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Team Member Sales Merchandise

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 and interact with our team while here. It is important to make this sales experience as positive as possible.

Position Purpose

The assist with the purchasing of any merchandise available for sale.

Key message

Welcome; We are here to help

Sales Merchandise Member Tasks

- Greet the audience members as they arrive at the merchandise area. Be friendly, informative;
- Be familiar with the available merchandise;
- Inform them of the merchandise that is available; 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.

Reports To

Team Leader/Volunteer Coordinator/Site Manager/Festival Producer

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

Sign on at the beginning of each shift and then sign off at the 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

Volunteers 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.

Sales Merchandise Overview

Services	Guidelines and Parameters
Provide information	<ul style="list-style-type: none"> Respond to visitor queries; if unsure, find the answer rather than referring them on Take time to speak with visitors, if they want to have a conversation. Share a perspective or a human story about the program / artist. Highlight and suggest relevant merchandise and how to purchase.
Observe and guide visitors	<ul style="list-style-type: none"> Observe visitors to identify those needing assistance; act promptly and discreetly

	<p>The extra mile</p> <ul style="list-style-type: none"> Engage You are key to making our visitors feel “at home”. Be informed about the merchandise. Share your passion for Four Winds. Chill You need to be observant and considerate, but also relaxed as you would if you were talking to a friend. Hand over Always handover to another volunteer before leaving your station.
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