

# Volunteer's handbook



LGT WORLD WOMEN'S  
CURLING CHAMPIONSHIP  
SILKEBORG | DENMARK 2019

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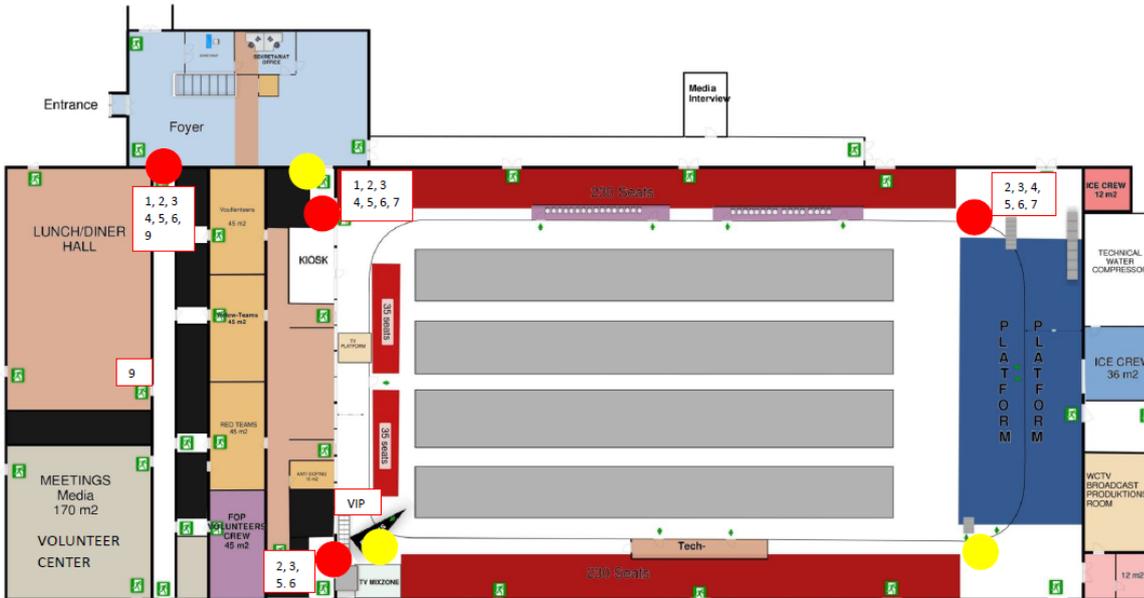




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# Floorplan

Ground floor:



1. floor:



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## Practical information

### First shift

When you meet up for your first shift, you need to go to the information desk in the foyer. They will provide your accreditation card.

Then you must go to the volunteer-center and check in.

If you have not yet received your clothe package, you can get it here.

Please arrive in good time before your first shift.

### Clothes

All volunteers receive a jacket, sweatshirt, hat and an official pin.

Clothes are handed out on:

- Thursday 14<sup>th</sup> at 17:00 to 20:00
- Friday 15<sup>th</sup> at 17:00 to 20:00

You can also get your clothe package when you check in for your first shift.

### Catering:

All meals are served in the dining hall.

Serving times:

11:30 – 13:30 Lunch

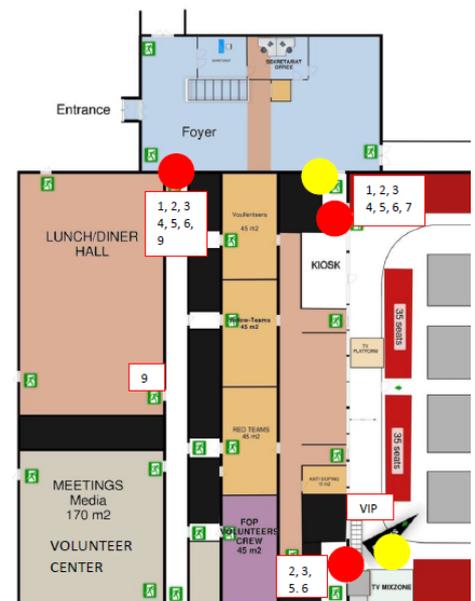
16:30 – 19:00 Dinner

A morning shift will give access to lunch.

An afternoon shift will give access to dinner.

An evening shift will give access to dinner.

There will also be a light breakfast available in the volunteer-center for the morning shift.



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Some of the tables in the dining hall will be reserved for the Tv-crew, as it is important that they can eat before the next game. That means that you may experience a little waiting time.

You will receive meal tickets according to your shifts.

## Who to contact?

If you need to report your absence from a shift, it is important that you call or send a text (sms). If it is just a not so urgent question, an email will do.

We have 2 large groups of volunteers, On-Ice and Off-Ice.

On-Ice volunteers work during the games as timers, statistics, ice-crew etc.

On-Ice refers to Freddy Frost Frederiksen, mobile +45 60 45 85 05 E-mail: [freddyfrost@curling.dk](mailto:freddyfrost@curling.dk)

Off-Ice volunteers work with everything surrounding the games like access control, administration, tickets etc.

Off-Ice refers to Søren Skau, mobile: +45 51 29 72 44 E-mail: [soren@silkeborgcurling.dk](mailto:soren@silkeborgcurling.dk)

## Volunteer-center

Our volunteer-center is where you meet up to relax and have a chat with the other volunteers. Coffee, water and sweets are always available.

From 19.30 you can get beer, wine and soft drinks in the volunteer center.

## Please bring your good spirits

Most importantly is, that we all remember to bring our good spirits. We are all in this together to make a great tournament and to have a lot of good time together.

