



## 2018 Volunteer Roles

Thank you for volunteering to be an integral part of our great Festival.

We welcome you to what is an important part of the history and running of the Wangaratta festival of Jazz and Blues Festival. Your efforts are greatly appreciated by Board, Festival management and the Rural City of Wangaratta.

In appreciation of your contribution, if you volunteer for 12 hours or more, you will receive a Blues Marquee pass.

### **Venue FOH (Front of House):**

- Checking wristbands on entry to venues (where applicable)
- Cash handling, the use of cash registers and EFTPOS (Box Office and Blues Marquee)
- Queue management (ensure queues are tidy to limit any foot traffic jams that may occur)
- Clearing tables of rubbish and general tidy up of venues
- Assist with patron queries
- Liaise with venue managers & first aid
- General duties

### **Blues and Ford Street Bump In/Out:**

- Liaise with venue manager
- Set up/pack down tables & chairs
- Distribute rubbish bins & lids to appropriate areas
- Signage display / Bunting
- General duties
- Assist with patron queries

### **Courtesy Bus Drivers:**

- Collect/deliver artists from Albury and/or Melbourne airports
- Possible pick up and drop off of artists from accommodation venues to performance venues
- Assist with patron queries

### **Box Office:**

- Liaise with venue manager
- Using a cash register, where comfortable and shown, EFTPOS usage
- Selling of tickets
- Assist with patron collecting pre purchased tickets
- General customer service including venue directions and queries
- Ticket collection
- General duties

### **Catering:**

Volunteers will be supplied with snack food and water at each venue to replenish during volunteering shifts. If however you have special dietary requirements or will require a meal of more substance, it is recommended that you also bring something along.

**Risk Management** is the responsibility of all involved, including our volunteers to ensure that a safe environment remains at all times. If you detect an issue or one has been reported to you by a patron or contractor, please report to your venue manager as soon as possible so that it may be dealt with in a safe and authorised manner.

*The festival thanks you for your commitment, time and support towards the festival and we hope you enjoy your volunteering experience.*