



Volunteer Questions and Answers

Q. What time should I arrive at WCNY?

A. You should arrive to WCNY at 415 W. Fayette St., Syracuse, NY 13204, ONE hour before the students are scheduled to arrive. WCNY staff will inform you of the time you should arrive with plenty of notice so that you can plan ahead.

Q. Where should I park?

A. On-street parking is available on Wyoming and Marcellus Streets. Be aware of the odd-even parking rules of the city. Plan to possibly walk a block or two to reach WCNY.

Q. Where do I enter the building?

A. You will enter the building through the front courtyard door that faces our parking lot. Our parking lot is accessible from Wyoming St. but faces W. Fayette St. The courtyard door is to the right of the main door and is set back. Look for a sign on the door that reads **Enterprise America Volunteers**.

Q. What do I need to do when I get there?

A. Upon entering, you will be greeted by Enterprise America staff. We will have your information and check you off and give you an **EA Volunteer badge**. You must wear your **EA Volunteer badge** at all time during your visit and it will be collected at the end of the day before you leave. Your volunteer badge will also have a color code to it: RED, BLUE or GREEN. This indicates what lunch break you take and when. The day's schedule will be gone over for you as part of the morning training session.

Q. What should I bring with me?

A. Please come prepared with a bagged lunch and something to drink and anything else you think you may need for a 5 and half hour day.

Feel free to wear winter boots and change into more comfortable shoes upon arrival. We'll have an area for coats and winter foot wear.

Q. Is there anything I shouldn't bring with me?

A. You should not bring anything that would detract your attention from monitoring the students and activities within the Enterprise America business that you are assigned to.

Q. How should I dress?

A. It is always a good idea to dress in layers and wear comfortable shoes. You may be standing for a good portion of the day or walking around. We ask the students to look nicely dressed on the day of their Enterprise America experience as to reflect business attire and professionalism – we ask that you set a good example.

Q. What will I be doing in Enterprise America?

A. At Enterprise America you will be assigned to monitor the student team and activities of one business in the city. You will guide and answer any questions, help prepare the business owner for their morning presentation speech and ensure the safety of all students throughout the day.

Q. How will I know which business I am to work in?

A. You will be given your business assignment when you arrive during the volunteer training session.

Q. Do I need to know anything in advance about the business?

A. You do not need to know anything in advance about the business. If you arrive on time for the one-hour training session you will have ample time to acquaint yourself with the business specific training manual.

Q. Will there be any other training?

A. There is no other formal training for volunteers provided, other than the hour prior to the students arriving. If there are any questions or concerns prior to your scheduled day, [call WCNY at \(315\) 453-2424](tel:3154532424).

Q. How long will I be at Enterprise America?

A. You can expect to be at Enterprise America for about 5 to 6 hours. For example, if you are to be here at 8am (students are scheduled to arrive at 9am), you can expect to leave around 1 to 2pm.

Q. When is lunch?

A. A 25 minute lunch will be available to you. The time of your lunch break will be determined by the color code on your name badge (refer to question 4). When you are relieved for lunch, the volunteer in the neighboring business will cover the responsibility of monitoring theirs' and your business and when it is time for their lunch you will be responsible for monitoring 2 businesses as well.

Q. Will I get any other breaks?

A. In addition to lunch, a 20-minute break will be available. This will follow the same name badge color code system as the lunch schedule does (refer to question 13) and will occur after lunch.

Q. What do I need to make sure the students do at the end of the day?

A. It will be very important that the business is left in the same condition as it was at the beginning of the day. When you first arrive, take a mental picture of where things are placed and how neat and clean the area is. Do not release students for departure until all supplies/equipment (see equipment checklist) are accounted for and business is clean.

Q. How do I check out at the end of the day?

A. Enterprise America staff will collect your name badge and check your name off the volunteer list for the day.