

# ZOOBOO 2016



ZooBoo is a spooky, but not too spooky, fun-filled event here at the “Eerie” Zoo featuring a variety of Halloween displays, costumed characters, a spooky train ride, our endangered species carousel, crafts, facepainting, games, and trick-or-treating for children 12 and under.

ZooBoo 2016 will run from Friday, October 14<sup>th</sup> through Sunday, October 30<sup>th</sup>. The gates are open to the public from 6 p.m. to 9 p.m. each night. Volunteers work from **5:15 p.m. - 9:30 p.m. and sometimes until 10:00 p.m.** on busy weekends.

Children 12 and under will be able to trick-or-treat at various booths throughout the Zoo. Each child will receive a special bag that they can fill at the booths.

## ZooBoo Job Descriptions

### Volunteers must be at least 14 years old

#### Costumed and/or speaking roles:

*TROLL* – The troll will “guard” the Children's Zoo Bridge as he asks questions of the visitors who wish to cross it. The Zoo staff will provide the questions. One question might be, “How long can a tortoise live?” The answer is 150 years. You must talk in a scratchy voice, and you will spend the majority of your time hunched over, so a good back is a must. You want to be more funny than scary, so you won’t frighten children away. Troll costumes will be provided.

*SCARECROW FOR THE TALKING PUMPKIN* – The Talking Pumpkin’s Scarecrow attendant will watch over the pumpkin display. You also interact briefly with the visitors while maintaining a friendly attitude.

*THE TALKING PUMPKIN VOICE*- (Current Docent volunteer only) Hidden out of sight you are the voice of the talking pumpkin.

*SKULL EDUCATION STATION GUIDE*- (Current adult Zoo volunteers only). Volunteers will share information with visitors about the skulls. All information is provided.

*Dancing Costumed Characters* (need 2 or 3). You will be dressed as a character of some kind and will spend the entire time dancing in front of the DJ booth. Must be willing to dance!

*“BOOOTH” GUIDES* –You will be stationed outside a booth directing visitors to one of the booth’s open windows, making sure to keep the lines moving. You will be costumed according to the theme of the booth and in some cases you might be handing out treats. An outgoing personality is a must. You will be provided with the appropriate costume. No formal auditioning is required.

*TRAIN CROSSING GUIDE (Must be 17 years of age or older)* – You will be stationed near the train crossing directing visitors when to safely cross the train tracks. The Zoo will provide the costume and you will need to provide the outgoing personality.

Keep this page for your records. **Applications must be turned in by September 14<sup>th</sup> to the Erie Zoo Office.**

### **Non-Costumed Roles:**

**BOOTH WORKER** – You will be working at either handing out trick-or-treat bags to children age 12 and under, or working in one of our decorated booths handing out treats to children age 12 and under that are provided by various sponsors. Since you will be representing the Zoo and the sponsoring company, you must be friendly, courteous and professional. A pleasant smile is a must.

**MAZE/TUNNEL VOLUNTEERS**- You will be responsible for insuring the safety of the visitors as they journey through the maze/tunnel.

**BREAKPERSON** – Your responsibility will be to fill in for other people while they go on breaks. This does not mean that you will not get a break; you are entitled to have one also. You will be assigned to several booths. Once at the booth, you will relieve one person at a time for their break. This is not a difficult job, but it requires a lot of responsibility. You will also have to fill-in at a booth or another job if someone doesn't show up.

**GAME LEADER**- You will be responsible for facilitating the Zoo Boo game and distributing prizes to those who choose to stop and play.

**PARTY ROOM ASSISTANT** - You will be responsible for assisting our birthday party coordinator to assist with parties in the birthday party room in the adventure center. Duties will include everything from set up to clean up and helping with food and games. An interview is required to ensure that you are a good fit for the job.

**ADVANCED TICKET ASSISTANT- (Must be 17 years of age or older)** – To avoid the lines, visitors may purchase Zoo Boo tickets prior to the event. The Advanced ticket assistant is responsible for directing these visitors to special advanced purchase ticket windows. An outgoing personality and willingness to interact with the public is a must. You may be asked to assist with other jobs if it is a slow night or once your gate closes. An interview is required to ensure that you are a good fit for the job.

