

Table of Contents

| | |
|---|---|
| Team Members Ticketing | 2 |
| Position Purpose..... | 2 |
| Key message..... | 2 |
| Reports To | 2 |
| Ticketing member tasks..... | 2 |
| Benefits to volunteering | 2 |
| Additional Information | 3 |
| Wet Weather | 3 |
| Medical..... | 3 |
| Duty Roster..... | 3 |
| Ticketing and Box Office Overview | 3 |
| Process tickets | 3 |
| Purchase tickets..... | 3 |
| Highlight program..... | 3 |
| The extra mile..... | 4 |

Team Members Ticketing

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.

Position Purpose

Ensure welcoming and helpful arrival to guests, and maneuver the guests through the ticketing process as easily as possible.

Key message

Welcome, there is no rush, the festival begins here

Reports To

Ticketing Team Leader/Volunteer Coordinator/ Site Manager

Ticketing member tasks

- Minimise queue wait time;
- Walk the queue to triage audience members into pre-purchased express scanning and ticket purchase queues;
- Scan the guest tickets;
- Take ticket purchase payments online. Ensure you are familiar with the ticket packages and prices prior to the festival commencement;
- Ensure the correct wrist band is given to them;
- Assist in putting the wrist band on. If the guest does not want to wear the wrist band, then inform them that they must have it available at all times as they may be asked to show it by other volunteers;
- Walk the ticketing queue to discuss ticket options ahead of transaction point;
- Slow down and connect with visitors if a bottle neck is forming;
- Promote day and night sessions;
- Take time with each visitor to welcome them;
- If time, discuss the program briefly, particularly their anticipated highlights
- Show visitors the program board, which they can photograph for reference; 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

Additional Information

On the morning of the first day festival there will be a training session so that you can become familiar with scanning and ticketing systems.

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. Make sure you know where the site is please.

Duty Roster

Volunteers 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.

Ticketing and Box Office Overview

| Services | Guidelines and Parameters |
|--|---|
| Process tickets <ul style="list-style-type: none"> • Scan pre-purchased tickets • Direct pre-purchase to express entry lane | <ul style="list-style-type: none"> • Minimise queue wait time • Walk the queue to triage audience members into express and box office queues • Ask all visitors to sign in for contact tracing using the QR code on your clipboard • Slow down and connect with visitors if a bottle neck is forming at entry or box office |
| Purchase tickets <ul style="list-style-type: none"> • Sell tickets • Sell / Issue programs | <ul style="list-style-type: none"> • Walk the box office queue to discuss ticket options ahead of transaction point • 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 • Show visitors the program board, which they can photograph for reference |



The extra mile

- **Prioritise** If required, offer priority assistance such as escorting some of party through entry to wait for ticket holder in the food area. Check on visitors waiting in drop off zone.
- **Identify** Be considerate of visitor needs, particularly to access toilets. Allow toilet access before ticketing and negotiate placeholding in queue with other visitors, if required.
- **Solve** Reassure customers that any ticketing issue can be resolved. Propose feasible solutions. Escalate complex issues to reduce wait time.
- **Support** Prioritise your station, but offer assistance to adjacent stations if required.