

Friends of the Festival Volunteer of the Year 2013



THE RIVERBEND
FESTIVAL IS PRODUCED
BY FRIENDS OF THE
FESTIVAL, AN EVENT
MANAGEMENT
COMPANY



Explain your Volunteer's significant depth of involvement. (20 points)

Cordelle Terrell flashes his bona fide smile. His demeanor is contagious and he never complains. If Cordelle sounds like a fictional character, your assumption would be well founded. But, in fact, he is our superlative volunteer Cordelle Terrell. In the hearts of many children in the Chattanooga Tennessee area, Cordelle is known as Santa, but for the last 15 years he's spent his summers as a dedicated volunteer and he has played a vital role in the behind the scenes operation as a warehouse supervisor. During the Riverbend Festival he works many different jobs. Working with Riverbend has become a family affair for Cordelle. His wife and grown children volunteer endless hours in support of Cordelle and the Festival.

Cordelle Terrell works in the office behind the scenes counting the admission pins and tokens to ready them for distribution. He, along with his wife and several other volunteers, assemble 80,000 admission pins and assist with packaging approximately 120,000 tokens before the festival begins.



Show specific examples of your volunteer's roles and responsibilities. (10 points)

Cordelle Terrell is responsible for coordinating the assembly of 1500 orientation packets and goody bags for volunteers. Before the festival begins, Cordelle works diligently in our warehouse supervising a group of special needs volunteers to ensure this project is complete. Cordelle has been instrumental in the organization of the warehouse and he personally trains each of his volunteers to ensure they understand what is expected.

Cordelle plays a major role behind the scenes working in the background counting tokens and pins before, during, and after the festival. During Riverbend orientation, Cordelle can be found disseminating packets to volunteers as they arrive. If asked to perform any task, he carries it out with enthusiasm and accuracy.

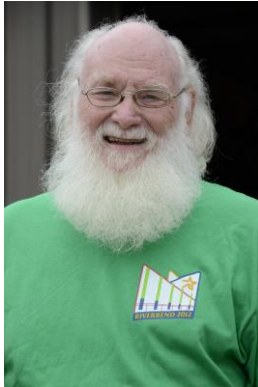


Describe how your volunteer has provided significant enthusiasm, organizational assistance and specific expertise. (10 points)

Volunteers who have worked with Cordelle Terrell speak of his willingness to share his experience and to encourage upbeat attitudes in an optimistic manner. Throughout the years, Cordelle has performed countless different jobs and demonstrated an extraordinary ability to multitask, yet he tends to be found behind the scenes never seeking recognition. He is highly respected by everyone in the office at Friends of the Festival and volunteers across the spectrum of participants.

Cordelle works with a group of special needs volunteers and does it with care and compassion. He is very kind to each one and teaches them how to complete their individual assignments. Cordelle understands each volunteer's strengths and weaknesses and places the volunteers in an assignment that best suits their abilities.





Explain how your volunteer has shown initiative and leadership in his or her efforts. (20 points).

Cordelle Terrell is well known for his willingness to embark upon any project, no matter how simple or complicated. He is not satisfied with the status quo attitude of “we’ve always done it that way” he constantly thinks of methods to improve project efficiency, and is quick to tackle any job he sees that needs to be completed, without having to be asked.

Cordelle knows how to take command of a project and map out preliminary tasks for the team. He works without being asked. He finds out what he needs to know, keeps going when things get tough. He spots and takes advantage of opportunities that others pass. An example of this are the changes implemented in the warehouse. He turned a grueling process of compiling orientation packets into an assembly line that saves the Festival valuable time and makes the task easier to complete.

Tell how your volunteer has exemplified his or her dependability. (10 points)

A TVA retiree since 2001, Cordelle Terrell has volunteered with many charitable organizations in the Chattanooga area, such as the Salvation Army (Christmas in July), Room at the Inn (a shelter for abused women) and FBC Homeless Shelter. He has also held numerous positions as Santa Clause and most recently worked with Rock City.

Despite his other obligations, Cordelle has worked with Friends of the Festival assisting in numerous projects. We at the Festival offices can not honestly recall a single time we've called upon him that he has not responded positively and enthusiastically.



Describe how your volunteer's positive attitude. (10 points)

Cordelle's positive attitude is infectious. He's always upbeat, has a smile on his face, and never complains. If anyone around him complains he diffuses the conversation by converting it with a positive spin. Cordelle is able to lift morale of others around him. He schedules time with each volunteer that works with him to ensure they are not feeling overwhelmed with their assignment, and he offers positive reinforcement for a job well done.

Cordelle assigns a specific task to each volunteer. He allows volunteers to take ownership of the task, and in return, the volunteers know that they are contributing and adding value to the project. The volunteers who work with Cordelle do so with a smile.

Describe how your volunteer has made a difference to the festival event. What impact has your volunteer had on your festival/event? What void would there be without him or her as a volunteer? (20 points).

It is difficult to describe the difference he has made through the years. Volunteers with the caliber of Cordelle Terrell are indeed rare and he is invaluable to a non-profit organization like Friends of the Festival. He is always willing to help with a positive attitude while never seeking recognition. He has recruited several others to join the volunteer organization, and Friends of the Festival couldn't hope for a better goodwill ambassador.

In addition to his attitude and character, Cordelle possess a very high intellect as well as a wealth of skills attained through his work history and life experiences. He is very adept at completing assignments as well as taking initiative to suggest improvements as he sees opportunities. His character is above reproach and one can assign him projects requiring sensitivity, confidentiality or monetary accountability with complete confidence. Cordelle's love and compassion for his fellow man is obvious through his work with the special needs volunteers.

In summary, it would take at a handful or more volunteers of exceptional caliber to fill the void that would be felt in the event of Cordelle's departure.