



## Welcome

Welcome to the sixth edition of the Ajyal Film Festival, one of the most exciting international events taking place in Qatar. During Ajyal, you will have an insider's view of the festival preparations, with access to lots of behind-the-scenes action.

This guide provides you with general festival information, descriptions of festival departments, and the kinds of volunteer positions that are available.

Remember that your first task is to enjoy every minute of the festival. Without your help, Ajyal would not be possible, and we are very thankful for your generous donation of your time, expertise and energy.

## About Doha Film Institute

Doha Film Institute is an independent, not-for-profit cultural organisation. It supports the growth of the local film community through cultivating film appreciation, enhancing industry knowledge and contributing to the development of sustainable creative industries in Qatar.

The Institute's platforms include funding and production of local, regional and international films; skills-sharing and mentorship programmes; film screenings; the Ajyal Film Festival; and Qumra. With culture, community, learning and entertainment at its foundation, the Institute is committed to supporting Qatar's 2030 vision for the development of a knowledge-based economy.

## About Ajyal Film Festival

Ajyal Film Festival is an annual celebration of film designed to nurture young minds and support the development of mindful global citizens and thoughtful future leaders in a creative and educational environment. 'Ajyal', Arabic for 'generations', brings people of all ages together through screenings and events that inspire creative interaction and stimulate cinematic dialogue. Through its' jury programme, youth between the ages of 8 and 21 are given an opportunity to watch, analyse and discuss global cinema and culture, developing self-confidence, independent critical thinking skills, self-expression, and an appreciation of cinema. 6th Ajyal Film Festival takes place from the 28th of November to the 3rd of December.

The sixth edition of the festival, taking place 28 November to 3 December, 2018, at Katara, consists of the Ajyal Competition as well as public screenings of family-friendly short and feature-length films, including fiction, documentaries, animation and a series of films made right here in Qatar.

## **Before You Start**

As part of our team, you are a festival representative, so it is very important to familiarise yourself with the festival locations, schedules, box office information, special events and anything else our festival guests might be interested in.

Please remember that it's okay to not know everything about the festival. If you are ever asked a question to which you do not know the answer, just smile, and say, 'Let me find out for you!' and ask your Volunteer Coordinator or another staff member for assistance.

## **When Do I Start?**

Ajyal has volunteer opportunities available both before and during the festival. Your volunteer schedule will be created depending on your availability, your interests, and on each individual department's needs.

Once you are assigned to a festival department, you will be in contact with that department's Volunteer Coordinator regarding your schedule, shifts, and any other important information.

## **How Much Do I Have to Work?**

Volunteers must commit to at least five shifts during the six days of the festival. Shifts range in length from three to six hours, depending on the assignment.

For every shift you complete, you will earn a ticket voucher, which may be exchanged for a ticket to a festival screening (please be aware that certain restrictions apply). You may also use these vouchers to enjoy many of the screenings presented by the institute throughout the year.

## **The Three Ps**

**Punctuality:** Please be on time for your shift as an entire department is counting on you. Make sure you are aware of the shifts you have been assigned. If for any reason, you are unable to arrive on time or cannot work, please inform your Volunteer Coordinator immediately so they can find a replacement.

**Positivity:** You are part of the Ajyal team and represent the festival. Please be positive, friendly, approachable and enthusiastic.

**Professionalism:** Always be a team player and show true festival spirit. Get to know as much as you can about the event. Treat all guests, staff, volunteers and other festival participants with utmost care and act as a proud host of one of Qatar's greatest international events.

## Benefits

There are many benefits to being a volunteer:

- Gain work experience alongside film industry professionals
- Network and meet other film enthusiasts
- Earn ticket vouchers for every shift you work and use them to attend screenings during the festival and at many screenings during the year
- Receive a festival bag, an Ajyal t-shirt and an official festival badge
- Attend the Volunteer Appreciation Party to celebrate your hard work
- Be awarded an official Certificate of Appreciation for your involvement

## Volunteer Appreciation Party

Celebrate your hard work and new friends at the Volunteer Appreciation Party. Join us for the best party of the festival (date and location to be announced). We hope to see you there!

## My Team

Every festival department requires a different number of volunteers with various skills. In order to find the best match for you, we will assign you to a department based on your previous experience, current skills, interests and availability, as outlined in your application.

