**DOWT Spring 2018 – Gembrook**

**Position Descriptions:** Site Entry & Information Area

 Event Supervisor’s Numbers:

0419 677 876 – Matt
0429 639 337 - Michelle

* The first impression for the event and at times high traffic flow area.
* The roles can be rotated throughout the day to allow for variety and rest breaks.
* X3 Volunteers will staff this area.
	+ 2 Information Booth Attendants
		- Serving as ticket attendants and volunteer base assistants
	+ 1 Meet and Greet
* Breaks are to be taken during quiet times – please inform others in your team when exiting your role.

Ticket Attendants Tasks
Located at the Site Entry, inside the ticket booth / Information Area.
Shift: 8:00am – 3:30pm Note: The site open to public: **9am** – 3:30pm

Set up inside - Open 2 windows:

* + Wristbands boxes x4
	+ Scissors, pens etc
	+ Daily manifest
	+ Missed the train slips
	+ Missed the train log
	+ Box for receipt of tickets/confirmation letters

Customer ticket checking point:

* + Receive confirmation letter
		- Paper version or/
		- Visually viewing the content on a smart phone
	+ Exchange for booked number of wristbands
		- 10am – **BLUE**
		- 11:20am – **RED**
		- 12:40pm – **YELLOW**
		- 2pm - WHITE

Please remind customers to be at the Heritage Platform 15-20minutes before their pre-booked train ride.

Large Groups that don’t arrive together:

* ~~From the ticket queue, the first person from the group will receive ALL their wristbands.~~
	+ ~~They will be directed to inform the Info Attendants that the rest of the group is arriving later.~~
	+ ~~Info attendants to record on an envelope:~~
* ~~Bookings name and total number in the group~~
* ~~Name and number of wristbands received~~
* ~~Place additional wristbands in the envelope~~.

Process for missed trains:

Please note, Passengers have been advised to be:

* Onsite 45 minutes before their booked train ride
* On the heritage platform 15-20 minutes beforehand
* Bookings for the 2:00pm session to arrive 90 minutes prior, to enjoy all the activities before your train ride as the site closes at 3.30pm.
* Passengers will be handed a “late-slip” to be presented to the Station Master on the Heritage Platform 15 minutes before the next departure.
* The Station Master will make the judgement call of whether passengers’ can be accommodated.
* Please complete the log to record the number of passengers missing the train each day.

Upon entry, if passengers are late and have missed their trains, there is NO GUARANTEE we can fit them on a train ride on the next shuttle.
Trains will not be under-sold to accommodate any passengers who have missed their scheduled train time. We will do our best, but nothing should be guaranteed.

# **Information Attendant**

The information area is located in a 3m x 3m portable building/ticket booth, on the driveway between the ‘Pit’ and the Town Station.
This will be attended by 2 volunteers and is the central point of all queries and issues regarding the event.

Shift: 8:00am – 4:00pm Note: The site open to public: 9am – 3:30pm

The purpose of Information Booth is to support the volunteers, to help the public and to back up the Event Supervisors as the centre point for enquiries about anything to do with the day.

**Information Area Set Up**

Available inside the Information Area you should find:

* Daily manifests
* Terms and Conditions
* Event Supervisors notes for the day (eg: any VIPs, photographers etc)
* Customer service comments forms
* Site Maps
* Missed the train
	+ Log form
	+ Late slip
* Large group info
	+ Envelopes for holding wristbands
* Stationery box
	+ Scissors
	+ Spare paper
	+ Pens
	+ Blu tak / sticky tape
* Lost Property box
* Volunteer kit
	+ Daily roster w/ Volunteer contact numbers
	+ Sign In / Out sheet
	+ Coffee coupons
	+ Blank name tags
	+ *Bright Ideas* forms for volunteers
	+ Box for returned hi-vis vests
	+ Sunscreen
	+ Megaphone

