Sample FAQs for Volunteer Training

Whether you’re planning an event on-campus or at another location, it’s helpful to prepare volunteers to answer questions from attendees about the event itself, local attractions, facilities and transportation.

Below are some sample questions volunteers might encounter at a typical Queen’s on-campus event, along with suggested responses.

**Hint:** Include Q&A documents as part of volunteer training packages, and keep a few copies at the registration desk on-site for easy reference.

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**GENERAL**

**Q:** Where can I buy Queen’s merchandise over the weekend?

**A:** The Campus Bookstore (below Clark Hall Pub) is open Friday 9am – 6pm and Saturday 10am-5pm.

*Tricolour Outlet (on the second floor of the JDUC) is open 9am – 7pm on Friday and 9am – 6pm on Saturday.*

**Q:** Where/How do I find out what restaurants, pubs, and services are open throughout the weekend?

**A:** Information on visiting the many campus services and dining facilities can be found at [http://www.queensu.ca/discover/visit](http://www.queensu.ca/discover/visit).

**Q:** What transportation is available on campus and in Kingston?

**A:** Kingston Transit schedules available within Grant Hall or at [http://www.cityofkingston.ca/residents/transit/trip-planner](http://www.cityofkingston.ca/residents/transit/trip-planner).

**Q:** I haven’t been to campus in a while. Where is ____?

**A:** Please visit [http://www.queensu.ca/campusmap](http://www.queensu.ca/campusmap) to view and print an interactive copy of the main Queen’s campus map.
KINGSTON ATTRACTIONS

Q: Does the Farmer’s Market still exist? Are they open?
A: Yes! The farmer’s market is open Saturday from early morning to mid-afternoon in Springer Market Square (at the corner of King Street East and Brock Street). The antique market is open Sunday from early morning to mid-afternoon, also in Springer Market Square.

Q: What's new in Kingston?
A: Within the last few years, Market Square has been completely redone, a new large-venue entertainment centre has been built (the K-Rock Centre), and Jack Astor’s opened at Brock and King Street featuring a rooftop patio. The S&R department store has been turned into commercial and retail space, with a Milestone’s restaurant, pet supply store, and Marble Slab Creamery on the ground floor. There are also many new stores and restaurants along Princess Street.

Visit http://tourism.kingstoncanada.com for the most up-to-date information and "happenings" in the Limestone City.

Q: Where's a good place to eat tonight? Italian, Chinese, Indian, Thai...
A: Suggest one of your favourite Kingston restaurants!


You might also suggest they visit Tourism Kingston, which is downtown, across from City Hall, if they’d like more information. It is likely to be a very busy weekend, so encourage them to make reservations.

Q: How far of a walk is it to downtown?
A: 10-15 minutes from campus.

Q: Are there any movie theatres downtown anymore? What’s playing?
A: The Empire theatre relocated to 120 Dalton Ave. (at Division St.), but The Screening Room is still operating at 120 Princess St. You can find show times online at http://www.moviesinkingston.com/.

Q: Do you have a phone number for a taxi?
A: Modern: 613.546.2222
Amherst: 613.542.3333
Amey’s: 613.546.1111