



VOLUNTEER FESTIVAL AMBASSADOR POSITION

Volunteer Role Date Range: March 13 – March 17, 2019

Hours Required: Minimum 6 hours

Reporting To: Front of House Manager

Location: Various

Festival Ambassadors are the face of the festival. As part of the Front of House (FOH) team you are often the first human contact many patrons have with the Festival, making you an important point of contact with the organization - our Ambassadors! As such, you should possess a calm, yet charismatic demeanor and an aptitude for high quality customer service. This position entails greeting and assisting guests and providing them with Festival information. The Front of House Manager (FOH Manager) will greet you when you arrive for your shift, share the details of the event with you and ensure that you have the tools and information necessary to do the best job you can.

Pre-show Duties:

- Check in with the Front of House Manager - this will be your FIRST task.
- Walk through the venue with the FOH Manager to familiarize yourself with the location of the fire exits, alarms, washrooms, priority seating, ATM, etc.
- Review policies and procedures with FOH Manager to familiarize yourself with safety procedures, latecomers, electronics & recording, and food & beverage policies.
- Review show information with FOH Manager to familiarize yourself with the name of the show, running time, curtain time, intermission information, what age group the show is suited for, how to check tickets for correct show, bar service details (where the bar is located, rules on drinks in the theatre, etc.) when the doors to the theatre are scheduled to open, when the doors are scheduled to close and the performance is to begin (curtain time), any specific information regarding the show, eg. strobe effects, coarse language, any post show chat or reception.
- Help with event set-up including:
 - Ensuring all signage is clean and on display,
 - Setting up chairs (as required),
 - Ensuring all public-facing places are clean and functioning including lobby, washrooms and seating areas,
 - Ensure all fire exits are free from obstructions, etc.
- Greet patrons and assist with confirming the show time and duration, finding their venue, directing them to washrooms, directing them to food/beverage, etc.
- Disseminate festival guides and/or show programs.
- Assist patrons with mobility challenges navigate the venue.
- Monitor for emergencies or issues that require additional assistance either from the FOH Manager, from Venue Staff and/or Fire/Ambulance/Police.
- Turn in any and all Lost and Found items to the FOH Manager;

During the Show:

- Once doors have closed, depending on the venue, at least one member of the FOH team will remain outside the event doors to assist latecomers; the FOH Manager will handle the latecomers call or instruct you as required.

- The remaining FOH team will remain in the theatre to support patrons and monitoring for emergencies.

After the Show

- Once the theatre and lobbies have cleared, assist in cleaning the theatre and lobby areas.
- Pick-up reusable program and return them FOH Manager.
- Turn in Lost and Found items to Front of House Manager; they will leave these items with the venue's Lost and Found.
- Help with special event break down as required including:
 - Putting away all signage
 - Setting up/ removing/ moving tables and chairs (as required)

End of Shift

- Return any equipment.
- Check out with FOH Manager before leaving the venue.

General Duties

- Acting as a point of contact for patrons needing assistance, and calling the appropriate staff to assist in First Aid.
- Providing general assistance to Front of House Manager and Production teams before, during, and immediately after shows
- Assisting Venue and House Managers in the upkeep of the venue before, during, and after performances; alerting appropriate staff of spills, trash, or other necessary clean up.
- Communicating issues that arise with the FOH team

What you will require for your shift:

Volunteer T-shirt

Volunteer Name Tag

DO NOT BRING VALUABLES

Volunteers are expected to maintain personal hygiene but should not use excessive perfume, cologne, or strong deodorants

GENERAL ETIQUETTE

1. Always approach a guest with a friendly greeting (i.e. "Hello, may I assist you?").
2. Be proactive and take the initiative to assist patrons.
3. Assume a confident and open posture – stand erect and avoid cross your arms.
4. Be familiar with the event based on the notes provided by the FOH Manager.
5. Be familiar with the venue.
6. Treat all patrons with respect, even if difficult – do not escalate a situation. Find the House Manager to help resolve the situation.
7. Avoid being distracted in conversation when patrons are visible and waiting to be served.
8. Never speak negatively about a show at the festival while working or wearing your Volunteer T-Shirt. If you did not enjoy a performance, find something in the show to comment on (perhaps a particular performer did a great job), or you may say that it was "not to your specific taste, but others enjoyed it."
9. When a patron asks a question that you cannot answer, refer them to the FOH Manager.

10. If you are assigned to sit in the theatre and a guest gets up to leave the theatre, you MUST guide them and quietly open and close the door for them.
11. If you are assigned to sit in the theatre, then do not exit the theatre during the performance except during emergencies or if a situation arises that requires the FOH Manager's assistance.
12. Pay attention to announcements for important information, including when the theatre doors open, when the show begins, when intermission ends, and so on.
13. Be familiar with food and beverage policies in your venue and politely remind patrons of these policies as required.
14. When patrons are exiting, ALWAYS smile and thank each of them for attending the event.
15. Never tell patrons that they must leave the venue so that you can close the doors, the FOH Manager will take care of this and only if it is required.
17. Assist the FOH Manager by clearing plastic-ware and garbage from the lobbies and venue. Programs can be collected and handed back to the House Manager or recycled if it is the final performance.
18. No cellular phones, music players, tablets, books, games, etc., are to be carried while on call. All such items should be left with your belongings in the secure area or at home.