Volunteer Roles and Responsibilities

Thank you for your interest in volunteering for our 19th annual Starlight Gala! Please read the “Volunteer Roles and Responsibilities” page below to help you decide which role is right for you.

While we will do our best to accommodate your top choices, given the nature of large events with cancellations, we appreciate your flexibility if we need you to fulfil other role(s) where necessary.

Here are a few questions to ask yourself as you consider volunteering for the Gala:

1. Can I commit to arrive for my volunteer duties by 3:30 PM on Saturday, April 5th for the Gala?
   → If no, you need to coordinate an alternative arrival time with the Volunteer Coordinator.
   → You will need to consider selecting roles that can accommodate a late arrival.

2. Can I commit to fulfil my volunteer duties and stay until approx. 1:00 AM at the Gala?
   → If no, you need to coordinate your departure time with the Volunteer Coordinator.
   → You will need to consider selecting roles that end earlier in the evening.

3. Am I comfortable approaching guests and soliciting the purchase of items at the Gala?
   → If no, you may want to consider selecting the role of a Greeter, Coat Check Support, Registration, Starlight Info Booth, etc.

4. Am I comfortable to walk around/stand and be on my feet for a majority of the Gala?
   → If no, you will need to consider selecting the role of Registration or the Starlight Info Booth that will allow for relief of being on your feet.

5. Am I able to carry auction items that are approximately between 15lbs – 20lbs.?
   → If no, you will need to consider selecting an alternative “end of the night” duty other than Cash out Runners or Assistants.

6. Am I available for the Starlight Gala Volunteer Orientation on Wednesday, March 19th or 26th?
   → If no, speak with the Volunteer Coordinator to arrange an alternative orientation/training, otherwise you may not be considered for this opportunity.

Should this not be the right opportunity for you to join us as a volunteer, please contact info@starlightcanada.org to find out other ways to volunteer with Starlight Children’s Foundation.
Volunteer Roles and Responsibilities

**Volunteer Room**  
(1 volunteer + 1 Starlight Staff Lead)

- This is the room where volunteers will leave personal belongings, break for dinner, and take a break (after consulting the volunteer coordinator) where needed
- Volunteer/Starlight Staff will ensure no one comes into the room without permission
- *This role will be filled for the entire Gala.*

**Greeters**  
(8 total; 2 pairs on each level)

- This role will involve greeting guests, directing them to the convention level (where necessary), directing them to registration, and providing them with information on the different rooms, etc.
- We would like to have 2 pairs of volunteers in the following areas:
  - 2 main floor
  - 2 escalators
  - 2 main area
  - 2 main area
- *This role will take place at the beginning of the night and will run until all guests have arrived.*

**Coat Check**  
(8 total; 2 professionals from the Royal York + 8 volunteers – at the beginning/end of the night)

- This role will involve assisting in collecting jackets of guests, giving out coat check tickets, and thanking guests for coming/welcoming them to the Gala
- *This role will take place until the volume of the guests arriving has come to a lull or stop.*
- *Volunteers will be placed here again as guests leave.*

**Registration**  
(14 total; 7 pairs + 1 Starlight Staff Lead)

- This role will involve signing in guests, distributing programs, and writing the guests table number on the back of the program. There will be two different options for guests to sign in; Last Name and Company Name
- We will have everyone in pairs; each pair will have two lists (Last Name/Company List)
  - One person from the pair will be working to find the guests on our lists
  - The other person will prepare the program to hand out.
- *This role will take place until all guests are registered; 2 pairs+ lead will stay until all guests are signed in, other volunteers will be re-assigned to another role.*
Volunteer Roles and Responsibilities

Photographer Assistant
(2 total)

→ This role will involve assisting the professional photographers, corralling guests in line, keeping the lines moving, etc.
→ This role will take place throughout the whole evening

Silent Auction
(40 total; 20 pairs + 1 Starlight Staff Lead)

→ This role will involve monitoring the silent auction room, ensuring items are not moved/removed from the auction room, monitoring the bid increments, and answering questions about items (where possible)
→ Each person will be responsible for 5-7 items, or, each pair will be responsible for 10-14 items
  o Upon arrival to the Gala on April 5th, you will be assigned your “area” of items
  o There will be a Starlight staff person assigned to the Silent Auction area. If a guest has questions and you are unsure of the answer, ensure them that you will find someone who can answer it. (i.e., “that is a great question and I can certainly find out for you”)
  o At the end of the silent auction, each bid sheet will be crossed off to show the winning bidder (bid sheets and process will be shown pre-event on April 5th)
→ This role will take place until 10:30 when the silent auction room closes; many volunteers will then become ‘Guards’ or ‘Runners’ unless otherwise arranged

Austin Powers Room
(12 total; 6 pairs + 1 Starlight Staff Lead)

→ This role will involve overseeing the activities and sales of games in this room:
  o Balloon Pop sales
  o Management of donations/line up of the Austin Powers Photo Op
  o Management of donations/line up of the Photo booth
→ This role will take place for the entire evening until close out

Covent Gardens
(12 total; 6 pairs + 1 Starlight Staff Lead)

→ This role will involve selling raffle tickets, Bears, Flowers, encouraging guests to purchase items in support of our programs, etc.
  o Each pair will have a Point of Sales machine (POS) that they are responsible for
  o Volunteers need to be comfortable selling in this role and will encourage donations
→ This role will take place for the entire evening until close out
Volunteer Roles and Responsibilities

**Live Auction and Wish Auction**
(20 total to identify bidders; 10 total with Point of Sale (POS) machines + 1 Starlight Staff Lead)

→ This role will involve keeping track of bidders during the live auction and “Wish Auction”, thanking guests for their contributions, and cashing them out for that item
  o 20 volunteers will be keeping track of bidders and delivering Wish Thank you packages
  o An additional 10 volunteers will be active with POS machines to run through the purchase of auction items

→ This role will only take place for a portion of the night; volunteers will be in other roles and will be corralled to the dining room at the designated time

**Silent Auction Cash Out Guards**
(2 total + 1 Starlight Staff Lead)

→ This role will involve assisting the Silent Auction Company at the end of the night in collecting silent auction items from the designated area, delivering to appropriate guests, etc.

→ This role will take place at the end of the evening; volunteers will be in other roles at the beginning of the night.

**Silent Auction Cash Out Runners**
(40 total; 20 pairs of runners)

→ This role will involve assisting the Cast Out Guards with collecting, packaging, and ‘running’ items to guests (where necessary), bringing items to guests vehicles (where necessary – in pairs), thanking guests for coming, etc.

*Costumed Volunteers*
(To Be Determined)

→ There may be the opportunity for some volunteer to dress in costume to fit the theme of the Gala (i.e., ‘London Bobbies’, Palace Guards, ‘Groovy’ Sixties/Seventies outfits, etc.)

→ More information will be discussed at the volunteer orientation March 5th and 12th.