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Team Members Office Support

Volunteering for Four Winds is a social experience in which we are all ambassadors for our event and region. To provide excellent customer service, we ask that all staff, volunteers and contractors observe our service guidelines. A safe, calm and easy experience will frame how visitors enjoy their visit to Four Winds.

Position Purpose

This position is based in the Bermagui town office.

To answer any questions guests and artists may have about the Four Winds Music Festival.

To assist in the purchasing of Festival tickets as easily as possibly.

Key message

Welcome, there is no rush, the festival begins here

Reports To

Office Support Team Leader/Volunteer Coordinator

Office Support member tasks

- Take ticket purchase payments online. Ensure you are familiar with the ticket packages and prices prior to the festival commencement;
- Scan the guest tickets and supply wrist bands;
- Ensure the correct wrist band is given to them;
- Answer any questions the guest/artist may have;
- Promote day and night sessions; and
- Because there is only ONE road onto the site, it is recommended that you be prepared to stay on site for the duration of the concert. If you need to leave during the morning, the road crew would have to stop the incoming traffic to allow you to leave so that is something they would rather avoid.

Benefits to volunteering

There are many benefits to be gained from volunteering for Four Winds.

Volunteering provides an opportunity to develop knowledge, learn practical skills, develop new interests and get to know others and make new friends.

Four Winds values everyone's contributions, and in appreciation volunteers receive:

- Capacity to be rewarded with tickets
- Invitations to social outings and special preview events
- Volunteer only t-shirt

Duty Roster

Volunteers will need to be at the site 1/4 hour before their shift starts each day. If your shift ends and another volunteer is to replace you, please do not leave your position until they arrive.

Additional Information at the Festival

Being an outdoor event, please come prepared for ALL WEATHERS. You will be able to access your vehicle if you wish to leave extra clothing etc in it. Remember to bring something for sitting on for yourself (chair, picnic blanket etc) to use when on a break.


There will be plenty of food and coffee etc available for purchase at the festival however, you are welcome to bring your own food and drinks for the day.

Wet Weather

A decision will be made, and you will be contacted. If there is a lot of rain the event is to be cancelled, once again you will be contacted.

Office Support Overview

Services	Guidelines and Parameters
Process tickets <ul style="list-style-type: none"> Scan pre-purchased tickets 	<ul style="list-style-type: none"> Scan the guest tickets and supply wrist bands
Purchase tickets <ul style="list-style-type: none"> Sell tickets Sell / Issue programs 	<ul style="list-style-type: none"> Take ticket purchase payments online Promote day and night sessions
Highlight program <ul style="list-style-type: none"> Connect and discuss Prompt visitor to find tickets 	<ul style="list-style-type: none"> Take time with each visitor to welcome them If time, discuss the program briefly, particularly their anticipated highlights

	The extra mile <ul style="list-style-type: none"> Solve Reassure customers that any ticketing issue can be resolved. Propose feasible solutions.
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