



**WINGS**  
**OVER**  
**WAUKESHA**  
**AIRSHOW**  
**AUGUST 25TH & 26TH, 2012**  
**CELEBRATING 100 YEARS OF AVIATION IN WAUKESHA COUNTY**

Dear Volunteer,

This year marks the 4<sup>th</sup> annual ***Wings Over Waukesha Air Show***, celebrating 100 years of aviation in Waukesha County!! We are proud to say that this event would not be possible without your hard work and dedication!

As a valuable member of our team, you will be our link to our guests. This is a very important responsibility because we are counting on you to ensure our guests' safety and comfort. This event will be fun and exciting for everyone involved. We must all understand and remember the importance of our role to ensure ***Wings Over Waukesha Air Show*** is successful and that all guests have the best event experience as possible.

We can't guarantee that the weather will be great or that everything will go as planned. What we can do is make a good first impression with everyone we meet, and help them off on the right foot!

I urge you to take the time to become familiar with the accompanying handbook. This handbook will assist you in becoming a well informed and knowledgeable volunteer member allowing you to better serve our guests and assist us toward ensuring that each and every guest has the most positive event experience possible.

Thank you for joining our team! We look forward to working with you through the successful completion of this event.

Sincerely,

Kelly Bobrowitz

Volunteer Coordinator 2012

## I. VOLUNTEER BASICS – GETTING STARTED

### A. *Volunteer Information/ Material*

As a **Wings Over Waukesha Air Show** volunteer you will receive an event T-shirt, free parking, and event admission. Parking passes and directions will be sent to you via email. You will receive your T-shirt and specific instructions from your area upon arrival.

### B. *Eligible/ Accepted Volunteer*

All volunteers must have completed a **Wings Over Waukesha** volunteer application and be a minimum of 12 years of age.

### C. *Parking/ Directions*

Directions from I-94:

Take the WI-164 N/CR-J South, EXIT 294, toward WAUKESHA/PEWAUKEE.

Then turn right (West) on Northview Road.

Turn right on Aviation Drive. Follow the signs.

- Volunteers please display your parking pass in your windshield. After turning onto Aviation Drive, follow volunteer parking signs to the designated parking area.

### D. *Check-In Procedures*

You are expected to arrive to your shift early so that you can check in with the Volunteer Coordinator at the Volunteer Headquarters. There you will receive instruction, materials and equipment needed for your position. If you are unable to report to your shift or if you know you are going to be late, please contact the Volunteer Coordinator at **(262) 424-7980** as early as possible.

Volunteers are required to stay at their position during the entirety of their assigned shift. Please do not sign up for shifts you cannot complete. If your replacement does not arrive by the end of your shift, notify your area supervisor and stay at your post until accommodations have been made. If you fail to show up for a shift and do not notify the Volunteer Coordinator before the fact, it will result in the release of your duties as a volunteer with the **Wings Over Waukesha Air Show** event now and in the future.

- Upon arrival your uniform should consist of your event T-shirt and pants or shorts without any rips or tears. Please remember that you are a representative of the **Wings Over Waukesha Air Show** and your uniform should look neat and professional.

**Note:** The event T-shirt is your uniform and is to be worn while you are on-duty. If you are wearing your uniform after or before your assigned shift, you may be asked to help in an area needing your assistance. If you are in uniform it is assumed that you will assist as required. If you plan to enjoy the event once you have completed your shift, please change into something unofficial.

- Please bring necessary items only. There are no accommodations available for safekeeping.
- Make sure you understand your responsibilities prior to leaving the Volunteer Headquarters and reporting to your position, including your exact workstation location. Remember if you have questions – ask them! Be flexible! Several entities have been involved in the planning process for this event; there will likely be some unavoidable delays or changes.
- Know the information in this booklet. We will provide additional information to you prior to beginning your shifts, including maps.
- **Bring sunscreen** and apply it throughout the day. It will be hot and sunny! (We hope) Remember to stay hydrated. Wear comfortable shoes, a hat & sunglasses.
- Enthusiasm counts! It goes a long way and can be contagious. If you are enthusiastic about your position, the guests will be enthusiastic as well. Be proud to be a part of the **Wings Over Waukesha Air Show**. Smile and greet all guests!
- Speech is the key to giving guests a great first impression. Courtesies should be extended to everyone. Phrases such as “Sir” and “Ma’am”, “Good evening”, “Please”, and “Thank you” should always be used. Never use profanity while on duty as this creates an unprofessional environment. Be patient and proactive with guests. Look for guests who appear to be lost or confused. Always show guests you are here to assist them. End every conversation on a good note with phrases like, “Have a good night!”

## II. Event Days – Policies and Procedures

### A. Animals

Animals are strictly prohibited from this event with the exception of animals to assist guests with disabilities.

## **B. Cleanliness**

For the enjoyment and safety of our guests it is everyone's responsibility to respond immediately to the cleanliness of their area. All volunteers are responsible for disposing of any large trash items such as cups, popcorn bags, foil wrappers, paper, etc. that they encounter during the event. It is every person's responsibility to immediately remove waste that may put people at risk of injury. If you are not able to do this, please advise your workstation lead immediately and watch area until it is cleaned up.