We will take your requests for placement into consideration, and we do our best to accommodate preferences whenever possible in line with departmental priorities. Please understand that we cannot always guarantee that you will be assigned to your preferred department.

# Festival Departments

## Ajyal Jury

The Ajyal Jury is at the heart of the Ajyal Film Festival. Split into three categories by age (Mohaq: 8 to 12, Hilal: 13 to 17 and Bader: 18 to 21), the young jurors are a mix of Qataris, local residents and international visitors.

Working with the Ajyal Jury team allows volunteers to act as team leaders for small groups of jurors, overseeing their experience and supporting the team in all aspects of the jury programme. Volunteers accompany jurors to all events during the festival, including film screenings, panels and special events, among others. The department is looking for a dedicated team to help facilitate this very special experience.

## Communications

The Communications Department is responsible for managing and fostering positive awareness of the institute and its initiatives with local, regional and international media outlets. Communications generates messaging, editorial content and media policies and guidelines for the institute and the festival.

Communications is the first point of contact for all media, and oversees all press activities during the festival. This department provides a dynamic environment for any aspiring communications and media professional to gain experience in dealing with press from across the globe, as well as an insight into the inner workings of a press centre for a major cultural event contributing to positioning Qatar as a centre for cultural excellence.

## **DFI Film Production**

DFI Film Production makes world-class film and video, working with local and international filmmakers. For Ajyal, DFI Productions produces the institute's marketing and communications content for online, TV and regional theatrical release. The department chronicles the festival's ongoing events, providing content to the Ajyal website and various social media platforms, to bring audiences at home and around the world into the heart of Ajyal. Volunteering for this department is a rare opportunity to fuel your passion for film.

## **Geekdom Exhibition**

A hub for the community to come together and relive their childhood through games, music, cartoons, and films. We will celebrate all pop-culture in general. The exhibition provides a space for local collectors to sell their items to the public. The layout will be comprised of a Gaming Area, Screening Area, Break Corner, the annual Ajyal Wall where the public can express themselves through art, and the tournaments area will take place as well this year. The exhibition will be held in Building 18 and 19, starting on the second day of the Festival 29th November until the 3rd December.

## **Guest Registration**

The Guest Registration Department organizes the materials for the gift bags that are provided to Ajyal's VIP's and guests upon arrival at the festival. When guests arrive, their first impression is formed by their interaction with this team, who will make sure all guests are registered and issued with the necessary accreditation.

During the Festival, this team will be required to assist at the Registration Desk with the registration process and the distribution of gift bags. The Guest Registration and Information Desk will be located in the lobby of the St. Regis Hotel, Doha.

## **Hospitality**

Where there is food, there is us!

Hospitality is involved in most events presented during the festival and works closely with all the departments. Serving more than 15,000 meals throughout the festival to our international guests, jurors, staff, and of course volunteers, our mission is to make sure everyone is fed well and happy. Our team deals with a large range of events, from the grand opening and closing receptions, to a series of lunches and dinners that sometimes include musical performances.

By joining the hospitality department, one of your main responsibilities will be to assist in executing the events professionally and successfully. It's simple: great ingredients make great food, and a great team makes great events!

## **IT Department**

This department spends their mornings, days, and nights chasing every tech need the festival might have. Do you like setting up televisions and printers? Do you enjoy helping fix general problems like "I can't print" and "my phone won't connect to wi-fi"? Then IT is your team.

### **To volunteer with the IT Department, you need the following skills and characteristics:**

- Patience. It can get boring waiting for something to break.
- Speed. You don't have much time to fix something that is broken.
- Experience. We will be using Windows 10, Windows 8.1, and Apple OSX client environments. You'll need to know your way around these well. In addition, a solid understanding of technical peripherals, such as printers, hard drives, shared drives, Wi-Fi networks, etc.
- A willingness to get dirty. Crawling under a desk, can be dirty work, but we will have plenty of baby wipes to keep your hands clean. Get down and techy with the IT department.

## **Marketing**

Marketing builds and maintains the image and brand identity of the institute and its initiatives, including Ajyal. While generating awareness of the institute's mission and achievements, marketing engages the local community and promotes films, initiatives and events. In marketing, volunteers work in a creative, fun, inspiring and fast-paced atmosphere in order to fully engage festival attendees. Tasks may include distributing marketing materials, working at information booths, or supporting the overall marketing campaign.