## Main roles (apart from having an enjoyable day)

## Role A: Volunteer Assistance

* Monitor the volunteer wellbeing.
	+ Suggesting swaps, offering/reminding about water, sunscreen, breaks, etc.
* Daily Sign In/Out area for volunteers
	+ Make sure sign on book (with pens) and hi-vis vests are available for volunteers.
		- X1 coffee and x1 food voucher issued per volunteer.
	+ If someone fails to arrive, advise the Event Supervisor to see if follow up is required.
	If complete NO SHOW, put line through name and put reason besides name.
	+ If an extra person arrives, get them to sign on at end of sign on sheet.
	+ Sign out sheet for volunteers
	+ Receive returned hi-vis vests, place in the dirty vest box.
* Debrief with Events Team on day’s events
	+ Compile *Bright Ideas* forms from volunteers.

## Role B: Customer Assistance

Any complaints/request for refunds/lost children will be directed to the information area.
***Complaint procedure:***All complaints will be received in writing only:
Forms are available or hand guest a DOWT business card with fat.controller@pbr.org.au email.

If the passenger is adamant to speak with the Event Supervisor, DO NOT hand out the Event Supervisors mobile number. Phone them directly from the information attendants mobile.

#### Refund procedure:

If by chance a passenger is requesting a refund, please direct the passengers to the Information Area where their request will be registered and passed onto the Event Manager.
**DO NOT** promise a refund under any circumstances, as any refund request or complaint needs to be responded to by the Event Manager.

#### Lost children procedure:

If you’re informed of a lost child, please ring the Event Supervisor directly and inform the Station Master.

#### Additional ticket requests:

TBC –
If the event is SOLD OUT there is no guarantee for ticket sales.
 ***Lost property:***Place in the Lost Property Box and hold in case they are looking for it.At end of day, leave in the Information Booth for transfer to Belgrave

First Aid:
Refer all incidents to the St John’s First Aid is available at site map #2.

**+++**

**Meet and Greet Attendant**

Shift: 8:00am – 3:30pm Note: The site open to public: 9am – 3:30pm

A busy role meeting and greeting excited customers.
We expect a lot of questions to be asked to this person so please know the event schedule and site map.

Equipment required (please collect from the Information Area):

* X1 megaphone
* X1 umbrella available
* DOWT Site Map.

Duties:

* Welcome passengers
* Direct them to the ticket queue
* Manage queues
	+ Request confirmation letters be ready for the font of the line.
	+ Ensure guests are not on the road
	+ Call out for next train passengers to go to the front of the queue
		- 20minutes before each train
* Review wristbands at site re-entry point
* Inform guests of all the activities available including:
	+ Photo with Thomas
	+ Certificate collection point

Notes for that area:

* 2 minute drop off zone is nearby
	+ Controlled by Traffic Management
* Disabled parking is along the driveway next to the Water Tank

Suggested run sheet:

|  |  |
| --- | --- |
| X1 VOL | Location: Road Side at Site Entry |
| Time |  | Tasks |
| 8:35am | Site Entry #1Main Road side | Ensure barrier fence is secure, check site for trip and bump hazards, meet and greet early customers |
| 9:00am | Site Opens | Spin A-frame from ‘Thomas is sleeping’ to WELCOME. |
| 9:40am | 10am train call  | Organise queue in accordance to train time |
| 10am | Announce train is departing | Inform guests they have missed the train they will need to go to the Info Booth re: next train availability |
| 11:00am | 11:20am train call  | Organise queue in accordance to train time |
| 11:20am | Announce train is departing | Inform guests they have missed the train they will need to go to the Info Booth re: next train availability |
| 12:20pm | 12:40pm train call  | Organise queue in accordance to train time |
| 12:40pm | Announce train is departing | Inform guests they have missed the train they will need to go to the Info Booth re: next train availability |
| 1:40am | 2pm train call  | Organise queue in accordance to train time |
| 2pm | Announce train is departing |  |
| 3:30pm | Site Closes | No NEW customers onsite: - Bring in A-Frame / welcome flags |

On conclusion of your shift – BRIGHT IDEAS FORMS are available for feedback and suggestions on improving this position description and DOWT event.

- THANK YOU -