
- Credits will not be distributed until after your second shift.
- After your 2nd shift, see the Volunteer Coordinators and/or Operations Coordinator, to obtain your gift card if you do not already have one.
- You will receive your first credit after working your 2nd shift. Credits will continue to be added to your gift card for every shift worked. *Credits will be added no later than 12:00 PM the next business day.*
- ***You must return your badge after your shift to obtain your film credit.***

Scheduling Shifts

All shifts are approximately 4 - 5 hours long.

Sign up for your shifts:

- Online at HIFF Shiftboard at www.shiftboard.com/hiff
- Via email at volunteer@hiff.org

If you are unsure of your shift schedule, check the HIFF Shiftboard at www.shiftboard.com/hiff or call us at **(808) 792-1577 ext. 21**.

Cancelling Shifts

HIFF depends on you! When you take a shift, you make a commitment to HIFF. If you fail to show up without at least 24 hours notice, we reserve the right to excuse you from volunteering.

If you cannot work your shift, immediately contact HIFF staff at **(808) 792-1577 ext. 21 (anytime)**. Leave a brief message:

1. Your name
2. Telephone number
3. Shift date, time, and location

Volunteer Check-in and Check-out

There will be a *Volunteer Check in & Check-out* table located in the lobby of Regal Dole Cannery Stadium Theaters. A Volunteer Coordinator or Operations Coordinator will be there to greet you, provide you with your badge, and job assignment. If no one is at the table, please wait until someone has returned.

What to Wear and Bring – The HIFF Dress Code

All volunteers must look presentable during their shift. Volunteer badges are distributed during sign-ins, and must be returned after the shift is done.

Volunteers must follow the dress code:

- Clean work-appropriate attire (no short or revealing clothing).
- The volunteer badge must be worn at all times during your shift.
- Shorts should not be higher than five inches above the knee.
- No holes or frayed clothing are allowed.
- All volunteers must wear covered shoes. **(NO Slippers)**.
- Any volunteer who does not comply with the dress code may be asked to leave.

Outdoor Events

Hawaii's weather is unpredictable. If you are required to work outdoors please bring the following:

- Light jacket or sweater in case it gets chilly.
- Umbrella or raincoat if rain is in the forecast.

Personal Items

Please remember:

- HIFF cannot provide storage.
- Leave all valuables at home or in your car.
- HIFF is not responsible for damaged, lost or stolen articles.

Parking

Parking is available in the Regal Dole Cannery Stadium 18 parking lot or the Costco parking lot. Eight hour Parking Validation can be obtained from a Regal Cinema's employee stationed at the theater entrance.

VOLUNTEER JOB DESCRIPTIONS

All volunteers should be able to answer general questions about the location of theaters, bathrooms, phones, exits, box offices, will call, and membership.

Line Monitors

A line monitor's duty is to make sure that festival attendees are standing in the correct line, and that theater entrance runs in correct order.

Ticket Scanner

HIFF guests have the option of printing out E-tickets. This also makes it easier to forge. A volunteer assigned to the job of ticket scanner main responsibility is to scan E-tickets to make sure that they are originals.

Ticket Stamper

Ticket Stampers are important because they discourage members with tickets from cutting in line. Before a guest with a ticket can enter the theater, they must have their ticket stamped by a HIFF volunteer.

Theater Ushers

Theater Ushers work as a team to ensure that seating for a film happens in a quick and orderly fashion.

After checking in, make sure you have the daily film schedule on hand. The best place to keep it is in the back of your badge with the schedule side out.

You will be assigned to one of the following jobs:

Seat Reservationist

Some films will require reserving seats for VIP guests. Guests who have reserved seats will either have wristbands or the following badges: Board or Director, Lifetime Member, or Platinum Member. Your job is to fit seats with reserve covers and to ensure that VIP guests are led to their designated seats.

Ticket Taker

There are two types of tickets distributed during the festival. The white tickets which one can get at the HIFF Box office and an e-ticket. E-tickets are printed out in advance.

When tearing tickets:

1. Guests who have the following badges do not need tickets:
 - a. Lifetime Members
 - b. Platinum Pass
 - c. Flash Pass
 - d. HIFF Board of Directors
2. Guests with "Priority" tickets, may stand in line with badge holders.

