

Sample Tools

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RECYCLING GREEN TEAM VOLUNTEER SHIFT ASSIGNMENTS

Date:

Recycling Green Team Coordinator: *[Name, Phone Number]*

Volunteer Name	Cell Phone	Volunteer Shift	Section Assignment
Babe R.	(000) 867-5309	6:30 pm–10:00 pm	113–133
Mickey M.	(000) 111-2222	6:30 pm–10:00 pm	113–133
M. Richter	(000) 222-3333	6:30 pm–10:00 pm	133–143

RECYCLING GREEN TEAM VOLUNTEER PRE-ARRIVAL INFORMATION SHEET

Thank you for volunteering for *[insert organization's]* Recycling Green Team at *[insert venue name]*. Your time is greatly appreciated by *[insert all partners involved in supporting the Recycling Green Team]* as we work together to encourage sustainability and greening practices throughout our day-to-day operations.

1. Please arrive at *[insert door/entrance]* at *[insert time]*. Please bring a government-issued photo ID and travel light; there will be no bag storage or place to leave valuables *[or indicate if there will be storage]*.
2. We encourage you to take public transit. If you need to bring your car *[insert parking instructions]*.
3. You will be met at *[insert door/entrance]* by *[insert contact name and phone number]*, who will issue you a credential.
4. You will be given a Recycling Green Team T-shirt, a Recycling Green Team hat *[add or delete clothing items as appropriate]*, and recycling bags. Please wear your T-shirt as the outermost layer of your clothing at all times. We recommend you dress comfortably *[insert clothing recommendation]* and wear comfortable walking shoes (no heels or open-toed shoes).
5. Do not sit in stadium seating areas at any time during the event, and do not ask players for autographs.
6. You will receive a food voucher redeemable for 1 food item and 1 drink at a food concession stand. At no point during the event are you to consume alcohol.
7. Thank you for your time and dedication to helping us protect the planet. If you want to know more about our environmental efforts, please visit *[insert website]*. You can learn more about what the sports industry is doing to save the environment and what you can do to help at www.nrdc.org/greening-sports/default.asp.

VOLUNTEER BRIEFING SCRIPT FOR RECYCLING GREEN TEAM COORDINATORS

Instructions:

Use the following script to walk volunteers through the volunteer packet. Please bring pens for volunteers so they can take notes on their "cheat sheet."

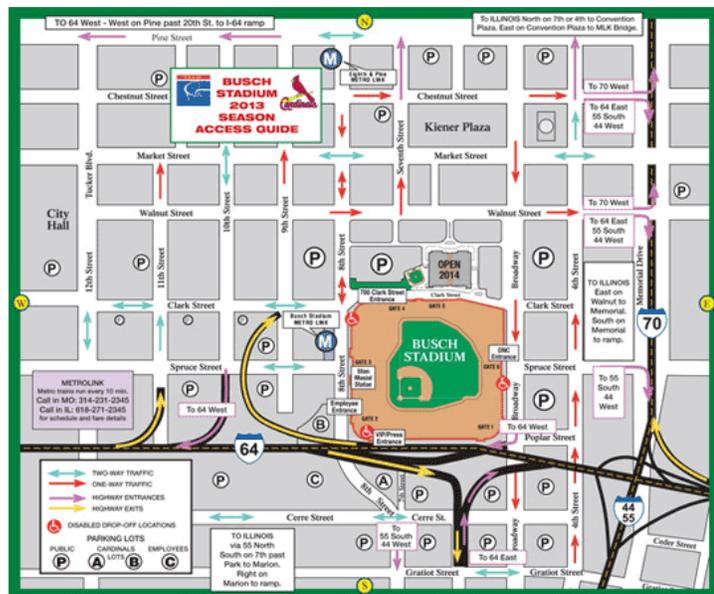
Script:

Thank you for volunteering for *[insert organization name]* Recycling Green Team at *[insert venue name]*. Your time is greatly appreciated by *[insert all partners involved in supporting the Recycling Green Team]* as we work together to encourage sustainability and greening practices throughout our day-to-day operations. I'm *[insert coordinator name]*, and I'm here to assist you. Please take a pen to write down my cell phone number and some other key information as we go through this quick briefing. My cell is *[insert cell phone number]*.