## **Protocol**

Protocol ensures the effective development and management of special events that communicate and enhance the festival's reputation. The department ensures that local and regional festival guests and attendees are hosted according to appropriate customs and protocol standards. Volunteers working with this department are given a thorough understanding of the protocols and principles that apply to assisting special guests and celebrities, as they will be in contact with some of the region's most important figures. Arabic speakers are preferred.

## **Special Events**

Have you ever wished to work behind the scene of a red-carpet event, a concert or a large-scale community event? If yes, the Special Events department is a perfect choice. The Special Events team takes the spirit of Ajyal and showcases it at all the festival events such as the Kids' red-carpet, the family weekend, Cine Concerts and much more. By joining the special events team your main responsibilities will be to welcome visitors to our events, guide them throughout the activities, make sure that families and kids alike are having fun, taken care of and creating great memories. Gear up with your most comfortable shoes and let the fun begin!

## **Venue Operations**

Venue Operations are responsible for everything that happens inside the screening venues at Ajyal. The department manages all elements of Festival screenings; facilitates communication between filmmakers and projectionists, manages the crowd and oversees customer service for all audience members. For volunteers, the Venue Operations team offers an exciting, fast-paced atmosphere that allows them to be on the front lines of the festival.

## **Transportation**

Transportation ensures that festival guests can reach any festival event location with ease. Arranging first-class car service for high-profile guests, organising and scheduling shuttle buses for the visiting festival jurors, and outlining red-carpet transportation plans for high-profile events are a few of the department's responsibilities. Volunteers for this department are in close contact with festival guests and contribute to a smooth and elegant service. This is a fast-paced department. Volunteers may be in close contact with our VIP and celebrity guests, and should have a warm and professional demeanour.

## **Volunteers**

This department recruits and assigns volunteers to the various departments of the festival. It organises the Volunteer Hub, Volunteer Registration, and the daily volunteer check-in and check-out processes. Volunteering with this department offers the opportunity to work with numerous departments during Ajyal, giving a broad overview of the entire event, and offering many different learning experiences throughout the festival.

## **Your Schedule**

Your Volunteer Coordinator will provide you with a personalised and detailed schedule before the festival begins.

## **Volunteer Registration/Confirmation**

You must confirm your registration in person before the festival begins. To do so, we will invite you to come to the Volunteer Hub (located in Katara, Building 12) sometime in November. At this time you will pick up your Volunteer badge, Festival bag, and Ajyal volunteer t-shirt. Please note that you cannot volunteer unless you have your badge with you. Do not lose your badge, as it cannot be replaced. If you fail to show up for Registration/Confirmation, we will be unable to allow you to join the Festival Volunteer Team.

## **Shifts and Schedule**

Your Volunteer Coordinator will determine your schedule according to your availability and the needs of your assigned department. Each shift will range from three to six hours. Volunteers are required to commit to at least five shifts.

You will receive both hard and soft copies of your shift schedule from your Volunteer Coordinator before the festival. Please be sure to review and confirm your schedule.

## **Shift Duties**

Your Volunteer Coordinator will explain your duties for each shift. If you have any questions, feel free to ask the coordinator to clarify or explain. Please note that during some shifts you may be very busy, but at other times your duties may be less intense. You can always let your coordinator know that you have completed your assignment and are ready for another job. Even if you complete your task, your presence is important to the department and the festival as a whole.

## **Checking in and out of shifts**

Before starting each shift, you must check in, and when your shift ends you have to check out. Your Volunteer Coordinator will explain how and where to do this. Most departments report to the Volunteer Hub, located in Building 12, daily.

When you check out, you will receive a ticket voucher that may be exchanged for a ticket to any approved screening.

## **Ticket Vouchers**

The ticket vouchers you receive at the end of your shifts may be exchanged for tickets to approved Ajyal screenings and many of the institute's year-round screenings. Remember, a voucher alone does not grant admission to a screening – you must exchange the voucher for a ticket. Vouchers may be exchanged for tickets at any public box office. Be sure not to lose your vouchers. They cannot be replaced if they are lost or stolen.