3. MAKE SURE GUESTS ARE ATTENDING THE CORRECT FILM! Always read the ticket to make sure that guests are going into the correct theater.
4. If the film a guest is seeing has not yet seated, ask them to wait in their designated line.
5. Check that guests are not cutting in line by:
 - a. Being aware of what line is being seated at the moment.
 - b. Looking for a HIFF stamp on the ticket. If there is no stamp, inform them to get one at the stamp and scan table.
6. Keep the small stub on the tickets, and keep the section with the vertical bar code on the e-tickets.

LINES, SEATING, AND GUESTS

Deciding what film seats first is determined by theater availability. The lines made during the festival can often be confusing, but once you master the line system, it will no longer seem daunting. We set lines for three films at a time, so you may say anywhere from six to eight lines outside of the theater. Three lines per film are created.

Lines types:

Priority Line: People in this line will have either a badge and or a ticket. Make sure that the tickets in the line are marked with an “**F**” on the bottom left corner. (Flash Pass line is directly outside the house the film is scheduled in).

Members Line: People in this line will have tickets marked with an “**M**” on the bottom left corner.

General Admission Line: People in this line will have tickets marked with a “**G**” on the bottom left corner.

Rush Line- If no tickets are available, and people still want to see the film.

- If the allotted advance tickets are sold for a specific film, it will be indicated as “Rush.”
- A “Rush Line” is created one hour prior to the film screening.
- Rush line priority is given on a first come first served basis.
- Rush line tickets are \$10.00 and are NON-REFUNDABLE.
- The seats available are usually the front rows, and guests don’t always get to sit with their companions.

Seating Order

The Door Captain will notify volunteers as to when films will begin seating.

Seating begins approximately 30 minutes before the film. *If film has less than 30 minutes of time before it’s screening, we seat as soon as the theater is ready.*

We seat in the following order:

1. Board of Director, Platinum, Lifetime Badge holders and Priority Tickets
2. Flash Passes
3. Disabled, Injured, or Elderly who cannot stand for long periods
4. Member line
5. General Admission line
6. Rush line

Disabled, Injured or Elderly Guests

If you notice a film patron who has difficulty standing, or are approached by one, direct him to the theater lobby where they can rest until it is time for them to be seated. They are only allowed one person as an escort to sit with them.

Wandering Guests

If a film a person is attending is not listed on any line, it could be because:

1. He is late and all lines for that film have already been admitted into the theater. If this is the case, direct him immediately into the theater the film is playing in.
2. The lines have not been set up for the screening yet. Let him know that the line is not yet ready and to please wait until it is.
3. If the film he wishes to see has been "Rushed," and that group let in, direct him to the HIFF Box Office to see if tickets are still available. If you notice someone standing in the Rush line and all people there have been seated, direct him to the HIFF Box Office.

CONDUCT & RESPONSIBILITY

We believe in a respectful and safe workplace. HIFF does not condone or tolerate any discrimination or harassment of any kind on the job, whether it is based on race, sex, sexual orientation, religion, color, or national origin. It is our policy to deal with such incidents as quickly as possible.

If you are in an uncomfortable situation or a patron, guest, or volunteer is upset about an incident, please notify HIFF staff. Immediate action will be taken.

Conversely, please be respectful of others.

HIFF's Policy Against Harassment

HIFF does not tolerate harassment of any employee or volunteer by either fellow employees or supervisor on account of an employee's sex, race, national origin, religion, physical handicap, or sexual preference (or on account of any other protected status).

HIFF does not tolerate any employee or volunteer sexually harassing another employee or volunteer by making submission to or rejection of such conduct the basis for employment decisions concerning the employee, or by unreasonably interfering with an employee's work performance, or by creating an intimidating, hostile, or otherwise offensive work environment by such conduct.

HIFF does not condone and will not permit such harassment of employees or volunteers. In particular, HIFF will not tolerate the making of unwelcome sexual advances to any employee or volunteer, unwelcome, physical, verbal or visual behavior that is sexual in nature or the making of remarks or jokes known to be offensive to any employee because of his/her sex, age, race, national origin, religion, physical handicap or sexual preference.

Workplace Conduct

Every organization has certain guidelines that are developed to reflect sound operational practices. HIFF requires discipline, cooperation, efficiency, and productivity of its employees.

HIFF has standards of behavior with which all employees are required to comply. Failure to comply with these standards will result in disciplinary action, up to and including termination.

