

## 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.

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 at least 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, black 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?

It is very important that you do stay for your entire shift. We base our princess appointments on the number of volunteers that we have. Please sign up for a shift in which you can make the complete time commitment.

### 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?

We will count on you for the food during your volunteer shifts. Our meals during the shifts will be pot-luck, so please bring a dish to share with your fellow volunteers.

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

Personal Shoppers 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.

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 the volunteer station know 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.