

## Cinderella's Closet Frequently Asked Questions

### 1. What is expected of me as a volunteer at Cinderella's Closet?

When you arrive, you will check in at the front desk and you will be given a pink apron to wear during your volunteer shift, then there will be a MANDATORY training session (see question 6 below), shortly after our Cinderella Appointments will begin.

All of our volunteer positions are designed so that you work one on one with our Princesses. Fairygodmothers are assigned Princesses and help them find the dress of their dreams, the jewelry and make-up consultants help to complete their look and the alterations ladies make their dress fit for a princess. Each and every job is important and every job has direct contact with our Princesses.

There are several logistical items involved with each position (we'll explain all of that during the training session), but your most important job will be to show grace and love to the girls that come through our doors. While we will be providing them with a complete prom package, it is our primary goal that they have an amazing and unforgettable experience. Your love and kindness is what they will remember long after the dress is worn and the dance over. Your job is to make sure each girl that dances through our doors feels cherished. The only qualification that we have for volunteers at Cinderella's Closet is that you come with an open heart, ready to show complete kindness and grace.

### 2. How many girls will come to Cinderella's Closet?

There will be 15 princess appointments every half-hour, therefore it is important to stay on schedule so that everyone has an amazing experience.

### 3. What should I wear?

A pink or white shirt, jeans or chinos, and comfortable shoes.

### 2. What if I am uncomfortable with my position?

If you feel that you cannot complete your position it is no problem. There are many different responsibilities and opportunities to help out. We are sure that we will be able to find the perfect place for you. It is important that our Cinderella's and volunteers have the best experience possible.

### 3. What if I cannot stay my entire shift?

If for whatever reason you must leave early from your shift, please tell us ASAP. As to not overcrowd what is an already crowded place we have a limited number of volunteers. We also have a very tight schedule to keep. If we know ahead of time we can try to compensate for the end of a missed shift.

### 4. What do I need to bring?

If you are volunteering for any position other than Alterations, you really do not need to bring anything with you. We will provide anything that you might need for the day. We have limited space so the less you bring the better. If you are volunteering in alterations you will need to bring your own sewing equipment (machine, scissors, etc.).

5. Will there be food and drink for me during my shift?

If you are volunteering on Friday, March 20<sup>th</sup> we will provide dinner, beverages, and snacks. If you are volunteering on Saturday, March 21<sup>st</sup> we will provide snacks and beverages for each shift.

6. Will I be trained on what my job is?

Fairy Godmothers will have MANDATORY training an hour before the first Cinderella's appointment. The training is crucial to provide the Cinderella's with an unforgettable experience. Even if you have volunteered with us before we have modified some of the logistics, so it is imperative that you attend the training session. If you do not attend the training we will find another position for you to volunteer.

Make-Up and Jewelry Consultants (Friday and Saturday morning) will have training 15 minutes before the first Cinderella's appointment. If you are volunteering in the afternoon only on Saturday there will be some overlap with the morning shift so there will be a seamless transition.

Those volunteering in alterations will have time to set up before the first Cinderella's appointment. There will be no mandatory training for this position as each case is different.

7. Will there be breaks or will I be working the entire shift?

There are no scheduled breaks in your shift but there will be time in between your appointments or assignments for you to eat, go to the bathroom, and reflect. Just let Amy know at the front desk when you are ready to take another appointment or assignments.

8. Where do I go if I have questions, concerns, or problems?

For each volunteer shift there will be people designated to take care of questions, concerns or problems. You will be introduced to these people during your training session.