

WAK FESTIVAL

CELEBRATING ARTS,
CULTURE x LIFESTYLE



THE WAKA HANDBOOK

Welcome to the WAK Festival family!
This handbook is your go-to guide as a
WAKA, our valued volunteers and
ambassadors.

Please read it carefully to ensure a
smooth, fun, and rewarding festival
experience for everyone.

**By the
community,
for the
community**

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PART A: WAK FESTIVAL AMBASSADOR (VOLUNTEER)

Thank you for being part of the WAK Festival.

This handbook is designed to guide you through your journey as a **WAK Festival Ambassador (WAKA)**. Whether you are serving as a frontliner, supporting logistics, assisting with sales, or helping behind the scenes, your role is vital to the success of the festival.

WAK is more than just a series of events. It is a community-driven movement that celebrates arts, culture, and lifestyle while bringing people together across Sarawak.

As a WAKA, you represent the spirit, professionalism, and warmth of the festival. This guide outlines your responsibilities, expectations, and the standards that help us deliver a safe, welcoming, and memorable experience for everyone. Please read it thoroughly, refer to it when needed, and approach each event with enthusiasm, teamwork, and pride.

Together, let's create meaningful moments and make every WAK Festival experience exceptional.



PART B: ABOUT WAKAS

B.1 Who Can Sign Up?

We welcome individuals who are enthusiastic, responsible, and passionate about supporting the arts and community initiatives under the WAK Festival.

To register as a WAKA, you must:

- Be 18 years old and above
- For Malaysian WAKAs, possess a valid Tax Identification Number (TIN*)
- Commit responsibly to assigned shifts
- Be comfortable communicating in English (primary working language)
- Be friendly, professional, punctual, and reliable
- Work well in a team and adapt to a fast-paced environment
- Be willing to take on different roles when required
- Enjoy engaging with diverse communities and creative events

No prior event experience is required. What matters most is your commitment, positive attitude, and readiness to represent WAK with energy and professionalism.

B.2 WAKA Benefits

As a WAKA, you will receive:

- Official WAKA T-shirt (to be worn on duty)
- Hourly reimbursement (via bank transfer)
- E-Certificate of Participation (available only if you have *successfully completed at least 1 shift*)
- Hands-on event experience, creative exposure, and valuable networking opportunities

*How to obtain your TIN:

1. Download and register for **MyDIGITAL ID**
2. Apply for your TIN via the **LHDN website**
3. Save a screenshot of your TIN for reference

PART B: ABOUT WAKAS

B.3 WAKA Shift Registration Policy

All WAKAs are expected to manage their shift registrations with integrity and professionalism.

- Register only for shifts that are currently available. Respect all existing shift registrations. Under no circumstances should you remove, replace, or alter another WAKA's name. Any violation will result in a RM30 penalty and may affect future shift eligibility.
- Register only for shifts you can commit to and ensure you do not exceed 45 working hours per week*. If you need to withdraw from a confirmed shift, notify the WAKA Manager immediately. Failure to attend a confirmed shift will result in a RM20 penalty.
- Meal Break Policy:
 - > Each main meal break is limited to 45 minutes.
 - > Notify the WAKA group chat when clocking out and back in.
 - > Breaks should be taken in rotation to ensure coverage.
 - > Prayer and meal times should be combined.

*compliance with the Sarawak Labour Ordinance (Amendment) Act 2025

PART C: ON THE DAY OF YOUR SHIFT

C.1 Pre-Event Responsibilities

1. WAKA Booth Pack

Collect the WAKA Booth Pack from a location that will be announced in the WAKA group chat. If it is your very first shift, you will find WAKA's t-shirt in the Booth Pack. It will be labelled with your name on it. You must wear the WAKA t-shirts for every shift that you register.

2. Be Punctual

You need to be at the event venue at least 30 minutes to 1 hour before the event starts to set up the WAKA booth. If you are briefed to help the event organiser before the event is scheduled to commence, do assess the time required for your assigned responsibilities and ensure you arrive punctually and prepared to commence duties.

3. Dresscode

- WAKA t-shirt (mandatory)
- Closed-toe shoes
- Jeans or Long pants

PART C: ON THE DAY OF YOUR SHIFT

C.2 On-Site Responsibilities

1. Sign-In & Sign-Out

- Take a timestamped selfie at the start and end of your shift with the Event background
- Upload photos via the provided sign-in & sign-out form link
- Use a timestamp camera app if needed

2. Jobsheet

- Record headcount, merchandise, and sales accurately
- Complete physical and online job sheets

3. Petty Cash Handling

- Opening and closing counts must be done by different WAKAs
- All cash and stock discrepancies are the responsibility of on-duty WAKAs
- Record reference numbers for all online payments

4. Frontliner & Information Booth

- Welcome and assist attendees
- Be familiar with event details
- Support ticketing, registration, merchandise, and media inquiries
- Promote other WAK Festival events

5. Safety & Support

- Assist with crowd flow and basic safety awareness
- Report suspicious activity immediately
- Provide first aid only if trained and alert the WAKA Manager

6. Marketing & Promotions

- Capture photos/videos during events
- Share content in the WAKA chat group
- Post on personal social media and tag WAK Festival accounts

7. Operational Support

- Assist as stagehands, runners, or parking support when required
- Maintain cleanliness and venue layout
- Encourage attendees to complete event surveys via QR codes

PART C: ON THE DAY OF YOUR SHIFT

C.3 Post Event Duties

1. Assist with event dismantling if required
2. Complete final stock and petty cash checks
3. Return all materials to the WAK Secretariat
4. Submit completed job sheets (physical & online)
5. Ensure the event space is clear of any kind of rubbish

C.4 Service Standards and Professional Conduct

Our Standards

All WAKAs are expected to uphold the following service standards at all times:

- Be punctual and committed to your assigned duties.
- Remain friendly, approachable, and respectful.
- Communicate clearly and confidently.
- Work collaboratively as part of a team.
- Maintain a neat and presentable appearance.
- Embrace the experience with a positive and professional attitude.

Professional Conduct

While on duty, WAKAs must:

- Greet attendees professionally; avoid standing with hands in pockets.
- Refrain from excessive chatting or personal phone use.
- Maintain good posture and a professional demeanour at all times.
- Provide accurate information and avoid sharing unverified details.

THANK YOU

Thank you for committing your time, energy, and dedication
to the WAK Festival.

As a WAKA, **you are more than a volunteer; you are an ambassador** representing the spirit, professionalism, and hospitality of the festival. Every greeting you extend, every task you complete, and every challenge you manage contributes directly to the experience of our attendees, partners, and creative community.

By upholding the standards outlined in this handbook, you help ensure that each event runs smoothly, safely, and successfully. Your integrity, teamwork, and positive attitude reflect the values of WAK and strengthen its impact across Sarawak.

We appreciate your commitment and look forward to working alongside you. Together, let us continue to create meaningful experiences and make every WAK Festival moment exceptional.

Best regards,
The WAK Festival Team

