

## **POLICIES & PROCEDURES** **FOR RIVERVIEW MINISTRY EVENTS**

Cedar Falls Bible Conference Board of Directors and the Executive Director of Riverview Conference Center (RCC) place a high value and sense of appreciation on our staff and volunteers. It is the intent of RCC to display a professional and spiritual attitude while maintaining a level of good stewardship.

### **CALLED TO SERVICE**

Volunteers will be contacted by RCC Ministries' Volunteer Coordinator. All volunteers will be put on a rotation schedule in being asked to serve and in what position with the exception of the concession staff. Volunteers are not required to buy tickets when working at an event; a benefit for your service. All staff and volunteers are expected to pay for any concession items with the exception of water.

### **DRESS CODE**

It is our responsibility to present ourselves in a manner our guests expect and deserve. As equally important is the fact we are representing and carrying out the Lord's work. All staff and volunteers need to be free from body odor and come with the appearance of being freshly showered or bathed. The Volunteer Coordinator or Ministry Directors reserve the right to remove individuals from their position if their odor or appearance does not represent the dress code policies.

Business casual for men:

Shirts: Collared, button-down shirts,  
          polo & golf shirts  
Pants: Khakis or chinos, dress jeans  
Shoes: comfortable and clean shoes

Business casual for women:

Shirts: blouses, polo, or sweaters  
Pants: dress pants or capris  
Shoes: comfortable and clean shoes/sandals

### **Volunteers**

Volunteers in the Event Center are to wear business casual pants, shirts and shoes -- NO SHORTS, TANK TOPS OR FLIP FLOPS. Praise Fest T-shirts are acceptable. Aprons will be available for those working concessions. Parking attendants are to wear casual dress pants or shorts with comfortable shirts (in good condition) as the weather dictates. Orange lanyards will be provided to those who are actively working an event.

### **Ministry Directors**

Ministry Directors will be identified with collared shirts, appropriate skirts or dress pants. Orange lanyards will be provided to those who are actively working an event. Ministry Directors will also determine the volunteer(s) representing their team.

### **Hospitality Team**

The Hospitality Team may wear business casual or casual depending on the nature of event and determined by the Hospitality Director or Team leader. Hospitality Team members will be provided aprons to be worn during their time of service. Orange lanyards will be provided to those who are actively working an event.

### **Sound Tech Staff**

Business casual will be required for all persons in the sound booth and stage managers. Orange lanyards will be provided to those who are actively working an event. Some occasions require that sound tech

personnel need to “eat on the run”. TV trays will be provided in the sound booth for food and drink to diminish the potential for accidents.

### **Cedar Falls Bible Conference Ushers**

Business casual will be required at the Bible Conference -- NO SHORTS, TANK TOPS, FLIP FLOPS OR OPEN-TOED SANDALS.

### **RIVERVIEW SECURITY FOR ALL EVENTS**

The Executive Director and Office Manager of Riverview Ministries will be responsible for all funds generated at all ticketed and “love offering” events. The Office Manager will staff and manage the ticket booth. The Office Manager, assisted by her designee, will be responsible for funds, cash boxes, and tickets at the conclusion of the event. At the end of the event, office staff will pick up the cash trays from the volunteer(s) at the concession area.

The Bible Conference offerings will be collected by designated ushers. Offerings will be taken to the office and counted by Assistant Treasurer Lloyd Peterson, the Office Manager and the volunteer office assistant. Funds will be counted, documented appropriately, and deposited.

### **GUIDELINES FOR VOLUNTEERS**

- All volunteers will arrive 45 minutes prior to when the doors open with the exception of the audio/sound staff. Please be prompt. Park in the grass area near the NW corner of the Event Center.
- All lanyards, including safety vests for parking volunteers, need to be returned to the volunteer coordinator after responsibilities have concluded and before enjoying the remainder of the event. You may take a seat in the section reserved for volunteers. If you purchased a ticket in either the Artist Circle or general seating, please feel free to take your seat.
- Volunteers will meet together for prayer and meet with team leaders for the designated responsibilities.
- A “Lost And Found” box is in the concession stand. If items are left behind or if someone asks you about a lost item, refer these inquiries to the concession stand volunteers.
- Restrooms are located outside the Event Center; handicap restrooms are in the office building.

### **Parking Volunteers:**

- The team leader will inform you of parking arrangements. A map outlining the areas for parking will be given to you.
- If it is necessary for you to take a break to get water, a restroom break, etc., please notify your team leader. Fellowship Hall restroom will be available for your use.
- Benches will be provided in the parking areas for you to sit during slow periods.
- If you have a cell phone, bring it to use for communication among the other people parking vehicles. A list of cell phone numbers will be given to you by the team leader.
- Cars coming north on Division Street need to use the two south entrances to avoid back-up traffic.
- RCC will provide orange safety vests. Riverview has flashlights with safety cones. Use this safety equipment at all times while directing vehicles where to park.
- Direct vehicles to proper parking areas.
- If handicap sticker/license plate, direct them to handicap area south of the Event Center.
- Direct any/all charter buses to the paved area east of the office building.

- Make sure no roads are blocked for emergency vehicle access. Do not allow cars to park around the stop sign intersection near the log cabin. This area needs to be open to allow buses through and to make the corners.
- After the concert begins your duties are completed and you may return to the Event Center to enjoy the concert. You may take a seat in the section reserved for volunteers. If you purchased a ticket in the Artist Circle or general sections, please take your seat in that area.

### **Ticket Takers:**

- Doors will open one hour before the concert. Each person needs to have a ticket to enter the seating area. No exceptions. Please honor all orange lanyards worn by volunteers and staff and all lime green lanyards worn by the Women's Ministry Team.
- We will use the three south doors for entry. Two people will be at each door. Tear off the ticket where indicated and give the large end to the ticket holder to use for reentry. If people have an I-ticket, instructions will be given by the team leader.
- Color samples of the tickets will be shown to you during the training period.
- During Friday and Saturday of Praise Fest, wristbands will be given to the ticket holders for their appropriate section.
- Please honor all Press passes. News reporters need to display their press passes in order to enter the Event Center without a ticket. Tell all reporters and photographers to report to the video sound booth to check-in.
- Remain at each door entrance until 20 minutes after intermission for latecomers.
- Tickets will need to be checked for reentry throughout the event until 20 minutes after intermission.

### **Information Table:**

- The information table will be located near the concession stand area.
- There should be at least one person at the table at all times.
- You will be providing information regarding upcoming events.
- You are responsible for making contact and greeting people, engaging them in a conversation about the various opportunities at RCC. Your friendliness and knowledge about the conference center will continue to bring people back to future events.
- The office staff will have the brochures and flyers on the table prior to events.

### **Kitchen (Guest Services)**

- Washing/Drying dishes
- Assisting Guest Services staff in preparing meals.
- Cleaning up after events
- Serving at events

### **Office Needs**

- Assisting with mailings
- Phone calling
- A variety of routine general office duties as determined by Office Manager.

### **Video/Audio:**

- Arrive two hours before the concert.
- Your duties will begin two hours before the doors open. The sound check and video system review is scheduled at this time to be held in the Event Center. A team leader will be available to answer any questions you have during the concert.
- Only authorized personnel are allowed in the booth. No exceptions.

- All press core and photographers will check in at your booth. Give them instructions regarding news coverage, time schedules and possible interviews with the performing artist(s).