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Team Members Welcome Team

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 entry experience as positive and comprehensive as possible.

Position Purpose

Ensure welcoming arrival to guests and orientate guest with the Four Winds site and program.

Key message

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

Welcome Team Member Tasks

- Meet and greet audience members as they arrive on site. Be friendly, informative.
- Inform them of the locations of facilities – particularly the food/coffee area, toilets near the shed and at the back of the Windsong pavilion, and the site office located in the front section of the Windsong pavilion;
- Assist any frail/disabled people arriving to the top of the amphitheatre - perhaps offering to carry things for them; 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

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 ticketing tent at the entrance to the site 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.

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.

Welcome Team Overview

Services	Guidelines and Parameters
Orientate visitors	<ul style="list-style-type: none"> • Direct visitors to experiences or facilities, without being prescriptive or over-directing. • Proactively assess accessibility needs and offer solutions discreetly • Introduce visitors to the link pathway
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 experiences and how to purchase or participate • Encourage a visit to the Four Winds donor tent and to post on social media
Observe and guide visitors	<ul style="list-style-type: none"> • Observe visitors to identify those needing assistance; act promptly and discreetly • Acknowledge visitors so they know how to find you and to enhance site security • Call for assistance if you have any reservation about dealing with a visitor issue

	<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 program and facilities. Share your passion for Four Winds. • Assist Offer assistance to those with accessibility needs. Offer to take photos for visitors.
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| | <ul style="list-style-type: none">• 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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