**CRAFT TABLE ATTENDANTS** – You will be stationed assisting children 12 and under in making crafts provided by Zoo staff. All supplies and directions will be provided.

**FACE PAINTING** - Your job is to paint simple designs on the hand or face of those guests who stop at your station. You are responsible for cleaning up thoroughly when your shift is over. Including washing stamps and brushes and returning all materials to the proper places.

**RIDE ASSISTANT (Must be 16 years of age or older)** – You will be responsible for assisting the ride operator with taking tickets and loading and unloading ride passengers. You should expect that your volunteer hours will be from 5:15 to 9:30 p.m. each night unless weather is poor.

### **Concession (Must be 15 years of age or older):**

**FOOD SERVICE** – Two to three volunteers are needed to help out at the Zoo's concession stands each night of the event. Your responsibilities may include making popcorn, cotton candy and slush puppies. Those who volunteer for these positions must be able to work from 5:15 to 9:30 p.m. each night to help set up and clean up. Food gloves and a hat or hairnet must be worn at all times.

**CAROUSEL VOLUNTEER** – One person is needed each night of ZooBoo to help load and unload the carousel. Your responsibilities may include collecting tickets and making sure that the correct numbers of people ride on the carousel each time. Expect your work hours to be from 5:15 to 9:30 p.m. each night.

**Keep this page for your record.**



## Volunteer Responsibilities (Keep these pages for your record.)

As a ZooBoo volunteer, you will be expected to do the following:

1. Attend your training session. ALL volunteers must attend ONE training session. **You must get your registration to the zoo office by Sept 14<sup>th</sup>. We will not accept walk-ins on training day if the session is full.**
2. **Volunteers under 18 must have a signed parent permission slip. All volunteers must sign that they agree to abide by our rules and policies as set out here and any specific to your position.** Breaking of any of these policies may result in dismissal from the volunteer position, phone calls to parents/guardian and/or school, loss of service hours or other consequences as set by the Erie Zoo, an individual's school/organization or by law.
3. If you are unable to come on a night that you are scheduled to work, **you MUST call the Zoo (864-4091 ext. 625) before 4:00 p.m. of that day.** If you do not talk to a person, please leave a message on the ZooBoo voice mail (ext. 625). **DO NOT LEAVE A MESSAGE ON THE GENERAL VOICE MAIL!** If you call after 4:00 pm, you will lose approval of one hour from your time sheet. If you do not call at all, you will lose approval of four hours of time previously volunteered and you may be removed from the volunteer schedule.
4. It is your responsibility to remember when you scheduled yourself to volunteer. After training, we may call you to see if you would like to schedule for additional nights, and you must remember those you agree to as well. **We cannot call to remind you of your schedule.**
5. Each night you are scheduled to work, arrive at the Zoo between 5:00 and 5:15 p.m. Use the Tiger Striped Activity Center door and report immediately to the Break Room (Activity Center Stage). Please park in the ice rink parking lot.
6. Be polite, friendly, courteous and helpful to all visitors and fellow workers. Use of inappropriate language, gestures or behavior is prohibited. Remember that you are a representative of the Erie Zoo.
7. Volunteers are prohibited from using illegal drugs or alcohol before arriving at the zoo or while on the zoo grounds. Use of tobacco products is not permitted anywhere on the zoo grounds. Closed drink containers only inside the booth. No eating permitted in the booths.
8. Maintain the role you are playing during the hours that the event is open to the public. You will have the opportunity to take a break during the evening. Your break will be 5 to 10 minutes in length and must be taken in the Break Room. Volunteers who take excessively long or multiple breaks may have their service hours reduced accordingly. The Volunteer Coordinator will assign breaks. Characters must be out of costume during bathroom breaks. **Please eat dinner before you arrive you will not have time for dinner during your break.**
9. Stay at your assigned station until you are dismissed by the designated Volunteer Coordinator (**dismissal is 9:30 p.m. on most nights; often until 10 p.m. on weekends or busy nights**). Do not leave your station even if another volunteer tells you its okay to go. **Wait for the Volunteer Coordinator to release you!**
10. Characters and booth guides are responsible for the care of costumes and makeup. Everyone working is responsible for helping to keep his or her area clean and neat.
11. **DRESS FOR THE WEATHER! No open-toed or open backed shoes.**
12. Volunteers are prohibited from eating or taking any of the treats or prizes designated for children 12 and under.
13. Volunteers are not permitted to visit with friends and family while on duty. Only volunteers are permitted on the stage. Family and friends must pick you up outside of the Zoo.
14. Headphones, radios, handheld games, cellphones, PDA's, beepers, blackberries, iPods or other electronic devices are **NOT** permitted to be used while on duty.

