



Volunteer Program Guide 2024

**Sign up and become a
part of the community!**

volunteer@jaccc.org

213-628-2725 ext. 101

2024 Volunteer Program Opportunities

JACCC appreciates its volunteers and wants to ensure you have a rewarding experience when helping at events. Part of that is an investment in simple training to ensure everyone has access to key information and future program details so you feel comfortable answering guest questions. Importantly, *omotenashi*, or Japanese hospitality, is key to our mission. We will offer training on how to welcome and assist guests so they feel our true spirit of *omotenashi* during every visit.

There are also some support activities that require basic training and certification. These include serving food, beverages and alcohol. These require taking simple online training classes and result in certifications from the state of California. These are very important to document since it impacts our insurance for the Center. These classes will be paid by JACCC.

General Training

- Administrative Basics
- How to handle registration
- Facility preparation: TWCCC, Doizaki Gallery, Aratani Theatre, Isamu Noguchi Plaza, TWEC
- Check-in & Greeting
- Hosting an opening reception
- How to handle Q&A
- General *omotenashi* and knowledge of annual JACCC programs & events

Food & Beverage Training

- TIPS —Alcohol Service and Sales
- ServSafe—Food and Beverage Safety
- How to properly set the table
- How to serve food and beverage with true *omotenashi*

Training sessions will be announced once the volunteers have selected the types of support in which they are most interested. Training will be customized by area of interest and proximity to actual events. Refresher training will be available at the call-time on each event day. Please note the refresher training will assume you have attended the basic training session(s).

Volunteer Rewards Program

To show appreciation for our valued Volunteers, JACCC has instituted a rewards program that is our way of saying "Thank You!" for giving of your time, enthusiasm and talents. We simply cannot succeed without you, and would like to offer a few gifts that we hope will inspire you and deepen your enthusiasm for being part of the JACCC family.

Volunteer Rewards Points System

Rewards will be tracked using a points system. Points will be awarded based on the type of service for each event. Some events, such as the Annual Gala, will have several different committees and types of work.

Points for each type of work will be announced at the start of each program/event. At the end of the fiscal year, points for all Volunteers will be tallied. Using a curve-based system, we will create 4 tiers of rewards as follows:

Tier 1

Top 10%

Complimentary tickets for two (2)
to a JACCC pop-up or special
culinary event

Tier 2

11-50%

Complimentary Family-level
JACCC Membership

Tier 3

51-89%

\$25 gift certificate to MISE 店

Tier 4

90-100%

Complimentary tickets for two (2)
to a JACCC performance or
workshop