

June 23, 2015

Hello Chefs and Students,

Thank you for volunteering your time during the American Culinary Federation National Convention in Orlando, July 30 – August 3, 2015. Below you will find important details regarding how to sign up for shifts, what to wear, where to park, where to check in, what to do if you are not able to work your shift, and what to do when your shift has ended.

Please read the following information carefully, before sending in questions:

HOW TO VOLUNTEER:

Our volunteer system is now online. Sign up for one or more shifts by following these easy steps:

- 1. READ THIS ENTIRE DOCUMENT CAREFULLY!!**
2. View volunteer shifts at www.acfcfc.com – Links for volunteer shifts can be found on the right hand column of the home page (scroll down) – it looks like this:

Convention Volunteers Needed

Our chapter will be hosting the upcoming ACF National Convention here in Orlando, July 30th – August 3rd, 2015. We will need lots of help. Students, this is a great opportunity to learn, network, and earn volunteer hours.

Click here to download the Volunteer Information Packet. Then, click on each date to view the available volunteer shifts:

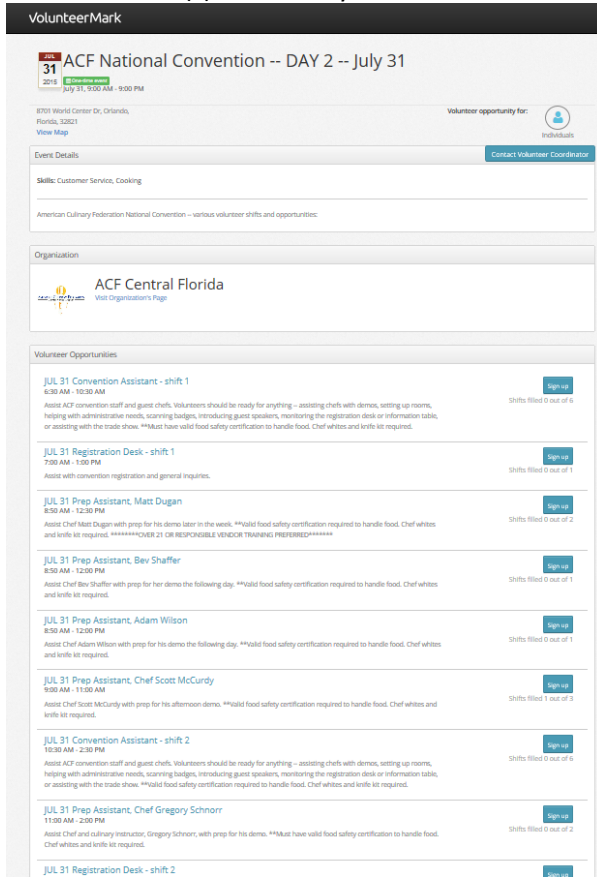
DAY 1 – JULY 30th
DAY 2 – JULY 31st
DAY 3 – AUG 1st
DAY 4 – AUG 2nd
DAY 5 – AUG 3rd



Volunteer shifts may also be viewed by scanning the following QR codes with your smart phone:

DAY 1: 7/30/15	DAY 2: 7/31/15	DAY 3: 8/1/15	DAY 4: 8/2/15	DAY 5: 8/3/15

3. Select the shift(s) for which you would like to volunteer, it looks like this:



- a. If you're not already registered with Volunteermark.com, it will ask you to create an account (it's free).
- b. Sign up for a shift by clicking the "Sign Up" button
- c. Chef Viola will automatically receive an email, notifying her that you signed up for a shift, and will approve your shift.
- d. You will receive a confirmation email. SAVE THIS EMAIL, which contains the details of your shift.
- e. An email reminder will be sent a few days before your shift.
- f. If you have to cancel your shift, please do so through Volunteermark.com so that another volunteer can pick up your shift.

AVAILABLE SHIFTS:

- **Convention Assistant:** Must be ready for anything – you could be assisting with demos, room set up, introduction of speakers, badge scanning, trade show support, crowd control.
- **Prep Assistant*:** Assist chefs with prep prior to their demo.
- **Demo Assistant*:** Assist chefs with their demo, must be comfortable being in front of an audience.
- **Culinary Competition Assistant:** Assist with crowd control, running competitor plates to judges, and kitchen support while chefs are competing.