It is our goal to create a safe, fun, family-friendly environment and entertainment experience for all fans and guests by providing exceptional customer service. While you are wearing your Recycling Green Team shirt and badge, you are representing *[insert organization name]* and you become an extension of the Guest Services team. Please greet people with a smile. If they have a question you cannot answer, please direct them to a Guest Services staff member in *[insert color of jacket or other descriptor]*. Now let's go over key details for today.

- We'll start with a roll call, and I will give you your shift assignments. Please write down your section numbers and your volunteer partner's name. *[Use the Volunteer Shift Assignment Sheet to conduct the roll call and tell people their section numbers and the name of their partner.]*
- Thanks. Now let's review the instructions. *[Read each instruction. Depending on time available, you can have a different volunteer read each instruction. Add clarifications after each instruction is read, and check for questions. When done with all instructions, confirm with volunteers that they know where to bring full bags of recyclables, and encourage them to write down the location on their cheat sheet.]*
- Now let's review some cool green facts about the venue. Although our focus is recycling, we encourage you to interact with guests and let them know about our overall environmental program. *[Read the facts aloud, then ask volunteers to write down their favorite one on their cheat sheet.]*
- Last but not least, if you meet a guest who wants to know what more they can do to help the environment, here are some green tips you can share. *[Distribute wallet cards or other information. See www.nrdc.org/greenbusiness/guides/sports/greentips.asp for sample tips.]*

Thank you for your time. Let's have fun together and help everyone recycle!



RECYCLING GREEN TEAM VOLUNTEER ON-SITE PACKET

Cheat sheet

My Recycling Green Team coordinator is:

Cell Phone:

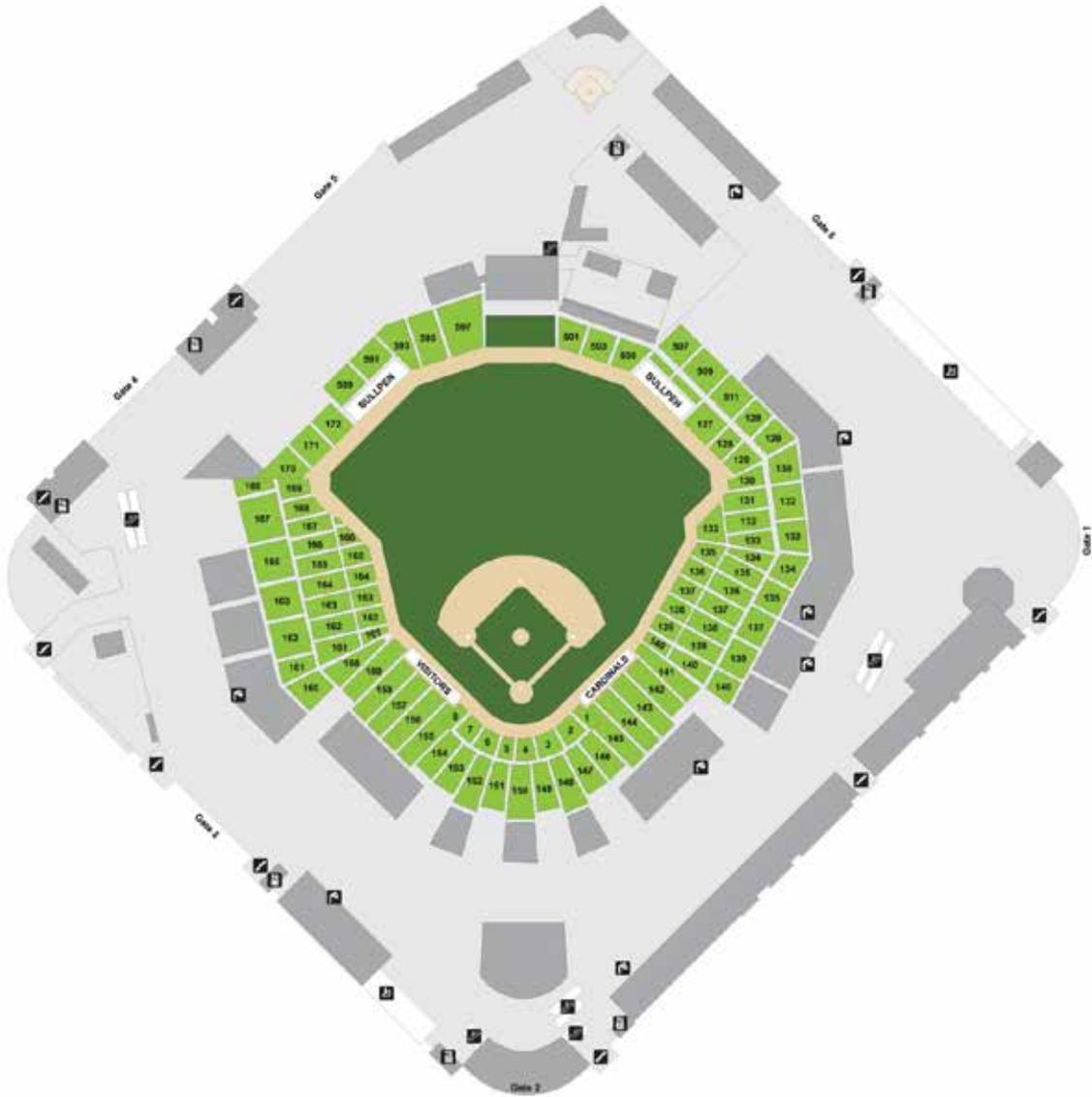
My volunteer partner is:

