



INFORMATION BOOTH

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

Hours Required: Minimum 6 hours

Reporting to: Front of House Manager

Location: Various Venues

The festival information booth volunteers sell festival merchandise and greet and assist patrons providing them with information about the show specifically and the festival generally. As part of the Front of house (FOH) team you are often the first human contact many patrons have with the festival, making you the organizations ambassadors! As such, you should possess a calm, yet charismatic demeanour and an aptitude for high quality customer service.

You will report to the front of house manager (FOHM) when you arrive for your shift. They will share the details of the upcoming event with you and direct you to the festival booth ensuring that you have the tools and information necessary to do the best job you can.

Start of shift duties:

- Check in with the FOHM - this will be your FIRST task.
- Walk through the venue with the FOHM to familiarize yourself with the location of the fire exits, alarms, washrooms, priority seating, ATM, etc.
- Review show information with FOHM 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, e.g. strobe effects, coarse language, any post show chat or reception.
- Set up information booth:
 - o You will receive a float, Square reader and iPad/iPhone from festival personnel.
 - o Count and sign for float, Square reader, and iPad/iPhone.
 - o Make sure the device is charged, or charging before patrons arrive.
 - o Count merchandise, and enter numbers on reconciliation sheet.
 - o Display merchandise in an attractive manner and set up signage.

During shift:

- Be charming and outgoing to try and sell festival merchandise.
- Use the Square reader to process any electronic sales.
- Greet patrons and assist with confirming the show time and duration, finding their venue, directing them to washrooms, directing them to food/beverage, etc.
- Distribute festival guides and/or show programs.
- Monitor for emergencies or issues that require additional assistance either from the FOHM, from venue staff and/or fire/ambulance/police.
- Be prepared to answer general questions regarding the festival.
- Encourage patrons to see other shows.
- You must stay with the cash, Square reader and iPad/iPhone at all times. If you need to leave the booth, ask the FOHM to watch the cash, Square reader and device.

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 FOHM will handle the latecomers call or instruct you as required.

After the show:

- Be prepared to sell merchandise after the show.
- Once all patrons have left,
 - o Count the merchandise,
 - o Count the cash and remove the float,
 - o Fill out reconciliation sheet,
 - o Clean up area,
 - o Pack up booth if you are last shift of the day.
- FOHM will come and check reconciliation sheet, pick up all cash, Square reader and iPad/iPhone.

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.