

NATIVE HAWAIIAN HOSPITALITY ASSOCIATION



Aloha kākou!

The [Festival of Pacific Arts and Culture](#) will be hosted by Hawai'i beginning the week of June 6th until June 16th, 2024. In collaboration with the Festival Provider, the Native Hawaiian Hospitality Association (NaHHA) will lead the volunteer management role during this event.

About the Event:

The Festival of Pacific Arts & Culture (FestPAC) is the world's largest celebration of indigenous Pacific Islanders. The South Pacific Commission (now The Pacific Community - SPC) launched this dynamic showcase of arts and culture in 1972 to halt the erosion of traditional practices through ongoing cultural exchange. The 13th Festival of Pacific Arts & Culture will convene in Hawai'i, 6–16 June 2024. *Ho'oulu Lāhui: Regenerating Oceania* will serve as the theme of FestPAC Hawai'i 2024, honoring the traditions that FestPAC exists to perpetuate with an eye toward the future.

About NaHHA:

NaHHA is a 501 (c) (3) private, nonprofit corporation. Its founders are Dr. George Kanaha - a Native Hawaiian historian, educator, academic and author and Senator Kenneth Brown - a visionary, a business leader in health, community and non-profit organizations. In 1997 Dr. Kanaha and Sen. Brown convened several meetings with young Native Hawaiian leaders to discuss important issues facing the Native Hawaiian community and its relationship to tourism and the economy. NaHHA was founded on the principles of Hawaiian culture including foundational values of aloha (mutual respect, love, and understanding), kuleana (shared privilege and responsibility) and ho'okipa (the reciprocal nature of hospitality) for which Hawai'i is well known.

Hosting our malihini, those unfamiliar with our home, requires familiarization, training and sharing of our best practices on the part of the host. It also requires experience in volunteer management. In 2011, NaHHA played a large role in training the more than 1,200 volunteers of the APEC summit. In 2016, NaHHA executed the 300+ volunteer management aspect of the IUCN World Conservation Congress. Our mission is focused on providing education and advocacy towards appropriate and responsible cultural representation and in growing Native Hawaiian leaders of the future.

Volunteer Ambassadors

NaHHA is enlisting volunteer ambassadors to support the various aspects of the 2024 Festival of Pacific Arts and Culture. Members of the general public are encouraged to apply as volunteer ambassadors. We welcome any and all members of the community who seek to assist in hosting our guests.

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Shifts

Activities where volunteer ambassadors may be used will vary depending on the logistics of particular aspects of the event but could begin as early as 5am and run as late as 10pm. There will be varying four (4) - hour shifts scheduled throughout the ten-day event. More information regarding shifts will be shared on the volunteer registration website. Volunteers should arrive at least 15 minutes early before the start of their assigned shift for pre-shift preparation.

Key Responsibilities:

1) Preparation

- Assist with prepping rooms, ensuring signage, handouts, amenities, and all other necessary items and equipment are in place and properly arranged for use.
- Ensure a neat and clean area, free of hazards and trash.
- Monitor and replenish supplies as needed including spot checks of restrooms, seating areas, and water stations.

2) Guest Assistance

- Greet guests using the foundational values of Hawaiian culture and the etiquette of delegation members.
- Serve as directional, people movers, answer questions about the event schedule, venue layout, restrooms, first aid, and locations where additional information can be found.
- Provide support for guests with special needs to ensure accessibility.

3) Logistics Support

- Manage crowd flow in high-traffic areas, seek support from Security as needed.
- Serve as a guide for onboarding and offloading for delegation groups leaving from or returning to your designated shift site.
- Provide support during presentations, workshops, forums or performances as an usher or as a room monitor.

Qualifications:

- Strong communication and collaboration skills.
- Problem solving ability to de-escalate situations and other issues that may arise.
- Attention to detail including instructions, signage, and safety protocols.
- Ability to work efficiently and effectively as an individual and as part of a team.
- Willingness to take direction, adapt and adjust accordingly.
- Ability to lift 25 lbs. and stamina needed to walk flights of stairs unassisted.
- Must be at least 18 years of age and carrying a copy of their State ID or Driver's License as verification of age.
- Ability stand or walk unassisted for the entire shift.

Other Valuable Skillsets:

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- Ability to effectively communicate in more than one language, specifically 'Ōlelo Hawai'i, Pacific Island French and the multiple languages of the 28 delegations.
- While not mandatory, first aid training and emergency response training is invaluable.
- Customer Service expertise and concierge experience will be needed for specialized volunteer ambassador roles.

Training:

Volunteers will be required to attend in-person specialized training in the month of May 2024 which will last 3-4 hours. Additional make-up sessions will also be scheduled. Training will include a familiarization with Hawai'i including the foundational values of place and cultural etiquette training for familiarization with the 28 delegations represented as attendees and invited guests of the Festival.

Dress Code:

No formal dress code has yet been set. Volunteers will dress appropriately for the conditions and performance of their duties and more information will be shared upon registration regarding dress code expectations. A uniform may be required to be worn during shifts. Volunteer ambassadors will have badge credentials to identify them in all areas.

Special Arrangements:

Student groups are welcomed however, special arrangements must be made in advance directly with NaHHA for any requests that include minors. Chaperones for minors will be a requirement. To inquire, email info@nahha.com.

Service-Earning Credits:

For students 18 or older that are volunteering for service-earning credit hours for their school, they must submit school name and contact information to info@nahha.com after registration.

Registration:

All volunteer ambassadors will need to register within the volunteer portal to receive their shift assignments and other ongoing communications and instructions. Interested volunteers may express their interest to be selected as a volunteer ambassador through the volunteer portal which is currently being updated and will be open for volunteer registration on April 26, 2024.

Important note: The site is already accessible for other functions of credentialing for delegations at www.event.festpachawaii.org but the section for volunteer sign up will not be populated/updated until April 26, 2024.

Below are instructions for sign up on or after April 26, 2024.

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1. Visit event.festpachawaii.org or click the **Register** button in the right-top corner on the website navigation menu.
2. In the registration portal homepage, click one of the **Become a volunteer** links for volunteering registration.
3. Click the **Sign Up** link on the bottom of the Sign In pop-up. If you have previously created an account, proceed with login in instead.
4. After logging in or activating your new account, you should be redirected to the volunteer or media registration page. If that does not happen, click the respective link again.
5. In the registration page, fill in your information, including volunteering availability if applicable. Those details can be updated later.
6. You will be notified via email once your registration is processed.

Parking:

Volunteers will be expected to be dropped off on location at the event or park in designated areas on or off-site. Parking information specifics will be provided as we work out further details of the event. No street parking will be provided, and all vehicles parked on the streets will be subject to tow.

Conduct

Overall, volunteer ambassadors are responsible for presenting a positive image of themselves as a reflection of Hawai'i to our guests. Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and event partners. The following are only some examples of inappropriate conduct which could lead to dismissal: theft, being under the influence, inappropriate language, lack of cooperation and/or disrespectful conduct.

NaHHA is fortunate to work with so many brilliant, dedicated individuals, students, organizations and community members who tirelessly work towards the advancement and good of their communities and we look forward to receiving an outpouring of support for volunteers at this event.

Mahalo,
Mālia Sanders – Executive Director of NaHHA