

Frequently Asked Questions About KSN Final Four Volunteer Needs

What company is KSN working with? Event 1 has the contract to sell official Women's Final Four merchandise. They have similar contracts for other NCAA championships and previously sold merchandise at the Valero Alamo Bowl. Event 1 has asked KSN to provide the majority of the sales force in return for a donation to KSN to support our nonprofit educational programs.

What exactly am I volunteering for? You are volunteering to sell a variety of Final Four merchandise in one of 6 San Antonio hotels housing fans and other individuals associated in some way with one of the four college basketball teams playing in the Final Four tournament. You must be able to make correct change and talk to customers in a courteous, friendly manner.

What age do I need to be to volunteer? All volunteers must be at least eighteen years of age to volunteer.

Where are these hotels located? The 6 sales locations are all downtown San Antonio. Specific hotels are listed by area on our **spreadsheet schedule**.

If I am already a registered volunteer with KSN, do I have to fill out and submit another application form? Yes, because you are volunteering for an entirely different event involving different businesses and agencies. Please make sure to fill out the application titled Final Four Volunteer Application.

Why must I work two shifts? Due to the large number of volunteer shifts (152), we are encouraging every volunteer to work at least two shifts to help in our efforts. If for some reason you can only work one shift, please let KSN know.

Will we receive training to do the work? Yes, you will be required to attend a one-hour training session a few days prior to the Final Four (March 30th at 6:00 pm). The location of the meeting will be the Career Point, 485 Spencer Lane Room 127. Also, at each booth, there will be a telephone number of the person to contact in the event you need help.

Why must I agree to have a criminal background check done? You will be handling money and merchandise and therefore we must run a background check. If for some reason, we cannot accept you as a volunteer, you will be discretely notified.

Do I have to give you my Social Security Number? Yes, as part of our background check policy, your social security number is required. Your social security number is confidential and will only be used for the purpose of verifying background check information. Please be advised that you will NOT be considered as a volunteer unless this information is included.

What if I do not feel comfortable faxing my Social Security Number? If you do not feel comfortable faxing your social security number, please write the words "call me" on the social security line of the volunteer application and a member of the KSN staff will call you for this information. **Do not e-mail your Social Security or date of birth.**

At KSN, we understand that this is very sensitive information and we will take every precaution to ensure its safety. We routinely shred documents and follow a retention plan for all sensitive documents.

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How can I tell if a shift at a hotel is already filled? The schedule spreadsheet will be updated every other day. When you see “filled” in the block for a particular shift it means that time is already slotted with volunteers.

What should I wear? Beige or black slacks (no jeans). A Final Four t-shirt will be provided at your training or upon arrival at your shift.

Will I be reimbursed if I have to pay for parking? Parking will be reimbursed for any volunteer up to eight dollars with a receipt. In the downtown area, hotel parking is expensive. We recommend that all volunteers park in a city lot near the hotel location.

What if I have to cancel my shift? If you must cancel, please do so as far in advance as possible so that we can recruit a replacement. But, even if you can't make it at the last minute, please call to cancel. Our number is 210-654-4707.

Can I bring a friend, my spouse or my kids to help me? Yes, if they are registered to work the shift with you and No, if they are just accompanying you. Our reason is many hotel lobbies will be packed with people and you will be busy handling customers. Visiting with a friend or taking care of a child would be a major distraction to you and the person you are working with.

What if I need additional merchandise or have a problem during my shift? Both Event 1 and KSN will have an area leader available to provide additional merchandise or help resolve a problem.

Will I get any Final Four tickets for my efforts? Unfortunately no, the Women's Final Four has not provided tickets for the volunteers but has made accommodations for other items.

Will I get anything else for volunteering my time? Yes. First of all, you will get a Final Four shirt that you must wear while working a shift. Then, after the event is over, you will receive additional Women's Final Four or Spurs items depending on the number of hours you work. Finally, we will have a drawing for other valuable prizes including valuable Spurs memorabilia and Spurs tickets. Your number of tickets in the drawing will be related to the hours you work.

For more information, please contact KSN and ask for our volunteer coordinator.

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