



VOLUNTEER FESTIVAL CENTRAL CONCIERGE

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

Hours Required: Minimum 6 hours

Reporting to: Volunteer Coordinator

Location: Various

As the Festival Central lounge concierge your role will be to distribute artist and volunteer packages, maintain a safe location for belongings, provide information to volunteers and artists about the festival, the venues, and the city—especially to out of town artists—all while maintaining the tidiness of Festival Central.

Festival central is a space that will be used to store festival equipment and art installations, as well as acting as a central location for artists and volunteers to pick-up their packages and store their personal belongings. It will also act as a quiet place for the FAO team (artists, volunteers, and staff) to sit and relax or catch up on an email or two.

Start of shift duties:

- Check-in with the volunteer coordinator via telephone/text so they know you have arrived.
- Ensure the room is tidy, fill the water jug, and ensure beverage and/or food service is accessible and glassware is available.
- Ensure that all required materials for volunteer check-in and volunteer and artist packages are organized and that you are ready for package pick-ups.

During shift duties:

- Distribute (and track) the volunteer packages that have been claimed.
- Sign in volunteers as they arrive for their shifts at Arts Commons.
 - o If a volunteer is 5 minutes late for their shift notify volunteer coordinator and await direction.
- Distribute (and track) artist packages to artists.
 - o Each kit is personalized for each artist so it very important to ensure packages are distributed to the appropriate person.
- Assist artists with their needs.
 - o A phone number for a cab.
 - o Finding a restaurant close by.
 - o Where walk-in clinics can be located.
- Help to organize food for distribution to rooms.
- Maintain food and beverage areas in the rooms by keeping them clean and stocked with supplies.
- Act as security for volunteer and artist belongings.
- Assist artists and technical teams with moving art installations in and out as required.
- Be prepared to direct artists to the appropriate festival staff/volunteer when required.
- Be prepared to direct volunteers to the volunteer coordinator or team lead as required.
- Receive any found items, note where they were found, and turn them over to Arts Commons security.
- Assist with any lost children.
- Keep the space clean and tidy.

End of shift:

- Ensure the space you are in is clean and ready for the next volunteer.
- Bring in any signage.
- Assist with securing any art installations as required.
- Assist in cleaning any theatre and/or lobby space as required.
- If there is a volunteer shift after yours, do not leave until the volunteer who is replacing you has arrived.
- If you are the last volunteer on shift, empty the water jug, lock up the venue, and sign the key back in at stage door security.

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

- Always approach a guest with a friendly greeting (i.e. Hello sir/ma'am).
- Be proactive and take the initiative to assist patrons.
- Assume a confident and open posture—stand erect and never cross your arms.
- Be familiar with the events occurring in the festival.
- Be familiar with the venue.
- Never speak negatively about a show at the festival while working. Either provide a positive comment or comment that you have yet to see the show.
- When someone asks a question that you cannot answer, refer them to the appropriate festival staff member. If you do not know who this is, contact the volunteer coordinator for direction.
- No cellular phones, music players, tablets, books, games, etc., are to be carried while on shift. All such items should be left with your belongings in the secure area or at home.