

# Pasadena Strawberry Festival

## Volunteer Information Packet



Thank you for Volunteering  
You're a very important part of our Festival.

*The Pasadena Strawberry Festival is a beloved annual event celebrating the history of Pasadena, Texas. The festival features live entertainment, a carnival, delicious food, vendor booths, strawberry eating contests, and the World's Largest Strawberry Shortcake. As a volunteer, you play a crucial role in ensuring everything runs smoothly.*

*The festival runs for four days and attracts thousands of visitors. It serves as a major fundraiser for scholarships, community projects, and other Non-Profits in Pasadena. Volunteers help create a fun and safe environment for attendees while gaining valuable experience in event coordination and customer service.*

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## **Volunteer Expectations**

### **Code of Conduct**

- Treat all guests, vendors, and fellow volunteers with kindness and respect.
- Maintain a positive and professional attitude at all times.
- Follow all safety guidelines and festival regulations.
- Represent the festival with pride and enthusiasm.
- Avoid the use of offensive language or behavior.
- Refrain from consuming alcohol or using drugs while on duty.

### **Attendance & Scheduling**

- Volunteers must check in and out at the designated volunteer booth.
- If you are unable to attend your scheduled shift, notify the Director over your committee as soon as possible.
- Arrive at least 30 minutes before your shift to receive instructions.
- As a Volunteers you are asked to work at least 12 hours during the festival.

### **Dress Code**

- Wear your volunteer T-shirt (provided at Badge Pick up).
  - Dress appropriately for the weather and outdoor conditions.
  - Hats and sunglasses are recommended for sun protection.
  - Avoid wearing inappropriate or offensive clothing.
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***Please be courteous, don't forget to smile and  
Welcome the Guest to the Strawberry Festival.***

## **Volunteer Roles & Responsibilities**

### **1. Gate Attendants**

- Welcome guests and check tickets.
- Provide information about festival attractions and schedules.
- Monitor entry and exit points for safety.

### **2. Information Booth Assistants**

- Answer guest questions and provide directions.
- Assist with lost and found inquiries.
- Distribute festival maps and schedules.

### **3. Event Setup & Cleanup Crew**

- Help set up the festival moving and placing booths, seating areas, and decorations before the festival.
- Assist with breakdown and cleanup after the festival ends.
- Ensure trash and recycling bins are properly maintained.

### **4. Kids' Zone Helpers**

- Supervise children's activities and games.
- Ensure safety and provide assistance as needed.
- Keep the area clean and organized.

### **5. Parking & Traffic Control**

- Direct vehicles to appropriate parking areas.
- Ensure traffic flows smoothly and safely.
- Assist guests with accessibility needs.

## **Health & Safety Guidelines**

- Stay hydrated and take breaks as needed.
- Report any safety concerns to a festival staff member immediately.
- Follow all emergency procedures as directed by event coordinators.
- Use sunscreen and stay in shaded areas when possible.
- Be aware of your surroundings and report suspicious activity.

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## **Perks of Volunteering**

- Complimentary festival admission on the day of your shift.
  - A free volunteer T-shirt.
  - Free snacks and beverages at the volunteer hospitality area.
  - The opportunity to be part of Our PSF Family tradition!
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## SHOULD A SITUATION OCCUR

Even with the best of plans, an accident, incident or situation may occur. How the volunteers, staff and participants handle an incident is vitally important to all involved. The following “do’s and don’ts should help to enable those at the scene to handle a situation in the best and most effective way.

Anytime something happens or you’re not sure about something call your Director/Chairman or the office on the radio.

### DO:

- STAY CALM!!
- Immediately notify the Chairman of the area and Risk Management
- Enlist the help of other volunteers and staff to assist you

## RADIO CHANNELS

CH #1	<b>Safety/Security/Medical</b>
CH #2	<b>General</b>
CH #3	<b>Office</b>
CH #4	<b>Maintenance</b>
CH #5	<b>Electrical</b>
CH #6	<b>BBQ/Team Rep &amp; Judging</b>
CH #7	<b>BBQ/Ice &amp; Gate</b>
CH #8	<b>Beverage</b>
CH #9	<b>Ice Express/Vendors</b>
CH#10	<b>Parking</b>
CH#11	<b>Main Stage</b>
CH#12	<b>Trash</b>
CH#13	<b>Finance</b>
CH#14	<b>OPEN</b>
CH#15	<b>All CALL</b>

## RADIO ETTIQUET

1. Be polite, talk in a normal tone.
2. Don’t yell into the radio, you won’t be understood
3. Don’t tie up radio traffic, if you need to know more than just a question, contact the director and meet somewhere and discuss it in person.
4. When talking push button (count to 2) before you start talking.
5. Don’t key the mic (which is holding the button down without talking) and don’t key over someone else’s conversation.
6. Keep conversation short, sweet and concise
7. Emergency Situations- Be calm and state who you need and where,  
Don’t go into great details. Wait till they get there.