The first days may seem a bit chaotic as we all need to find out, if all our plans work out. We will probably need to make adjustments as we go along, and it is important that you are flexible, but it is also important that you give us feedback, if you find things or processes that we can improve.

If we meet our guests, that being audience, players, officials, co-volunteers etc, with a smile, everything will go a lot easier 😊

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We also need to remember that the players are fighting to become world champions and can be very focused (maybe even stressed) before an important game. That makes it even more important that we are flexible and accommodating. Should you need help, don't hesitate to contact on from the organisation committee.

## Dress code

You must use the clothes that is provided to you, when you are working. Whether you use the jacket will of course depend on the temperature where you are working 😊

If going into the playing field, you are required to wear black pants.

Please always wear your accreditation card visible.

## Can I watch the games?

When not on a shift, your accreditation card is your admittance to the games.

There are a few rules where you can sit.

We would like to have any empty seats in Blok A-D filled up first. (On your left when you enter the arena).

After that, you can sit in Blok F, G and I (On your right when you enter the arena).

All seats have a number, so if a guest turns up with a ticket, you need to move.

Please note: Blok H is reserved for VIP.

## Closing banquet

All volunteers having at least 5 shifts are invited to the closing banquet, together with the players.

The closing banquet takes place on Sunday 24th at 20:00 in Jysk Musikteater.

Should you reach 5 shifts, and have not yet been invited to the closing banquet, please contact Stine.

Please note: There is a dress code here as well – no blue jeans – only black pants!

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## The Organisation

Navn	Funktion	Telefon	E-mail
Frank Hyldgaard	Event Manager	+45 30 68 18 12	<a href="mailto:Frank.hyldgaard@silkeborg.dk">Frank.hyldgaard@silkeborg.dk</a>
Søren Skau	Coordinator Off-Ice volunteers President of Silkeborg Curling Club	+45 51 29 72 44	<a href="mailto:soren@silkeborgcurling.dk">soren@silkeborgcurling.dk</a>
Freddy Frost Frederiksen	FOP-manager Coordinator On-Ice volunteers	+45 60 45 85 05	<a href="mailto:freddyfrost@curling.dk">freddyfrost@curling.dk</a>
Rikke Jensen	Administration WCF-Congress	+45 60 19 51 44	<a href="mailto:rikke@curling.dk">rikke@curling.dk</a>
Stine Lindbjerg Jespersen	Ceremoniels and VIP	+45 91 16 96 78	<a href="mailto:Stinelindbjerg.jespersen@silkeborg.dk">Stinelindbjerg.jespersen@silkeborg.dk</a>
Regina Lichtenstein	Ceremoniels, VIP, Volunteer-center		<a href="mailto:Regina_lichtenstein@hotmail.com">Regina_lichtenstein@hotmail.com</a>

## Curling Café

There will be a Curling Café in Café Evald on 'Papirfabrikken' near Hotel Radisson.

## What to do in Silkeborg?

You can find a guide of what to do an visit here:

[https://www.silkeborg.com/sites/default/files/asp/silkeborg/PDF-og-andre-filer/visitsilkeborg\\_oplevelsesguide\\_2019\\_web.pdf](https://www.silkeborg.com/sites/default/files/asp/silkeborg/PDF-og-andre-filer/visitsilkeborg_oplevelsesguide_2019_web.pdf)

And you can find a place to eat here:

[https://www.silkeborg.com/sites/default/files/asp/silkeborg/PDF-og-andre-filer/visitsilkeborg\\_spiseguide\\_2019\\_web.pdf](https://www.silkeborg.com/sites/default/files/asp/silkeborg/PDF-og-andre-filer/visitsilkeborg_spiseguide_2019_web.pdf)

## Dictionary

Different terms and abbreviations are used – here are some of them:

### WCF

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World Curling Federation is in charge of the tournament. During the last weekend, meetings will be held, with participation of representatives from the national associations. These meetings will take place in Jysk Musikteater.

### LOC

The Local Organisation Committee.

### FOP

Field of Play. Requires special accreditation (and dress code)

### ITO

Ice Technical Officials. Referees, timers, statistics etc.

## Tasks for Off-Ice volunteers

### Media- and volunteer-center

You need to assist if people from the press or any volunteers need assistance. You also need to make sure, that water and coffee is available.

And generally you need to make them all feel good. (the famous danish 'hygge' 😊)

### Access control, tickets and guides

The task is to check tickets/wristbands and performing access control inside the center. Only people with the correct accreditation cards have access.

We will make a rotation, so that you will be in different spots during your shift. In some spots you will be able to watch the games.

All spots are marked with red and yellow dots on the floor plans.

### Allround

As an All-Round you must be flexible and open to ad-hoc tasks. You might also be used as a supplement or substitute on other shifts.

You may also need to substitute if another volunteer needs a break.

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You will host the VIP sections. You will make sure our VIP guests have the necessary supplies and that they are feeling good.

You will also make sure, that only guest with the required VIP wristbands or correct accreditation are admitted into the VIP sections.

All VIP hosts have received special information. Dress code for VIP hosts is black pants or skirt.

## Ceremoniels

You will assist during the opening and closing ceremoniels.

Tasks will be building podiums, coordinating the entrance and exit, etc.

## Service Crew

Selling drinks and snacks from our 2 sales points.

There is a kiosk/bar in the arena (Bar Service) and sales point in the dining hall (Lunch and dinner service).

## Konstruktion

You must help building up the sheets and decorating the arena.

These tasks will take place in the week before the tournament.

## Accreditation and administration

The administration handles accreditaion, ticket sale, merchandise and all sorts of questions.

## Transportation

Before the tournament players and tv-crew must be picked up at Billund airport.

During the tournament shuttle busses to the hotels and other transport tasks.

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