



Front of House Attendant

Role Description

THE ROLE

Role	Front of House Attendant
Location	Fringe Hub: Trades Hall, Cnr Lygon & Victoria Streets, Carlton, 3053 At Signature Event locations as required, including but not limited to, Queen Victoria Market, Prahran Square, State Library Victoria
Reporting to	Volunteer Coordinator and Front of House Manager
Direct Reports	N/A
Lateral Relationships	Working closely with: Volunteer Coordinator, Front of House Supervisors, Melbourne Fringe Management team and volunteers
Stakeholder Relationships	Producers, Artists, Venues, Customers
Role type	Unpaid/Volunteer
Volunteer period	06/10/22 – 23/10/22

ROLE SUMMARY

Front of House volunteers will be liaising with the public, producers and artists to make sure that shows run smoothly and on time. You may need to make announcements to large crowds, letting them know when house doors are open. You will also be giving directions, managing queues for shows, taking and scanning tickets and giving final calls to artists. You will be fully trained in these activities, but it will be up to you to learn the ins and outs of the performance venues and the performances themselves so that you can answer questions.

KEY DUTIES AND RESPONSIBILITIES

- Report to the Front of House Manager at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanour when interacting with festival patrons
- Make announcements to festival patrons as required
- Liaise with Melbourne Fringe artists, providing support and resources to artists participating in the Melbourne Fringe Festival
- Direct patrons to the correct venue/entry
- Manage show queues in compliance with Workplace Health and Safety regulations
- Assist with ticket scanning, VIP passes, complimentary tickets and merchandise
- Become familiar with the venue/location in order to direct patrons to appropriate services and facilities
- Become familiar with the Festival program in order to make confident recommendations