

CALGARY INTERNATIONAL FILM FESTIVAL

VOLUNTEER ROLE VENUE CREW BALLOT TAKER VOLUNTEER

Volunteer role date range: September 20th – October 1st, 2017

Hours Required: Minimum 16 Hours

Key Results Area: Operations

Reporting to: Back Lobby Crew Lead

Location: Globe Cinema, Eau Claire Cineplex or Special Event / Galas (as needed).

Roles and Responsibilities

Your objective is to thank patrons for attending the screening and to make sure patrons have every opportunity to submit their ONE vote for the film/short they've just seen. Individuals in this role are collaborative, respectful, and enjoy engaging with the public.

- Directed by the Back Lobby Crew Lead (BLCL)
- Working with Usher Volunteers
- Thanking patrons for attending

What You Will Require for Your Shift

- Volunteer T-shirt
- Volunteer name tag
- Pen
- Watch or phone to keep track of time
- Snacks
- * Do not bring valuables!
- Daily Master Festival Schedule (to be picked up from Volunteer Check-in/out station)
- Ballot Box & ballots (to be picked up prior to each screening being left out from the BLCL / Check-in/out station)

Start of Your Shift

- Check-in at the Volunteer Check-in/out station.
- Review this document!
- Go over the Daily Master Festival Schedule and make note of which films are playing in which cinema, when they're scheduled to begin, run-times of the films, any sell-outs, small dump-times / cinema turn-overs, films with Q&A's, special events, Festivalscape events, etc.
- Go over the descriptions for films that day.

20-Minutes Before the Show

- Assist with other duties as required:
 - o Scanning patrons' tickets.
 - o Assisting with cleaning the cinema if directed by the BLCL.

During the Show

- Assist with other duties as required:
 - Assisting with cleaning the cinema if directed by the BLCL.
 - Assisting with line-up management / scanning of another film etc.

10-Minutes Before the Show Ends

- Grab the ballot boxes and ballots (available from BLCL or Check-in/out station).
- Station yourself at the entrance to the cinema (one ballot taker on either side of the cinema doors) with boxes and ballots ready to accept ballots – as directed by BLCL

At the End of the Show

- Assist with the efficient load-out of the cinema
 - NOTE: please encourage patrons to not gather right at the exit of the cinema and therefore impede the exit of other patrons.
- Accept completed ballots.
 - Patrons vote by ripping into the number (only ~0.5 - 1cm) corresponding to their vote.
- Hand out ballots to patrons without a physical ticket.
 - NOTE: ONE BALLOT / VOTE PER PERSON
- Thank patrons for attending.
- When all ballots have been collected, return to the Check-in/out station and place all completed ballots into the envelope that corresponds with the film title, cinema number and time. When all ballots are inside the envelope, seal the envelope and give the envelope to the check-in/out volunteer.
- Assist with other duties as required:
 - Assisting with cleaning the cinema if directed by the BLCL.

End of Shift

- Let the BLCL know your shift has finished.
- When the BLCL dismisses you, check-out at the Check-in/out station.
- Watch movies!

Other Notes

- If a patron comes to you or another volunteer with a complaint:
 - (1) LISTEN,
 - (2) LET THEM KNOW YOU HAVE HEARD THEM
 - (3) Offer to bring the matter to the VC – if they do not want to bring the matter to the VC or any further, offer to take their complaint, write it out and TAKE A CONTACT NAME AND EMAIL / PHONE NUMBER.
 - (4) Pass this information along to the VC who will deal with it directly and/or push it to the Operations Manager and/or Executive Director
 - We take feedback VERY seriously at Calgary Film and make a concerted effort to respond to all complaints / comments.
- Respect the full-time theatre staff.

- ❑ If any member of the theatre staff instructs you to do something different than what the BLCL has instructed, inform the BLCL. Always be respectful of the full-time theatre staff.
- ❑ Remember volunteers who are ON SHIFT or just finishing their shift may have FREE popcorn and 'cast' POP. You must be wearing your Volunteer t-shirt and Volunteer name-tag to obtain this perk.
 - NOTE: There is to be NO EATING while working. Volunteers may enjoy popcorn / pop between the start/end times of films when the cinema is slow and/or while they are on break.
- ❑ Please ensure that you and the volunteers refrain from personal texts / calls while working with the public. We want all of our volunteers to be engaged and welcoming our patrons.
 - If there is a personal emergency that you or a volunteer needs to attend to, it must be conducted away from the eyes / ears of the general public.
- ❑ Everyone can help with theatre cleans when available!

Questions

Email volunteer@calgaryfilm.com