



Northwest Tea Festival

FREQUENTLY ASKED QUESTIONS FOR TEA FESTIVAL VOLUNTEERS

Please Do Not Use Your Cell Phone While You Are Volunteering

- **Where is the festival located and where can I park?**
 - The festival will be held in the Exhibition Hall at Seattle Center, 301 Mercer St, Seattle WA.
 - Located between McCaw Hall and Cornish Playhouse with an entrance on Mercer St.
 - Parking can be found in the Mercer Street Parking Garage across Mercer St.
- **When do I need to arrive?**
 - Always allow extra time for parking. You should arrive at least 10 minutes before your shift begins to check in, stow your things and be given your initial assignment.
- **How do I identify myself to the admission crew when I arrive?**
 - Announce yourself as a volunteer at the admissions window and ask for Chris O'Dowd.
 - If she is not readily available, you can wait for her at the "INFORMATION" table at the north (front) end of the hall.
- **How long do I need to stay?**
 - Your shift is 5 hours unless special arrangements have been made so please plan to be available for the allotted time. Each shift has specific specified start and stop times.
- **What should I wear?**
 - Wear something you are comfortable in that gives you room to move.
 - Wear shoes that you will comfortable walking or standing in for several hours.
 - All volunteers are provided with festival tea shirts to help identify them from the general attendees.
- **Do I get to free admission to the festival?**
 - Yes volunteering earns you free admission to the festival hall for both days.
- **Do I get to attend any workshops, tastings or presentations?**
 - Yes, you may attend festival events either before or after your shift.
 - Attendance in workshops with fees associated depends on space available
- **Will I be doing the same thing the entire time I am volunteering?**
 - You have signed up for a specific position which will be the primary focus of your shift. However, you may be asked to do several different tasks depending on what is needed. Examples: serving tea to attendees, providing water for tea tasting events, serving tea to workshop attendees, etc.
- **If an attendee breaks a cup, what do I tell them?**
 - Send them to the "INFORMATION" Table where they will be able to replace it.
- **If an attendee wants to purchase merchandise, what do I do?**
 - Send them to the "INFORMATION" Table at the north west (front) end of the hall.
- **Where are the bathrooms?**
 - At the North East corner of the hall
- **Where can attendees sign up for workshops and tea tastings?**
 - At the "TICKETS" Table in the NW corner at the front of the hall
- **Emergencies & Misc. questions and concerns:**
 - Look for someone with a radio or go to the "INFORMATION" Table to get the answer.