



Greetings from IFAM!

Over the next two months, we will be highlighting some of our most critical volunteer openings, beginning with our Artists Assistants Team. Given over 1,400 shifts to fill in a three-day period, this is always our area of greatest need. **Please consider signing up for a shift and helping us spread the word about the International Folk Art Market.**



Lynn Horpedahl (L), Rangina Hamidi (R)

HELPING CHANGE LIVES AS AN IFAM ARTIST ASSISTANT

When the American troops began pulling out of Kandahar, Afghan women's cooperative Kandahar Treasure lost an important source of income. The founder Rangina Hamidi was told that she should save money by eliminating the daily lunch that she provided for her artisans.

"I can't do that," she told IFAM artist assistant Lynn Horpedahl, "because this is the only time I know that my women have a chance to eat."

Faced with feeding their children or themselves, she knew, they would rather starve themselves.

"When I heard that, it made it all the easier to sell that one last scarf," said Horpedahl, a local fabric artist and former theatrical costume designer who has been an Artist Assistant at the Market for the last nine years.

"To me, the Artist Assistant is the face between the artists and the customers. You hear from the artists what their life is like in their countries, and you hear what your help in selling their products means to their villages. You're not just reading about it in some newspaper."

But it's important to understand that you're not a salesperson per se—unless the artist asks you to be. Your main job is to write up the sales slips that customers take to the cashier tents to pay, and then to hand over the right merchandise when the customer or the concierge service returns with proof of payment.

The artist may ask for more help, depending on whether there's an agent or a translator in the booth (and there often will be). But that's up to the artist; you can ask for guidance beforehand.

"The real challenge," Horpedahl said, "is that empty floor space in those booths is the size of a dining room table." So she does all she can to stay out of the way, focusing instead on making sure the artists have enough supplies, including bags that are the right size, and on writing up sales slips legibly and accurately.

Her words of advice...

- Understand the purchasing procedures so that you can explain the process to the customers.
- Abide by whatever system you're told to use in writing up sales slips. It has to be uniform so the cashiers can charge the right amount; substituting your own system will confuse everyone.
- Expect to have to work quickly, but don't panic if you find yourself in a busy booth; accuracy is more important than speed.
- Print legibly, bearing down hard enough on carbon copies so that the bottom sheet is readable.
- Keep in mind that you're writing up the slips, but you may not be the one to hand over the merchandise when the customer returns because the shift has changed. So stay organized, no matter how much of a crush you find yourself in.
- Be flexible. Customers are supposed to pick up merchandise within three hours of purchase, but if you're busy you may not notice when that window has elapsed. Do the best you can.
- Remain calm. In the extreme heat, wind, rain, and crowds, people may become impatient and grumpy (you may too).

Just keep smiling is Horpedahl's advice. "I can almost guarantee that you *will* get soaking wet, sunburned and frustrated, but it's still the best thing I've ever done," Horpedahl concludes.

To find out more or to volunteer for an Artist Assistant shift, contact Sandra Wylie at sandra@folkartmarket.org or visit folkartmarket.org/volunteer-registration

Artist assistant training sessions are listed below. IFAM's artist assistant training video will be released mid-June and posted at folkartmarket.org/volunteer/returning-volunteers

[Upcoming Artist Assistant Training](#)

- **Saturday, June 22 - 11:00 a.m., Noon and 1:00 p.m.**
- **Tuesday, June 25 - 5:00 p.m. and 6:00 p.m.**
- **Saturday, July 6 - 12:30 p.m. and 1:30 p.m.**

See the [Current Volunteers](#) page for more information and updates.



What types of volunteer opportunities exist?

There are over 60 teams of volunteers that contribute to the success of the International Folk Art Market Santa Fe during the second full weekend of July each year, so there are many opportunities to find your best volunteer fit. By far, the largest number of opportunities (approximately 1,800 shifts) are for Artist Assistants who work in the booths with the artists to support the sales process. **Volunteer job descriptions are available [here](#).**



IFAM Fun Facts!

As of May 15, 2019, there are:

- 1,109 volunteers registered
- From 36 states
- From 17 countries

Overall, the Market volunteers:

- 4,790 shifts (averaging 5 hours each = 23,950 hours)
- 47 Teams
- 56 Volunteer Chairs



IFAM

International Folk Art Market www.folkartmarket.org
505.992.7600 | 620 Cerrillos Rd. | Santa Fe, NM 87505

16th Annual International Folk Art Market Santa Fe
July 12, 13, & 14, 2019

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International Folk Art Market, 620 Cerrillos Rd. Santa Fe, NM 87505

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