

Table of Contents

Parking Assistance Team Member	2
Position Purpose	2
Key Message.....	2
Parking Team Member Tasks	2
Reports To	2
Benefits to volunteering	2
Additional Information.....	2
Wet Weather.....	3
Medical.....	3
Duty Roster	3
Parking Team Overview	3
Direct traffic	3
Guide parking.....	3
The extra mile	3

Parking Assistance Team Member

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. Car parking can be challenging for first time visitors or those with accessibility needs. A safe, calm and easy experience will frame how visitors enjoy their visit to Four Winds and interact with our team while here.

Position Purpose

To both welcome and assist patrons, directing them in a safe and efficient manner to their car park space. This is often the first contact for a patron's Four Winds experience – an extremely important role. An additional part of the role is to ensure that patrons exit the site safely.

Key Message

Welcome, you have arrived safely, parking is easy

Parking Team Member Tasks

- Keep traffic flowing
- Assess driver needs efficiently: Look for Disabled sticker or ask "Does anyone in the vehicle have accessibility needs?"
- Assess and direct appropriately. Speak to the team leader about appropriate hand signals
- One person to guide one driver at a time: "Please park front bumper to the line"
- Give clear and calm directions to the driver only
- In low light, slow down your instructions and your expectations of drivers
- Use common and limited range of hand signals
- Remain in view of the driver at all times
- Do not enter or drive a visitor's vehicle without permission of the car park manager

Reports To

Team Leader/Volunteer Co-ordinator/Site Manager

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

Additional Information

This can be a physically demanding position as you are on your feet throughout your shift. If you bring a chair, it can be placed near your designated area and you may be seated whilst waiting for guests to arrive.

Sign on at the beginning of each shift and then sign off at the end of each shift. You must also report to the team leader at the beginning and end of each shift.

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.

Medical


If an emergency medical incident happens contact the medical team who are on site. Then inform the team leader/volunteer coordinator. Make sure you know where the site is please.

Duty Roster

You will need to be at the site ½ 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. Please organise your changeover during a break in performance or during applause. You must also report to the team leader at the beginning and end of each shift.

Parking Team Overview

Services	Guidelines and Parameters
<p>Direct traffic</p> <ul style="list-style-type: none"> Identify needs of drivers and passengers Direct appropriately to drop offs or parking zones Ensure safe departure from the site 	<ul style="list-style-type: none"> Keep traffic flowing Assess driver needs efficiently: Look for Disabled sticker or ask “Does anyone in the vehicle have accessibility needs?” Assess and direct appropriately. In low light, slow down your instructions and your expectations of drivers
<p>Guide parking</p> <ul style="list-style-type: none"> Help drivers park in the most suitable parking spot safely and efficiently 	<ul style="list-style-type: none"> One person to guide one driver at a time: “Please park front bumper to the line” Give clear and calm directions to the driver only Use common and limited range of hand signals Remain in view of the driver at all times Do not enter or drive a visitor’s vehicle without permission of the car park manager

	<p>The extra mile</p> <ul style="list-style-type: none"> Smile Relaxed drivers are better parkers. Be personable while being efficient. Support Stop vehicles to speak to drivers or to take pressure off parking process Remind Check that lights are off, handbrakes are on, doors are locked and drivers know their location Assist Offer to escort elderly or disabled visitors through the car park to ensure their safety. Assist with unloading luggage or persons requiring support to limit vehicle time in drop-off zones Connect Socialise with passengers in drop off zones until drivers return (This takes pressure off drivers)
---	---