

JOURNEY
TO THE **LIGHT**
RHODES
DODECANESE
EUROPEAN CAPITAL
OF CULTURE
CANDIDATE CITY **2021**



VOLUNTEER
HANDBOOK

We call our volunteers "sailors", because they are embarking on our cultural and artistic Journey

DEAR SAILORS,

It is a great pleasure to welcome you to the volunteer force of the **RHODES/DODECANESE 2021** European Capital of Culture Candidacy, titled **JOURNEY TO THE LIGHT**. We hope that your sailor's experience will be both pleasant and rewarding. The numerous projects about to set sail will inspire creativity and intercultural dialogue. Your assistance is important for the success of our cultural program; This is an exciting Journey, that we are thrilled to share with you!





Your support is highly appreciated as a key ingredient of the **RHODES/ DODECANESE 2021** European Capital of Culture Candidacy. It is always overwhelming when passionate and talented people, like yourselves, motivated by genuine interest and their love for our islands, for culture and the arts, actively participate in this exciting and complex endeavor.

The overall success of this endeavor largely relies on your participation and enthusiasm.

As a **SAILOR** you will be part of the forces behind the scenes, while interacting and collaborating with people from all over the world, with whom you will share an unforgettable experience.

Your sense of pride and self-fulfillment will grow as you become more involved, and more invested in developing skills and making the most of this unique opportunity. People respond to people. You are here to personify the friendly atmosphere that will nurture creativity and good coordination.

THE PURPOSE OF THE “RHODES/DODECANESE 2021” CULTURAL PROGRAM



The potential designation of Rhodes as the **EUROPEAN CAPITAL OF CULTURE** for the year **2021** is a great challenge; a starting point for the city – and the Dodecanese Islands altogether- to achieve a multidimensional and sustainable development in the cultural sector, urban planning and creative industries.

If selected, Rhodes will be the ideal spot for cultures to meet and interact; the ideal place for the promotion of European values.

Rhodes has both the political will and the qualified people required to design and implement this program in a reliable and professional manner.





A SAILOR'S MISSION

A sailor is in effect an ambassador of the Candidacy. You are a representative of **RHODES/DODECANESE 2021** for all intents and purposes. For a lot of people, especially during this stage of final selection, you will be the source of a critical first impression for the Candidacy. We trust you with the task of encouraging them to sail along with us, using your talent and your charm while disseminating the vision of the **RHODES/DODECANESE 2021** Cultural Program.

Part of your duties will be the promotion of various activities on outreach, administrative posts, organizational support and other assignments according to your special skills. Your enthusiasm and positive energy will draw the public to you. Therefore, as a sailor, your primary concern should be to enjoy yourself, and better yourself through this experience!

That alone will make you exceptional in public relations... the essence of your mission!



POSSITIVE IMAGE: THE SAILOR'S ATTITUDE

It is only natural that you will have a personal opinion on whatever happens around you. Feel free to express your opinion, voice your concerns and give feedback to your supervisor. We welcome any recommendations, proposals and feedback and we encourage you to share them with us. Keep in mind, however, that this is a delicate process and it needs to take place in private. Every ounce of a sailor's energy should be poured into representing our candidacy in the most positive light

- towards the public : Always respond politely and with a smile. Do not imply criticism, or suggest it with nods or facial expressions.

- towards your fellow volunteers: Always respond with kindness and good will. This is key for a pleasant and effective work environment.

People will occasionally want to share an opinion with you. Refrain from passing judgement on that opinion, but that doesn't mean you have to compromise your integrity or honesty. All you have to do, is simply acknowledge and gracefully deflect:

- "I am so happy you liked it...»
- "Yes, many people enjoyed this event, concert,"
- "I've heard other people say that"
- "That's a very interesting observation"
- "I'm sorry you were disappointed"

Should you encounter a particularly disgruntled person, refer to the volunteer or the staff person in charge. If necessary, suggest that they write or call our office. You must never respond in kind. Remember: you are the face of the Candidacy!



SAILOR OPPORTUNITIES

This is a brief description of some volunteer opportunities :

Education

Various educational programs, seminars and workshops specially designed for sailors but also projects within the artistic program.

Audience Development

Publicity and visibility development for our activities, various informative campaigns and promotional actions in general.

Info points-Merchandising

Staffing of the info points, and souvenir sale-spots.

Administrative Assistance

In-office assistance to the permanent staff.

Fund-raising

Special events that aim to raise both resources and awareness for the Candidacy locally, nationally and internationally.

Hospitality

Reception, hospitality and catering services related to collaborators during the development of the bid



STILL THINKING ABOUT IT?

While deciding whether or not to accept any duty or assignment, please be honest with yourself and with us. Make sure that you understand what is expected of you, and that you truly have the time required. In case your personal schedule changes, feel free to discuss any problems that may arise, and we will find a solution together.



ON DECK: GENERAL RULES



Rotation of Assignments

In order to give every person the opportunity to maximize its volunteer experience, we will not be able to keep you in your preferred assignment indefinitely. Rotating assignments is key for volunteers to advance their skills and develop new ones.



Alternates

When too many volunteers are signed up for a particular post, you may be classified as an "alternate", in that case you will be notified if and when the post is available.



Schedules

When you receive information about the dates you are scheduled to work, please make sure that there is no conflict with your personal schedule.



Cancelations

We understand that you take your volunteer commitment seriously, but occasionally it may be necessary for you to cancel on an assignment. Please make sure you notify us directly and as soon as possible, preferably by mail to: volunteers@rhodes2021.eu ,



No- Shows & Unexpected Showing

A minimum number of volunteers is needed to perform any job adequately. Your absence places stress to your fellow volunteers, and at the same time you deprive someone else from working on something he/she likes and asked for. On the other hand, if you have free time and you wish to work, please let us know and we will try to include you in a project.



Promptness

We must always be punctual. We work as a team and every member is equally important!



General Call for Volunteers

In case there is a general call for volunteers, make yourself available! Let's not allow burdens to fall on the same shoulders over and over.



Dress Code

It is very important that you feel comfortable at all times, but our exposure to the public demands a groomed appearance. Not to worry! here will be prior notification for events and assignments with a dress code.




Eating/Drinking/Smoking

Your busy schedule may make it necessary for you to bring meals at work. Just make sure you notify your collaborators that you need a break, look for a spot that is comfortable and private, and more importantly, clean up after yourself.



New Volunteers

We would be delighted if you tried to bring some of your friends on board as well! However, you shouldn't do so on the assumption that you will be working together. Their assignments will be determined, as always, by their skills and their preferences.



We hope this handbook has given you sufficient information and adequate motive to get on board for the **JOURNEY TO THE LIGHT**, and plenty of memorable experiences!

For further information, please feel free to contact us at the following e-mail address volunteers@rhodes2021.eu.

We will be delighted to assist you in any way and ensure that your time **ON BOARD** will be pleasant and rewarding at the same time!



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