Emergency Traffic – during this time all other traffic stops... After the situation is over, then the general traffic resumes.

When using the radio call for the director by name that you need, release the button and wait for a reply.

## **GOLF CART RULES**

**If you have not attended a current Golf Cart Class, YOU CAN NOT DRIVE A CART!**

- **MUST HAVE VALID DRIVER LICENSE.**
- **NO CARTS ARE ALLOWED ON MIDWAY**
- **CHILDREN OR ADULTS ARE NOT ALLOWED TO SIT ON THE LAP OF THE DRIVERS DURING MOVEMENT OF THE CART.**
- **NO UNDERAGE DRIVER WILL BE ALLOWED TO DRIVE CARTS.**
- **No more than two (2) people per bench seat per cart. THREE GROWN ADULTS IS NOT GOOD JUDGEMENT**
- **All passengers must be seated and no sitting on the front dash of the cart or standing or sitting on the rear fender or step on two (2) seater carts.**
- **No passengers are allowed to ride in the bed of utility carts.**
- **Driving under the influence of alcohol or consumption of alcoholic beverages while driving is prohibited.**
- **NO HORSE PLAYING.** No racing other carts, no four wheeling up and down the embankment of the ditches, or through puddles of standing water (go around). Do everything you can, not get stuck in the mud **USE GOOD JUDGEMENT.**
- **No legs are to be hanging outside the carts while in motion**
- **No one except the person or persons on the committee list is to drive the cart unless it is an emergency.**
- **If the golf cart breaks down, do not try to fix it, call the cart committee for help.**
- **Carts under no circumstances other than an emergency, should it be voluntarily or involuntarily exchanged without notifying the golf cart director or president of the festival prior to the exchange.**
- **If you damage your cart call for Cart committee director and festival president and stay where you are out.**
- **YOU ARE RESPONSIBLE FOR THE CART ASSIGNED TO YOU AND EXPECTED TO HELP CLEAN IT BEFORE YOU LEAVE THE GROUNDS ON SUNDAY. (Trash, decorations, personal signs, etc.)**
- ***IF YOU DAMAGE YOUR GOLF CART ON YOUR OWN ACCORD, YOU MAY BE REQUIRED TO PAY FOR THE COST OF REPAIRING THE CART***

**THANK YOU FOR VOLUNTEERING TO HELP WITH THE FESTIVAL**  
**WE HOPE YOU HAVE A GREAT TIME.**

**LIST OF COMMITTEES.**

**IF YOU QUESTIONS ABOUT THE EVENT, CALL THE DIRECTOR IN CHARGE**

<b><u>COMMITTEE</u></b>	<b><u>DIRECTOR</u></b>
BBQ COOKOFF	OSCAR GARZA
BEAUTY PAGEANT	MARC GLOVER
BEVERAGE	ZAC BAILEY
CARNIVAL	REBA SLOTERDIJK
CONVENTION CENTER	LAVERNE ROESE
ELECTRICAL (CITY)	OSCAR GARZA
ENTERTAINMENT	MARK BEAVER
FENCING	LOU GOATES
FOOD SERVICES (Volunteers)	DON GOINES
GOLF CARTS	PETE RUIZ
GROUNDS DETAIL	PAM FARISH
GROUNDS DECORATION	PAM FARISH
KIDS ZONE	MARC GLOVER
MAINTENANCE	DON GOINES
MEDIA / RADIO / & TV	MURLINE STALEY
MEDICAL/SAFETY	JUSTIN COX
MIDWAY BOOTHS	ARLETTE JARMON
MONEY ROOM	JANET ANDREWS
MUD VOLLEYBALL	PETE RUIZ
MUTTON BUSTIN	REBA SLOTERDIJK
PARKING	JUSTIN COX
PORTA POTTIES	DON GOINES
SHUTTLES	LAVERNE ROESE
SPECITALTY ACTS	ARLETTE JARMON
TICKET GATES	JANET ANDREWS
WINE BAR	MARGARET GRAMBOW
OFFICE	MURLINE STALEY & ZAC BAILEY