Cell Phone:

I am collecting recyclables in section(s):

Once recyclable bag is full, I bring it to:

My favorite green fact(s) about the venue:



RECYCLING GREEN TEAM VOLUNTEER ON-SITE PACKET (CONTINUED)

Instructions:

A few simple instructions for your time volunteering at *[insert venue or event]*:

1. You will collect recyclables at *[insert time indicator or other cue, e.g., the end of every half inning (every three outs), 10 minutes into period break, during a commercial break in the game]*, and you must be out of the aisle and back to the concourse level by *[insert another time or other cue]*. Please be sure to thank individuals for recycling.
2. You will be collecting recyclables throughout the event until *[insert end of volunteer shift]*. After this time, you may stay to watch the event at _____ *[leave blank for volunteer to write in where he or she will be standing to view the event]*, but please remove your Recycling Green Team shirt to indicate that you are off duty.
3. You will collect recyclables in your assigned sections. Make sure to rotate aisles. This will ensure that all sections receive recycling service throughout the game. Return to _____ *[leave blank for volunteer to write in where he or she will be standing to view the event when not collecting]*. No collecting should be done during active game play, in order not to block the view of fans. Introduce yourself to ushers and security staff as part of the Recycling Green Team.
4. When collecting recyclables, please proceed down to the bottom of your aisle and walk back up, asking for any *[insert specific items being collected, e.g., plastic cups, plastic bottles, and aluminum cans only]*. If the facility has containers for collecting compostable waste or other recyclables, please encourage fans to dispose of their other waste properly.
5. Once a bag is full, bring it to the central drop-off location at _____ *[leave blank for volunteer to write in]*.
OR: Once a bag is full, give to a runner or facility employee who can drop it off.
6. Please remember: Our goal is to create a safe, fun, family-friendly environment and entertainment experience for all fans and guests by providing exceptional customer service. While you are wearing your Recycling Green Team shirt and badge, you are representing *[insert organization]*, and you become an extension of the Guest Services team. Please greet people with a smile, and if they have a question you cannot answer, please direct them to a Guest Services staff member in *[insert color of jacket or other descriptor]*. Do not sit in the ticketed seats at any time during the event.

Thank you for your time and dedication to helping us protect the planet.

***[INSERT VENUE/TEAM/EVENT NAME]* GREEN FACTS**

- Insert one or two facts about venue energy efficiency.
- Insert one or two facts about venue water conservation efforts.
- Insert one or two facts about venue waste reduction efforts.
- Insert one fact about green cleaning efforts.
- Insert one fact about sustainable food efforts.