

## Masters of the Merchandise Tent - Brief Sheet

### General Brief

- On event day, Midsumma will be offering a collection of PRIDE accessories, branded merch, and sale of artworks.
- The online shop (Midsumma Closet) is also open.
- Midsumma is a non-profit organisation. 100% of profit and funds raised go directly back to artist and community development, access initiatives year-round, and our three-week Festival.
- Volunteers will work alongside a Merchandise Coordinator who will supervise transactions.

### This Role Suits

- Someone who enjoys one-on-one interactions and customer service.
- Organisational skills are valuable as well as FOH and retail experience.
- Seating available.
- Use of iPads is required.

### On Arrival

- Go to Volunteer Tent to sign in, and collect your accreditation.
- Meet up with the Volunteer Coordinator at Volunteer Tent, and then report to the Merchandise Coordinator who will brief you on your role.

### Sensitivity

- Many people who attend, volunteer or perform at Carnival represent diverse communities which may be at risk or prone to discrimination. Keep watch for anti-social crowd members and call for assistance through your Manager, EOC or Security if required.
- Use gender-neutral pronouns until the person identifies their pronouns.

### At the End of your Shift

- Please come back to the Volunteer Tent and sign out.
- You are then free to enjoy the festival. Please change out of your volunteer t-shirt and accreditation at this time.

**Who to talk to if  
you have an issue:**

