

# Wigilia Pełna Ciepła 2025

## Guidelines for Volunteers



*Thank you for being with us on this special day! We have prepared a short set of the most important guidelines to ensure that the entire event runs smoothly, calmly, and in a warm, friendly atmosphere.*

*From the bottom of our hearts, thank you for your help, and we wish you a Merry Christmas!*

*~Zespół Czasoprzestrzeni*

### Time and Place

- Wigilia Pełna Ciepła will take place on December 24, 2025, at Czasoprzestrzeń in Wrocław (Tramwajowa Street 1-3), in the North Hall (guest area), the High Hall (cold dishes serving area), and the Łącznik Club (temporary kitchen).
- At 10:00 a.m., we will meet for a mandatory health & safety and evacuation training.
- At 11:00 a.m., we will begin placing some of the food on the tables and completing all necessary preparations to be fully ready to welcome at least 500 guests.
- The gates will open for guests at 1:15 pm., and the official opening will take place at 2:00 pm.
- The event will last approximately 2 hours. After that, we kindly ask for full cooperation during clean-up – together, we'll get it done faster!

### **General Information**

- Please dress warmly – the large hall can be surprisingly cold. We also encourage you to choose an outfit with a festive character (for example, slightly more elegant or with a Christmas accent) – after all, it is a special holiday occasion!
- Comfortable shoes are highly recommended (very highly!) – there will be a lot of walking, especially for volunteers assigned as table hosts.
- Volunteers working in the kitchen are kindly asked to tie back their hair. Disposable gloves will be provided.
- Each volunteer will receive a name badge with their first name clearly visible, which should be worn at all times in a visible place.
- Section coordinators (security, cloakroom, kitchen, main hall, cold food serving area) will have slightly larger badges so they can be easily identified if needed.
- A volunteer backstage area will be available in the Łącznik Club (next to the kitchen), where you can hang your coat, store personal belongings, and take a short rest on the couches.
- We are not responsible for lost items.
- Please remember to act calmly and empathetically, with care for our guests – and that each of our smiles truly matters and is needed:)

### **Children and Youth**

- Volunteers may be 13 years of age or older.
- Children under the age of 13 are welcome, but only under the full supervision of their parents (there will be over 600 people in the hall, and it is unfortunately easy for a small child to get lost).

## Cloakrooms and Gift Packages

- We have two cloakrooms where guests can leave their belongings – please direct them according to the signage. For safety reasons, large bags or parcels are not allowed in the hall and must be left in the cloakroom. Some guests will take their coats and smaller bags or backpacks with them to the tables.
- After using the cloakroom, each guest signs the attendance list at the designated points.
- Upon signing the list, each guest receives one voucher. One voucher = one package → we repeat that there are enough packages for everyone.
- Guests will be able to collect their packages in both cloakrooms after the event.
- Please pay special attention to elderly guests and guests with disabilities – assist, support, guide, and explain when needed.
- Volunteers assigned to the cloakroom/security are asked to remove their vests when entering the hall (vests are worn only outdoors / at the entrance).

## Main Hall

- Each table has its own number.
- Volunteers will be assigned as hosts for specific tables (host and waiter in one:)).
- The role of a table host includes taking full care of the table, which means:
  - escorting guests to their table (after the gates open, welcoming guests from the cloakroom area and guiding them to their seats),
  - engaging in conversation, answering questions, and maintaining a friendly atmosphere,
  - initiating the sharing of the Christmas wafer after the official opening,
  - bringing hot meals and hot beverages,
  - helping pack uneaten food at the end of the meeting,
  - maintaining order and cleanliness around the tables on an ongoing basis.
- Tables with hot water heaters, cups, tea, and coffee are located along the walls.
- There are two stations for serving soup, with designated volunteers responsible for pouring.
- Cold dishes (salads, herring, kutia, bread) are placed according to the kitchen coordinator's plan.
- Guests are not allowed to enter the kitchen! Food is brought to the hall only by table hosts or volunteers assigned to the kitchen.

- Takeaway containers will be available at the end of the event in the High Hall and in the kitchen (volunteers collect containers themselves – guests should not be sent to get them).
- Food leftovers should be poured into buckets, and empty dishes should be disposed of in the trash.

### **Coordinators**

Please stay in constant contact with the section coordinators to whom you have been assigned.

In case of any issues or questions, please contact immediately:

- Mieczysław Michalak
- Adela Jakielaszek
- Konrad Czerkas
- Michał Rolak
- Ania Wróblewska
- Danuta Pilarz-Małkiewicz