***FOOD SAFETY AND SANITATION information for PREP AND DEMO ASSISTANTS:**

Valid food safety certification from a nationally- or regionally-recognized training program required to handle food during the convention. Culinary students currently enrolled in food safety and sanitation, OR who have completed the course, must have a GPA of 85 or higher in that course. Acceptable professional certifications: Food Handler or Food Manager. (ServSafe, NEHA, or similar)

WHERE TO GO:

The American Culinary Federation National Convention is being held at the Orlando World Center Marriott, 8701 World Center Drive, Orlando, FL 32821, in the convention area of the hotel.

WHEN TO ARRIVE:

Please arrive at least **15 minutes prior to your report time** to allow ample time for parking, check-in and walking to your assigned area.

PARKING:

You have three options for parking:

1. Free parking with complimentary shuttle service: We have partnered with Caribe Royal Hotel, across the street from the Marriott (8101 World Center Dr, Orlando, FL 32821), to provide free parking to all volunteers. ACF Central Florida Chapter will provide shuttle service to and from the Marriott at scheduled times – a schedule will be emailed to all volunteers.
2. Park in the garage at the Marriott: \$14.91 per day
3. Valet parking at the Marriott: \$ 26.63 per day

WHERE TO CHECK IN:

All volunteers must check in at the VOLUNTEER REGISTRATION TABLE , located between the Crystal Ballrooms and Palms Ballrooms (see map below). Sign the sign-in sheet, and verify your shift through Volunteermark.com. Chef Viola, or another designated volunteer coordinator will walk you to, or direct you to your volunteer location within the convention.



***If you have to cancel your shift,** please go to VolunteerMark.com and cancel so another volunteer can pick up your shift. **No-shows may result in being excluded from future events.**

WHAT TO WEAR:

You will be volunteering in food areas; standard food safety and sanitation regulations apply. Clothing and uniforms must be clean, wrinkle-free and well-fitting. Body, hair, hands and nails must be clean.

Student and Chef volunteers should wear the following:

- Skull cap, chef toque, or issued hat
- White chef coat (clean, free of stains and ironed)
- Kerchief (if available for your uniform)
- Black, checkered, or striped chef pants
- Black non-skid culinary shoes
- Long hair must be tied back, nails trimmed, no jewelry, no strong fragrances (standard food safety)

All other volunteers should wear appropriate business attire.

WHAT TO BRING:

- Knife kit, clearly labeled with your name
- Water bottle
- Money for drinks, meals, or snacks
- Cell phone (public phones not available)
- Business cards or similar for networking

WHERE TO STORE PERSONAL ITEMS:

A designated area will be provided for your personal items during your volunteer shift.

CONDUCT:

Orlando is known for its world-class hospitality, and you will be a direct reflection of that reputation. We ask that you always approach any guest situation with **respect, courtesy, patience** and a **smile**. If you do not know the answer to a guests' question, it is acceptable to let the guest know you do not know the answer, however please direct them to the Registration or chapter information desk.

It is acceptable to approach a celebrity chef for photos or questions during your volunteer shift, however please do so calmly and respectfully.

**Guests under the age of 18 not permitted.

BREAKS:

We recommend taking necessary breaks before or after your shift so as not to disturb the integrity of the culinary events and competitions.

****The Orlando World Marriott Center is a smoke-free establishment, and while smoking may be permitted in designated areas outside, **please remove your culinary jacket before going outside and walk several feet away from the doors when taking a smoking break; this will keep the entrance smoke-free and maintain the integrity of your clean jacket, as well as protect the food areas. Please wash your hands before returning to your assigned area.****

MEALS AND DRINKS:

You are responsible for purchasing your own meals during your shift, however water will be provided, and there will be food and non-alcoholic drink samples available at various booths on the trade show floor on trade show days.

WHEN YOUR SHIFT IS OVER:

Sign out before leaving, and log your hours on VolunteerMark.com – if you do not sign out, we cannot verify your hours and you will not receive credit for the day.

Student volunteers earn membership credit for every hour of volunteer service. Please contact Chef Jimmy Wessman for student membership details.

During your volunteer days, you are free to explore the convention before and after your volunteer shift.

Thank you again for volunteering your time to make this a successful event. We're looking forward to working with you. Please contact me directly with questions after reviewing this document.

Chef Dawn Viola

dawn@dawnviola.com