15. Please remember that you are not guaranteed to get a specific number of hours. If you need a minimum number of hours please sign up for an early training session and be flexible!
16. Within those parameters, HAVE FUN!

We hope that you enjoy your volunteer experience at the Erie Zoo and that you take the responsibility seriously. We cannot run such a great event without all of you doing your part. If you have any questions call the Volunteer Coordinator at 864-4091 ext. 262.

## Training Sessions for ZooBoo



Each volunteer **MUST** attend **ONE** training session to participate in ZooBoo.

**Once you choose a training session you should plan on attending that session unless you hear from the Volunteer Coordinator. Training session seats are filled on a first come first serve basis. So, get your application in early to get the training session you want. Don't forget to circle your training date on your application and write it on your calendar.**

In an effort to make training more effective and cut down on time spent waiting for scheduling or auditioning, no more than 30 people will be admitted to each session. Walk-ins will be permitted **ONLY IF THE 30 SPOTS ARE NOT FILLED**. Additional training may be required for some positions.

### **TRAINING OUTLINE:**

Orientation to Volunteering and ZooBoo

Tour of the Zoo

Introduction to the Roles

Auditions for Costumed Roles\*

Further Instructions

**Scheduling – Come to training prepared to schedule for Zoo Boo.**

\*Auditions will be held for each costumed role. Auditions/Interviews for costumed characters will require that each applicant is able to be that character in a performance-type audition.

***If you have any questions, please contact the Volunteer Coordinator at 864-4091 ext. 262.***

## **Remember:**

If you are unable to come on a night that you are scheduled to work, **you MUST call the Zoo (864-4091 ext. 625) before 4:00 p.m. of that day.** If you do not talk to a person, please leave a message on the ZooBoo voice mail (ext. 625). **DO NOT LEAVE A MESSAGE ON THE GENERAL VOICE MAIL!** If you call after 4:00 pm, you will lose approval of one hour from your time sheet. If you do not call at all, you will lose approval of four hours of time previously volunteered and you may be removed from the volunteer schedule.

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# **ZooBoo Volunteer Reward Levels**

**Level 1: Volunteer for 1 ZooBoo night and you receive 2 free ZooBoo tickets.**

**Level 2: Volunteer for 16 hours during ZooBoo nights and you receive 2 free day time Zoo Admission tickets and 2 free popcorn coupons for use before August 31, 2017.**

**Level 3: Volunteer for 34 hours during ZooBoo nights and you receive an invitation to a Pizza Party with an animal show.**

**Level 4: Volunteer for 60 hours during ZooBoo nights and you receive an invitation to a Behind the Scenes Tour.**

**Level 5: Volunteer for 68 hours during ZooBoo nights and you receive a private Behind the Scenes Tour for you and up to 5 guests.**

**Reward Level Prizes 2-5 will not be distributed until after November 17, 2016**

**Keep this page for your records**



# ZOOBOO 2016 Volunteer Application (Page 1 of 2)

## Applications must be turned in by September 14<sup>th</sup> to the Erie Zoo Office.

(Once application is complete and returned please report to the Zoo's Tiger striped Activity Center Entrance on the date and time you have scheduled for training)