One (1) ticket voucher is valid for one (1) general admission ticket to a regular priced screening. When attending a screening, join the ticket-holder line. Please do not wear your volunteer badge to screenings where you are an audience member.

# Guidelines

## Do:

- Be on time for all shifts
- Treat everyone in a friendly and professional manner
- Inform your Volunteer Coordinator about any problems that occur
- Dress neatly and wear comfortable shoes
- Always wear your badge while on duty
- Remove your festival badge when not on shift
- Enjoy the festival and have a great time

## Don't:

- Arrive late or miss your shifts
- Leave your assigned location without notice
- Approach a VIP to ask for an autograph or a photo
- Attend screenings while on duty
- Act in a disrespectful or unprofessional manner

## Unbreakable Rules

The following are strictly forbidden and will result in immediate dismissal from the Volunteer Programme:

- Unprofessionalism, rudeness or discourtesy shown towards fellow volunteers, staff members or any other festival participants or guests
- Theft or unauthorised possession of institute property or personal property of others
- Insubordination, or refusal to perform reasonable assigned tasks
- Sexual, racial or other unlawful forms of harassment
- Smoking in non-smoking areas
- Arriving to the institute's premises and/or festival venues under the influence of alcohol or illegal drugs
- Use of alcohol or illegal drugs on the institute's premises and/or festival venues or when representing the institute in public
- Handing out personal business cards, résumés or show reels/recordings to festival guests
- Taking photos with VIPs or asking for autographs
- Engaging in any illegal or prohibited behaviour that may cause embarrassment to the reputation of the Institute and/or the State of Qatar

## Dress Code

The festival dress code is smart casual, so please dress appropriately. Wear comfortable clothes and, more importantly, comfortable footwear. You will be on your feet and moving, so please be sure your clothing is suitable. You will receive an official Volunteer t-shirt when you register at the Volunteer Hub. Please wear your Volunteer t-shirts while on shift so people know you are part of the Ajyal team. Of course, you should feel free to wear your abaya or dishdasha/thobe if you prefer, but please always wear your badge.

If you have any specific questions about the dress code, please discuss them with your department's Volunteer Coordinator. If you are working on a special event, you will be informed of the proper attire and should dress appropriately. Contact a Volunteer Coordinator if you have any questions or concerns about attire.

## Festival Locations

All Ajyal screenings and events take place at Katara.

## The Volunteer Hub

The Volunteer Hub is located on the north side of Building 12 at Katara, opposite the car park. This is the volunteer headquarters; the place to check in and check out, to come between shifts to get the latest festival information, or just hang out and have a snack.

## Contacts

Communication is the key to running an organised and successful event.

All information regarding schedules, shifts, vouchers and department needs should be discussed with your Volunteer Coordinator. They are your first point of contact when something comes up, when you need something, or when you have a question.

Please make sure that you always have your coordinator's contact information with you.

You can reach us via email at **volunteer@dohafilminstitute.com**

## FAQs

### **Q: What should I do if I can't show up for my shift due to an emergency?**

A: Please contact your Volunteer Coordinator immediately so they can find a solution as soon as possible.

### **Q: What if someone asks me a question to which I don't know the answer?**

A: Please do not try to answer a question if you are not sure of the answer. "I am not sure, but I will find out for you" is a great reply. There will always be someone nearby you can ask; find your direct supervisor, Volunteer Coordinator or an Ajyal staff member.

### **Q: Where can I find updated volunteer or festival information?**

A: Here are some options to get the latest information:

- Ajyal Film Festival website: **www.ajyalfilm.com**
- Volunteer Contact: **volunteer@dohafilminstitute.com**
- Your Volunteer Coordinator

### **Q: Can I be admitted to a screening or panel with just my voucher?**

A: No. You must exchange the voucher for a ticket at a box office. One voucher may be exchanged for one approved Ajyal screening, or many of the institute's screenings or panels during the year.

### **Q: Will food or beverages be served?**

A: Water and light snacks will be available at the Volunteer Hub (Katara, Building 12).

### **Q: What happens after the Festival?**

A: You will receive a Certificate of Appreciation, signed by representatives of the Doha Film Institute, which will be handy for future job applications. You will be part of the Ajyal Film Festival network and remain in our database for future events, and please join us for the annual Volunteer Party (date and location to be announced)

## Thank You

We look forward to working with you at the Festival!