

# CALGARY INTERNATIONAL FILM FESTIVAL

## VOLUNTEER ROLE VENUE CREW LINE ATTENDANT VOLUNTEER

**Volunteer role date range: September 20<sup>th</sup> – October 1<sup>st</sup>, 2017**

**Hours Required: Minimum 16 Hours**

**Key Results Area: Operations**

**Reporting to: Front Lobby Crew Lead**

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

### Roles and Responsibilities

Your objective is to ensure patrons have the very best festival experience by providing information to patrons when asked, ensuring patrons find their way to the correct line-up and proactively approaching volunteers if/when necessary. Your attitude is friendly, welcoming, and engaged. You'll be prepared for the role after scoring 80% or higher on the 'Ask Me' quiz and reviewing the Calgary International Film Festival website ([www.calgaryfilm.com](http://www.calgaryfilm.com)). Individuals in this role are collaborative, respectful, and enjoy engaging with the public.

- Directed by the Front Lobby Crew Lead (FLCL).
- Working with the Scanner Volunteers.
- Ensures patrons have their ticket (especially pass holders) and find their way to the correct line-up.
- Directing / leading line-ups to Scanner Volunteers at the request of the FLCL.
- Ensure you're able to answer basic festival questions such as:
  - What is going on here?
  - What films are playing?
  - How much are tickets?
  - What show would you recommend?
  - How do I get a ticket with my pass?
  - Where are the washrooms?
  - Where is the ATM?
  - Is there access for individuals with different mobility needs (e.g. a wheelchair, walker, etc)?
  - Where is the lost & found?
  - What's playing?
  - Where can I get a ticket for a film that is playing now and/or later in the festival?
  - What should I do when advanced tickets are sold out?
  - Are there any parties or events tonight?
  - Where are the exits to the venue?
  - Where is the Venue Box Office?
  - Where is the Festival Box Office?

### 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)

## 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.

## 45-Minutes Before the Show

- Station yourself where the FLCL has assigned, making yourself clearly visible to patrons.
- Engage patrons by welcoming them to the festival and offering your help should they need it.
- Assist patrons in finding the correct line-up for their film.
- Be ready with answers to common ticketing and admission policy / procedure questions:
  - If patrons have a ticket, they can proceed to the line-up for that screening.
  - If patrons have a pass, they will need to pick-up a physical ticket from the box office, then proceed to the line-up for that screening.
  - If patrons do NOT have a ticket (or a pass), they may purchase one from the box office.
  - If the film is SOLD-OUT, patrons are able to wait in the Rush Line and no earlier than 15-minutes prior to the screening we will admit as many individuals from the Rush Line as possible (this policy remains the same for patrons with passes who do not have a specific ticket to that screening.)
    - NOTE: Rush line is CASH ONLY.
- Engage patrons in line-ups and are proactively informing patrons of expected wait time, run-time of film, whether there is a Q&A after the show, etc.

## 20 mins Before the Show

- Greet anyone and everyone, welcoming them to the festival.
- Manage the flow of patrons with passes and tickets to their appropriate lines.

## During the Show / After the Show

- Remain at your post and continue to manage the flow of patrons with passes and tickets to their appropriate lines.
- Check-in with the FLCL to find out if the next show will be busy.
- Assist with other duties as required:
  - Collecting ballots if directed by FLCL.
  - Assisting with cleaning the cinema if directed by the FLCL.

## End of Shift

- Let the FLCL know your shift has finished.
- When the FLCL 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 FLCL has instructed, inform the FLCL. 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](mailto:volunteer@calgaryfilm.com)