

Stalls Headquarters & Information Tent Helpers - Brief Sheet

General Brief

- Stalls HQ is located in the Stalls Precinct.
- Before 11am: Provide the Stall Holders with answers, directions and rent out additional chairs and tables.
 - Take note of any questions and issues raised by Stall Holders (including stall name/organisation) on the log sheet
 - Every stall will have already been given their allocated furniture – if they want more, they can rent additional furniture for a charge (Chair - \$20, Table - \$35)
 - If some says they are missing furniture or ordered more than they received, take their details for the Stall Coordinator to follow up.
 - The Stalls Coordinator will check in regularly to answer questions or handle any escalations
- Once the event opens at 11am, the Stalls HQ will also act as an Information Tent for patrons.
- Here the patrons can come to ask about the location of specific stalls and vendors.
- Provide information for guests, including information about the program and directions to attractions such as the bars, stages, stalls, hydration stations and more.
- You will be provided with maps, stall lists and festival programs to assist with answering questions.

This Role Suits

- Someone who enjoys one-on-one interactions and customer service.
- Organisational skills are valuable as well as FOH and customer service experience.
- Seating available.
- iPad and Square usage will be required.

On Arrival

- Go to the Volunteer Tent to sign in, and collect your accreditation.
- Meet up with Volunteer Coordinator at Volunteer tent, 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.