Examples of conduct that disciplinary action will be initiated include, but are not limited to, the following:

- Safety violations
- Rudeness or discourtesy toward a fellow employee, supervisor, volunteer, supporter, or member of the general public
- Theft, unauthorized possession of HIFF property or personal property of others
- Being in the possession of, or under the influence of any illegal drugs or alcohol during working hours, or reporting to work under such conditions
- Insubordination, including improper conduct toward a supervisor or refusal to perform tasks assigned by a supervisor
- Misusing, destroying, or damaging property of HIFF
- Carrying of dangerous or unauthorized materials, such as explosives, firearms, or similar items.
- Negligence in standard operational or safety procedures that endanger you or others.
- Sexual harassment or any unlawful harassment (verbal or physical) of others.
- Smoking in non-smoking areas.
- Violation of any policies, rules or procedures of HIFF and Regal Theatres.

IMPORTANT POINTS TO REMEMBER FOR HIFF VOLUNTEERS

All volunteers should wear a SMILE, be polite, patient and courteous to other volunteers, patrons, guests, staff, host venue, and delegates.

As a volunteer, you are a HIFF representative, become familiar with its mission (see page 2) and program guide.

Patrons may approach you with questions. Answer them to the best of your knowledge, or connect them to someone who will be able to help.

The more familiar you are with the HIFF organization the better. Read this booklet and if you have further questions, contact a HIFF staff member or coordinator for answers.

Please treat the host staff at all our venues with utmost courtesy. We are guests in their business establishment so please behave as gracious guests and help them out whenever possible.

2016 HIFF Festival Staff

- Robert LAMBETH - Executive Director
- Chuck BOLLER – Director Emeritus
- [Anderson LE](#) – Director of Programming
- [Anna PAGE](#) – Co-Director of Programming
- [Joshua NYE](#) – Box Office Manager and Membership Coordinator
- Craig HO – Volunteer Coordinator & Operations
- Chris UEHARA – Volunteer Coordinator & Operations
- Steffanie SOBBITZ - Box Office Manager
- Phillips PAYSON - Technical Director
- Maja STEGOVEC - Print Traffic Coordinator
- TJ STEIB - Programming Assistant
- Miu Lan OMAN & Thomas PANG - Box Office

HIFF Board of Directors

- Owen OGAWA – President and Chairman of the Board
- Jeff BELL – Vice President
- Kristen CHAN – Vice President
- Dick OSHIMA - Treasurer
- Christina HOM – Recording Secretary
- Mark DAVIS
- Ric GALINDEZ
- Nicole RINO
- Angie LAPRETE
- Peter LEWIS
- Wayne MIYAO
- MaryAnn SACHARSKI
- Brian UY
- Indru WATUMULL



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Email: Volunteer@HIFF.org www.HIFF.org

HOLD HARMLESS STATEMENT

I hereby waive, release and in perpetuity discharge HIFF, its employees, staff and volunteers, from any and all liability for any personal injuries or property damage that I may sustain as a result of, or during, my participation in any HIFF events/volunteer activity, including any personal injuries or property damage that I believe I may have sustained as a result of the negligence, in whole or in part, of HIFF.

I further agree to indemnify HIFF, its employees, staff and volunteers from any and all claims of any nature whatsoever, including, but not limited to, personal injury and property damage, by any third party or third parties, which they claim are caused, in whole or in part, as a result of any act(s) or conduct, whether unintentional, negligent, or intentional, which may occur immediately prior to, during, or immediately following any HIFF events. In addition, I agree that I cannot hold the event location owners liable for any damages

By executing this waiver, release, agreement to indemnify and hold harmless, I acknowledge that I understand and agree to accept each of the statements, waivers, releases and agreements contained in this document and by my affixing my signature hereto affirm that I will abide by these policies.

Lastly, I agree to respect the privacy and confidentiality of HIFF guests. I also give HIFF my consent to take my photograph and/or video footage while I am volunteering during HIFF events, programs and film screenings.

I am of legal age and do hereby understand and agree to the statements and terms above.

Printed Name: **circle one (Ms., Mrs., Mr.)** _____

Signature: _____ Date: _____

Address: _____
(Street & Apt. #) (City) (Zip)

Email: _____

I am the parent or legal guardian of the above listed person and do agree to the statements and terms listed above

Printed Name: _____

Signature: _____ Date: _____

* Your personal/job medical coverage may cover you in case of accident requiring medical attention.