



TICKET OFFICE SUPPORT

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

Hours Required: Minimum 6 hours

Reporting to: Box Office Staff

Location: Various Venues

The box office is often the first human contact many patrons have with the festival, making you our ambassadors. As such, you should possess a calm, yet charismatic demeanour and an aptitude for high quality customer service.

This position entails assisting box office staff with will-call tickets (tickets that need to be picked-up by patrons), greeting and directing guests, monitoring activities and working with the whole front of house (FOH) team on general box office and FOH tasks as required.

Pre-show duties:

- Check in with box office staff - this will be your FIRST task.
- Listen and understand any and all information and tasks communicated to you about the box office and FOH; this will be provided to you by box office staff.
- Familiarize yourself with the location of fire exits, alarms, washrooms, bar service, etc.
- Review show information with box office staff to familiarize yourself with the name of the show, running time, curtain time, intermission information, what age group the show is suited for, 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 any box office set-up including:
 - o Ensuring all signage is clean and on display,
 - o Organizing will-call tickets and/or lists of ticket holders.
 - o Ensuring all public-facing places are clean and functioning including lobby, washrooms and seating areas
 - o Ensure all fire exits are free from obstructions, etc.
- Communicate to FOH manager / ushers / ambassadors the number of tickets sold (based on the information provided to you) and/or remaining to be picked up when this information is requested.

During the show:

- Once doors have closed, stay at the box office to assist box office staff.
- 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. If any latecomers arrive at the box office, direct these individuals to the FOH manager who will seat them based on the latecomers call
- Approximately 10 to 15 minutes after the latecomers call (or, if there is no latecomers call, 20 minutes after the start of the performance), the box office can be closed; this will be determined by box office staff. Any patrons that arrive after the box office closes will be met by the FOH manager.

End of shift:

- Return any equipment.
- Check out with box office staff before leaving the venue.

General duties:

- Making yourself visible and available to patrons as they enter the venue, assist with will-call ticket pick-up and/or box office tasks as assigned.
- Providing general assistance to all guests of the festival.
- 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

- Always approach a guest with a friendly greeting (i.e. "Hello, may I assist you?").
- Be proactive and take the initiative to assist patrons.
- Assume a confident and open posture. Stand erect and avoid crossing your arms.
- Be familiar with the event based on the notes provided by the FOH manager.
- Be familiar with the venue.
- Treat all patrons with respect, even if difficult – do not escalate a situation. If necessary, find the FOH manager to help resolve the situation.
- Avoid being distracted in conversation when patrons are visible and waiting to be served.
- 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."
- When a patron asks a question that you cannot answer, refer them to the FOH manager.
- 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.
- 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.
- Pay attention to announcements for important information, including when the theatre doors open, when the show begins, when intermission ends, and so on.
- Be familiar with food and beverage policies in your venue and politely remind patrons of these policies as required.
- When patrons are exiting, ALWAYS smile and thank each of them for attending the event.
- 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.
- Assist the FOH manager by clearing plastic ware and garbage from the lobbies and venue. Programs can be collected and handed back to the FOH manager or recycled if it is the final performance.
- 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.