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## Team Member Ushers

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 the seating experience as positive and comprehensive as through the main entry; all the messages and services apply equally at this entry.

### Position Purpose

Ensure welcoming and helpful arrival to guests and assist in correct seating arrangements. Assist elderly or people with physical disability to move safely to the amphitheatre. Assist with chairs/picnic baskets when required.

### Key message

Welcome; You can breathe and explore, we are here to help

### Usher member tasks

- Make sure that the patrons are wearing, or have with them, the appropriate wrist bands for the day/weekend – there are different colours – you will be advised
- Meet and greet audience members as they arrive on the path at the top of the amphitheatre. Be friendly, informative and briefly explain the seating arrangements.
- Point out where they can sit
- Make sure that those bringing high-legged or high-backed chairs understand that they **MUST** sit on the outside of the lines marked on the sides and back of the amphitheatre to avoid blocking others' views. This has proved to be a bit contentious with some audience members in the past, so be prepared to be polite but firm – “no exceptions”. In the past we have had some audience members move their chair after being seated. It is important to ask them to move back (with explanation if necessary) because allowing them to stay makes it much more difficult to “hold the line”;
- Ask people to have a good look behind them before they choose their spot and if someone else is already settled, to please check they are not obscuring their view;
- Inform them of the locations of facilities – particularly the food/coffee pavilion (coffee will be available early), and toilets;
- The back entrance to the amphitheatre (via the low path/artist green room behind the stage) is the main accessible entrance to the site and accessible toilet facilities. Patrons with accessibility needs are encouraged to use this entrance and toilet facilities.
- Assist any frail/disabled people arriving at either the top or the bottom of the auditorium to their seats - perhaps offering to carry things for them;
- After the music has commenced, particularly if it is quiet music, hold back late-arrivers from the seating till the next performance break to avoid distractions;
- Please be alert to people leaving at the end of the day if people need assistance, please assist; 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

Volunteer Coordinator/Usher Team Leader/Stage 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 there are a number of steps in the amphitheatre.

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

Volunteer ushers are welcome to leave after the final performance and after attending to any last needs of the audience.

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

Ushers 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.


## Usher Overview

### Front of amphitheatre

<b>Services</b>	<b>Guidelines and Parameters</b>
<i>Orientate visitors</i>	<ul style="list-style-type: none"> <li>• Direct visitors to experiences or facilities, without being prescriptive or over-directing.</li> <li>• Proactively assess accessibility needs and offer solutions discreetly</li> <li>• Introduce visitors to the link pathway and tell the story of the motifs</li> </ul>
<i>Provide information</i>	<ul style="list-style-type: none"> <li>• Respond to visitor queries; if unsure, find the answer rather than referring them on</li> <li>• Take time to speak with visitors, if they want to have a conversation. Share a perspective or a human story about the program / artist.</li> <li>• Highlight and suggest relevant experiences and how to purchase or participate</li> <li>• Encourage a visit to the Four Winds donor tent and to post on social media</li> </ul>
<i>Observe and guide visitors</i>	<ul style="list-style-type: none"> <li>• Observe visitors to identify those needing assistance; act promptly and discreetly</li> <li>• Acknowledge visitors so they know how to find you and to enhance site security</li> <li>• Politely guide visitors who may be disturbing the listening experience of others</li> <li>• Call for assistance if you have any reservation about dealing with a visitor issue</li> </ul>

## Wheelchair access backstage and front row

<i>Reserve seating</i>	<ul style="list-style-type: none"> <li>Seating area should be kept clear for wheelchair users</li> </ul>
<p><i>Welcome</i></p> <ul style="list-style-type: none"> <li>Direct vehicles from top car park</li> <li>Greet vehicle in lower car park</li> </ul>	<ul style="list-style-type: none"> <li>Offer to assist with luggage and mobility aids; assist only with permission</li> <li>Do not assume that your help is required; be prepared for your offer to be refused</li> <li>Welcome visitors and discuss the festival as you would with any other visitor</li> <li>Assist or wait – there is no rush. Call Vols Coordinator if you require assistance.</li> </ul>
<p><i>Orientate</i></p> <ul style="list-style-type: none"> <li>Backstage access</li> <li>Disabled toilet</li> <li>Volunteer locations</li> <li>Reserved wheelchair seating</li> <li>Food and beverage</li> </ul>	<ul style="list-style-type: none"> <li>Tell the visitor where you are guiding them to before you start</li> <li>Ensure backstage pathway is clear before guiding visitors to the amphitheatre</li> <li>Do not move any technical equipment or instruments; ask the Stage Manager</li> <li>Speak directly to the wheelchair user unless asked to do otherwise</li> <li>Ask whether the visitor wants to use the toilet before proceeding to the amphitheatre (If so, make yourself busy elsewhere until the visitor returns from the toilet)</li> <li>Advise visitor how to contact volunteers (present in amphitheatre or backstage)</li> </ul>
<p><i>Process tickets</i></p> <ul style="list-style-type: none"> <li>Scan</li> <li>Recommend other experiences</li> </ul>	<ul style="list-style-type: none"> <li>Offer to take tickets to main entry for scanning and return with wristbands</li> <li>Offer to assist in accessing other services, food and beverage, purchasing tickets</li> <li>Take note of the visitor's festival plans and pre-empt (but don't assume) needs</li> </ul>
<i>Assist if required</i>	<ul style="list-style-type: none"> <li>Maintain presence in amphitheatre without crowding visitors; connect with visitor as you would any other; assist other vols in managing the amphitheatre audience</li> <li>Check in with visitors at the start of main breaks to ask whether they require anything</li> <li>You may be asked to assist during a performance</li> </ul>
<i>Ensure backstage is accessible and prepared</i>	<ul style="list-style-type: none"> <li>Check there is free bottled water available</li> <li>Check the disabled toilet is clean and available prior to the start of each break</li> </ul>
<i>Assist departure</i>	<ul style="list-style-type: none"> <li>Liaise with parking team to manage vehicle access to lower entry</li> <li>Escort visitor to exit; stay with them until they or their carer say they don't require you</li> <li>Thank and farewell visitor</li> </ul>

	<p><b>The extra mile</b></p> <ul style="list-style-type: none"> <li><b>Engage</b> You are key to making our visitors feel "at home". Give visitors the attention they require within reason. Be informed about the program and facilities. Share your passion for Four Winds.</li> </ul>
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|  | <ul style="list-style-type: none"><li>• <b>Assist</b> Offer assistance to those with accessibility needs. This might include sourcing water for someone elderly or assisting a family to baby change facilities. Offer to take photos for visitors.</li><li>• <b>Chill</b> You need to be observant and considerate, but also relaxed as you would with any visitor</li><li>• <b>Hand over</b> Always handover to another volunteer before leaving your station</li><li>• <b>Source</b> You are not required to be a runner or waiter for visitors, but you may offer to collect a food order on their behalf</li></ul> |
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