

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.