



## **PRAGUE FRINGE FESTIVAL 2015 FESTIVAL ASSISTANT JOB DESCRIPTION**

The volunteer Festival Assistants are responsible for the provision of all **ushering, manual box office duties** and **street promotion** services during the festival.

### **Key personal attributes, skills, and experience:**

- ⊃ Well presented, approachable and pleasant manner
- ⊃ Enthusiastic and proactive attitude
- ⊃ Calm, patient and organized to ensure accurate record keeping, efficient service and a safe venue
- ⊃ Diplomacy and creative and constructive thinking to find solutions to problems quickly and safely without compromising the reputation of the Fringe.
- ⊃ Superb team working abilities and a 'can-do', 'will-do' attitude
- ⊃ Confidence to work independently and take on responsibilities within a venue
- ⊃ Excellent timekeeping to ensure the festival schedule is adhered to
- ⊃ Excellent interpersonal skills in order to develop good working relationships with fellow assistants, venue technicians, local venue staff and visiting companies
- ⊃ An interest in creative arts

### **Key Responsibilities:**

#### **Venue Staff:**

- ⊃ To meet and greet customers efficiently and politely, and provide advice and guidance about the festival's activities in a friendly, efficient manner
- ⊃ To provide an effective, efficient and courteous box-office counter service within the theatre foyer for customers buying tickets
- ⊃ To collect ticket stubs at the theatre door and keep an accurate count of people in the venue
- ⊃ To compile and collate box-office reports per show and per shift, keeping an accurate record of all cash takings, voucher sales, pre-sales, guest and comp tickets.
- ⊃ To accurately handle takings during the shift and cash-up at the end of the day
- ⊃ To liaise with each company after their performance to sign off the ticket sales report
- ⊃ To be familiar with your venue (bar facilities, emergency exits, toilets etc)
- ⊃ To clear the theatre of audience members promptly between shows and make sure it is tidy for the next performance

- ⊘ To liaise closely with the venue technician regarding specific ushering requirements for each show

**Street Team:**

- ⊘ To distribute promotional materials to the general public across the city as directed by the Street Team Manager
- ⊘ To engage members of the public in conversation about the festival, talk knowledgably and enthusiastically about the shows and encourage them to visit the Fringe 'zone'
- ⊘ To ensure that all venues are neatly and fully stocked with posters, fliers, programmes etc
- ⊘ To exit flyer as audiences leave venues
- ⊘ To liaise with companies to ensure their printed materials are displayed across the venues

**General:**

- ⊘ To inform festival associates with as much advance notice as possible if you are unable to fulfill a shift due to illness
- ⊘ To arrive on time and in a fit state to carry out your FOH or Street Team duties
- ⊘ To attend the compulsory training session before the festival
- ⊘ To attend and contribute to the festival de-brief
- ⊘ **To have fun!!!**