Name \_\_\_\_\_ Date \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ Phone # \_\_\_\_\_

\_\_\_\_\_  
Birthday \_\_\_\_\_ Age \_\_\_\_\_

(City, State and Zip Code)

(Must turn 14 years old by Oct. 9<sup>th</sup>)

School/Organization: \_\_\_\_\_

List any allergies: \_\_\_\_\_

List any health problems we should be aware of for medical emergencies: \_\_\_\_\_

\_\_\_\_\_

### PLEASE CIRCLE THE ONE TRAINING SESSION YOU PLAN ON ATTENDING.

Wed. Sept. 21<sup>st</sup> 6:00-7:00pm **Current Zoo Volunteers and Adults Only**  
Thurs. Sept. 22<sup>nd</sup> 6:00-7:15pm **Returning ZooBoo Volunteers from 2015 Only**  
Sat. Sept. 24<sup>th</sup> 10:00am-12:00pm  
Sat. Sept. 24<sup>th</sup> 2:00-4:00pm  
Sun. Sept. 25<sup>th</sup> 10:00am-12:00pm  
Sun. Sept. 25<sup>th</sup> 2:00-4:00pm  
Mon. Sept. 26<sup>th</sup> 6:00-8:00pm  
Tues. Sept. 27<sup>th</sup> 6:00-8:00pm  
Wed. Sept. 28<sup>th</sup> 6:00-8:00pm  
Thurs. Sept. 29<sup>th</sup> 6:00-8:00pm

No more than 30 people will be admitted to each training session – schedule your preferred date early to get the session you want! **Assume you are scheduled for the session unless you hear from the Volunteer Coordinator.**

In case of emergency, notify: Name \_\_\_\_\_

Address \_\_\_\_\_

Phone # \_\_\_\_\_ Relationship \_\_\_\_\_

### Parent Permission:

I give permission for my son/daughter \_\_\_\_\_ to volunteer at the Erie Zoo during  
(Volunteer's Full Name)

ZooBoo 2016. We have read and understand the responsibilities and the parent/guardian agrees to help the volunteer uphold those responsibilities. We understand that the volunteer will lose service hours or be dismissed from their position for failure to adhere to these responsibilities.

\_\_\_\_\_  
Signature of Parent or Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

## ZOOBOO 2016 VOLUNTEER APPLICATION (Page 2 of 2)

Please complete the following information and plan on attending the training session you have chosen unless you hear from the Volunteer Coordinator. Completed registrations must be received by September 14<sup>th</sup>. Complete all of the information below and answer the questions honestly.

Name: \_\_\_\_\_

Do you need a certain number of hours for a school requirement? **Yes** **No**

What number of hours do you need for school? \_\_\_\_\_

Does your school or organization require all service hours be from one location? **Yes** **No**

Does your school or organization require service hours to be from multiple locations? **Yes** **No**

What is your age if under 18yrs. old? \_\_\_\_\_

Have you volunteered at Zoo Boo before? **Yes** **No**

Number of years you volunteered at Zoo Boo \_\_\_\_\_

What jobs did you perform during Zoo Boo?

\_\_\_\_\_

\_\_\_\_\_

Why do you want to work at this event?

\_\_\_\_\_

\_\_\_\_\_

If you have to cancel on a night you are scheduled what do you do?

\_\_\_\_\_

\_\_\_\_\_

I understand if I call off on a night after 4:00pm I will lose 1 hour of volunteer service, if we don't hear from you at all on a night you are scheduled you will lose 4 hours of volunteer service. (If you are scheduled to be "on call" any given night and you are not available to come in you must call off. Same as above.)

\_\_\_\_\_

Signature of volunteer

date

**Completed application (pages 1 & 2) must be received by September 14<sup>th</sup>. Please mail to: Volunteer Coordinator, Erie Zoo P.O. Box 3268, Erie, Pa. 16508 or dropped off at the Erie Zoo Office, 423 West 38<sup>th</sup> St. Thank You! If you have any questions please call 814-864-4091 ext. 262.**