## **C. Code of Conduct/ Volunteer Guidelines**

You are a representative of the **Wings Over Waukesha Air Show** and all those that are involved with it. Please remember the following:

- Smile and greet! Remember your attitude will automatically be reflected on your face. Project a friendly, attentive and respectful attitude. Your respect for the feelings of others will earn their respect in return.
- Be attentive at all times. Show genuine concern. Never ignore a guest by turning your back to them or by talking with fellow volunteers. Always remain patient and willing to listen to any problems or concerns.
- Make sure to have a complete working knowledge of your immediate area and of the event. If you have any questions, please do not hesitate to ask.
- Provide correct information to guests. If the information requested is not known refer them to your supervisor. Never promise something you cannot deliver.
- Observe security and smoking regulations in all areas.

## **D. Cooperation**

Please cooperate with authorities/supervisors if a situation arises. Injuries, evictions, crimes, disruptive guests, broken or damaged equipment should all be reported to your area supervisor. Do not stop an illegal act unless you are certain that it will not put you in a difficult position or personal danger. Locate your supervisor at once and report the incident.

## **E. ATVs/Scooters**

ATVs and scooters are issued to supervisors only. Volunteers are not allowed to operate.

## ***F. Permitted Items***

Guests are permitted the following items:

- Chairs
- Cameras and/or camcorders
- Small coolers with non-alcoholic drinks
- Baby strollers
- Wheelchairs, canes, guide/working dogs (to assist handicapped)
- Water in clear plastic bottles only (no other liquid or storage containers will be allowed)
- Umbrellas

## ***G. Restricted Items***

Restricted items include but are not limited to:

- Grills
- Fireworks
- Weapons of any description (includes all fixed – blade knives, folding knives longer than 3”, projectiles, Leatherman tools, guns, brass knuckles, numchucks, nightsticks, batons, baseball bats)
- Mace, pepper spray, and tasers
- Glass containers
- Pets (except service animals assisting those with disabilities)
- Bicycles, scooters, skateboards, roller blades or roller skates
- No alcohol or illegal drugs
- Parking lots are private property and should be used for parking only. No tailgating, alcoholic beverages, picnicking, cooking/barbequing, camping or loitering in the parking lot will be tolerated.

## *H. Rules and Regulations*

There are certain actions that distract from our guests' enjoyment and will not be tolerated. Some of these same actions could pose a threat to the safety of yourself as well as our guests. The following will result in the release of your duties as a volunteer with the **Wing Over Waukesha Salute to Veterans Tour** now and in the future:

- Allowing unauthorized people to enter the event's restricted areas without proper authorization
- Careless, negligent, or improper use or theft of property
- Failing to report to work at assigned times or refusal to accept valid assignment
- Use of alcohol or narcotics before or during shift
- Accepting bribes of any kind for unauthorized privileges, access into buildings or for the return of lost property.
- Any other activity that is viewed by the management as being detrimental to the success of **Wings Over Waukesha Air Show**.

## *I. Smoking Policy*

Guests may smoke in designated areas located outside the main entrance of the event. Smoking will not be allowed inside the perimeter due to the safety hazard that it imposes.

## **III. Emergency Precautions**

Accidents may occur at any large event. Please review the following precautions to prepare you for an incident of this nature. Our guests are always our #1 priority.

- Know the location of the First Aid Station.
- Report any unsafe conditions to your area supervisor.
- In the event of an evacuation, remain calm and direct guests to the nearest exit.

## **IV. Conclusion**

Thank you for your commitment! Once the preplanning ends and the day of the event is here; it's mostly conducted by volunteers!! The efforts of each and every person are important to the success of **Wings Over Waukesha Air Show**. Please remember we are counting on you to follow through with your commitment and be prepared to assist guests.

Last but not least, we want you to have **FUN!** 😊



## Volunteer Job Descriptions

### **Admissions:**

Collect money from spectators at the front gate. Provide guests with a wrist band and program of **W.O.W.** events. (Tent for weather protection)

### **Parking:**

Park cars in designated area in an orderly manner. (No weather protection, please come prepared with hat & sunscreen.)

### **Airshow Guide:**

Assist spectators that have questions about the airshow, looking for events on the field, etc. Keep guests away from roped off areas. (Some weather protection.)

### **Volunteer help desk:**

Instruct volunteers of where they are scheduled for their shift, hand out t-shirts and equipment needed for their position. (Tent for weather protection)

### **Tram Driver:**

Drive a tram from parking lots to front gate with spectators. *Must have prior experience or qualifications for this volunteer position.* (Tram provides weather protection)

### **Ramp Operations:**

Work directly with the airplanes and pilots to help park in designated areas. *Must have prior experience or qualifications for this volunteer position* (No weather protection)

### **Grounds Assistance:**

Keep the grounds clean of garbage and debris. Help with garbage removal. (No weather protection)

### **Hospitality:**

Help with VIP tent. Help with the distribution of drinking water. (Some weather protection)

### **Kid Zone:**

Participate in aviation themed kid activities. Help with crafts and kid entertainment. (Tent for weather protection)