Guidebook Review Quiz for New Volunteers- PRINT BOTH SHEETS PLEASE

Familiarity with policies and procedures is important to being a confident and successful volunteer team member. Review the volunteer guidebook then complete the quiz before attending orientation for new volunteers and bring it with you to the session you choose. Answers will be reviewed as a group during the meeting.

Note: you do not need to print the guidebook, just use it to fill in the blanks.

1. Often, volunteers are the only people Montalvo’s guests meet. (p. 2)  T  F
2. Our organization is called ‘Villa Montalvo.” (p. 2)  T  F
3. Senator Phelan built his country home, Villa Montalvo, in which year? _________________. (p. 4)
4. The Villa Montalvo was named in honor of the popular writer ______________________
5. Name three of Montalvo’s program areas (p. 5-6) __________________________________________
6. Montalvo’s Executive Director is _________________________________. (p. 7)
7. Background check may be required for certain volunteer positions. (p. 8)  T  F
8. Volunteers are asked to give 57 hours of service annually. (p. 9- sect. 2.3)  T  F
9. Volunteers can expect clearly defined ____________, timely___________ and an environment that fosters _______! (Page 9)
10. The URL used to access the information & scheduling system is __________________________ (p. 11)
11. All volunteers should wear a _________________________________ at public events. (p. 12)
12. Parking for Carriage House events is usually in _______________________________. (p. 14: 3.12.1)
13. If I cannot make my assignment, I should send someone to take my place (p.15)  T  F
14. Dress code for volunteers is _________ pants/skirt and _____________ tops (p. 16)
15. Ticket discounts are a benefit of membership at select levels. (p. 21)  T  F
16. Guest volunteers are welcome with gardening/grounds care projects. (p. 26)  T  F
17. Montalvo provides education programs only for school-age children. (p. 33)  T  F
18. In case of an emergency do not let guests back into any area of the villa or theater until an _________ is issued. (Page 31. Sect. 5.5)
19. During an intermission name three things volunteers do. ______________________________________
20. Event hosts may leave as soon as the music has ended. (p. 36)  T  F
21. MSG stands for: ________________________________________________________________ (p. 37)
22. BONUS: How many parking lots does Montalvo have?  1  2  3  4  5
THANK YOU! We’re looking forward to having you on our volunteer team!
IN-TRAINING QUIZ ADDITIONS- fill in:

When I check in, the first thing I do is:
____________________________________________________

Always remember to ___________________ before leaving and check in with the
________________________________________

My hours are recorded by________________________________________

Reminders are sent for each volunteer shift appx. ________________ before the
event.

This email includes:
________________________________________ information, ________________reminders
and ____________________ time.

I sign up for volunteer events by clicking on the__________________________ Tab.