

## DESCRIPTION OF VOLUNTEER POSITIONS

14<sup>th</sup> Blue Metropolis Festival: April 18 to 23, 2012



GUIDING FESTIVAL-GOERS IN THE HOTEL .....	2
INFORMATION AND MEMBERSHIP TABLE .....	3
WELCOMING AUTHORS AND GUIDING THEM THROUGH THE HOTEL.....	4
CHECKING ROOMS AND WELCOMING ATTENDEES AT THE DOOR.....	5
BOX OFFICE AND COMPLIMENTARY TICKETING.....	6
MASTER CLASS .....	7
CHILDREN'S FESTIVAL.....	8
BOOKSTORE .....	9
SIGNAGE.....	10
SURVEYS.....	11
NEWSROOM.....	12
MULTI-PURPOSE VOLUNTEER .....	13

## **GUIDING FESTIVAL-GOERS IN THE HOTEL**

### **Purpose:**

Guide festival-goers at the OPUS hotel

### **Responsibilities:**

- Quickly identify and approach people who need help or information.
- Direct festival-goers to rooms where events are being held and key areas in the hotel (box office, membership table, bookstore, etc.).
- Provide information about the day's program (sold-out events, cancellations, fees, etc.).
- Occasionally survey available members of the public.

### **Skills/Abilities required:**

- Bilingual (at least spoken)
- Able to quickly navigate the hotel
- Able to stand for long periods of time

## **INFORMATION AND MEMBERSHIP TABLE**

### **Purpose:**

Each year, the festival hosts 15,000 to 20,000 people over 5 days. A main information and membership table will be located at the hotel's entrance, where festival-goers can get all information on the day's activities, the Foundation in general and how to become a member.

### **Responsibilities:**

- Provide information about the day's program (sold-out events, cancellations, fees, etc.).
- Direct the public and authors to the rooms where events are being held and to key areas in the hotel (box office, membership table, bookstore, etc.).
- Welcome people and inform them about the festival and the Foundation, and the Festival's surroundings (where to eat, what to do, etc.).
- Effectively present the benefits of membership, both year-round and during the festival, to the public.
- Create receipts and membership cards for people who become members at the Festival.
- Manage a small petty cash box for people who pay in cash.

### **Skills/Abilities required:**

- Must be fully bilingual (spoken)
- Ability to work in a team
- Know how to use the walkie-talkie at the table to quickly contact the volunteer coordinators as needed
- Dynamic, interpersonal skills, patient
- Integrity, a sense of responsibility

A short training course with the Festival's funding coordinator will be organized before the festival.

## **WELCOMING AUTHORS AND GUIDING THEM THROUGH THE HOTEL**

### **Purpose:**

The Festival hosts about 100 authors during the festival, some of whom will stay at the hotel for several days. We need help welcoming them as they arrive at the hotel and making their stay as pleasant as possible.

### **Responsibilities:**

- Welcome the authors as they arrive and help them check in at the hotel.
- Show them where events are taking place.
- Accompany them on interviews outside of the hotel if needed.
- Act as the main liaison between the author and the festival organizers.
- Presence and reception of authors in the hotel author's suite.

### **Skills/abilities:**

- Good interpersonal skills, discretion
- Professional appearance
- Bilingualism an asset (Spanish-speaking volunteers needed)

## **CHECKING ROOMS AND WELCOMING ATTENDEES AT THE DOOR**

### **Purpose:**

Ensure that all events run smoothly from beginning to end. This is always handled by a team of volunteers, led by a team manager.

During the Festival, we need more volunteers of this kind than any other.

### **Responsibilities:**

- Ensure rooms are set up properly.
- Receive the audience and latecomers: take tickets, direct people to the box office if necessary.
- Count the number of people present.
- Pass the microphone around during the question period.
- Accompany the author and audience to the signing at the bookstore if needed.
- Make sure the room is available to be set up for the next event.

### **Skills/abilities:**

- Good interpersonal skills, discretion
- Able to work in a team
- Bilingualism an asset

## **BOX OFFICE AND COMPLIMENTARY TICKETING**

### **Purpose:**

The Foundation lets members avoid the general queue and offers members and some partners complimentary tickets. The volunteer will ensure line-ups move quickly and give complimentary tickets to people who have reserved them.

### **Responsibilities:**

- Organize the queue according to each person's status (regular public, member, person with complimentary tickets).
- Give complimentary tickets to people who have reserved them.
- Give information to people who would like to become a members, direct them to the membership table.

### **Skills/abilities:**

- Courtesy, good interpersonal skills
- Good sense of order
- Bilingual (spoken)

## **MASTER CLASS**

### **Purpose:**

Several master classes are offered during the Festival (pre-registration required). We need help getting registrants settled in the room and liaising between the author and the Blue Metropolis staff (technical needs, etc.). Help staff members who are in charge of the master classes.

### **Responsibilities:**

- Ensure rooms are set up and all technical needs are met.
- Wait and ensure that the registered people arrive.
- Verify that the author giving the class has all necessary materials and procure them, if necessary.
- Count the number of people at the event.

### **Skills/abilities:**

- Good interpersonal skills
- Quick

## **CHILDREN'S FESTIVAL**

### **Purpose:**

The TD-Blue Metropolis Children's Festival takes place in different locations throughout Montréal (libraries, cultural centres, etc.). We need help representing the Foundation at all 55 sites. There is definitely a site near you!

### **Responsibilities:**

- Ensure that Metropolis Blue signage is visible on site.
- Act as a bridge between the author and the site manager (librarian. etc.).
- Introduce the Festival on the day of the event (introduction text will be provided).
- Count the number of people at the event.
- Take photos if permitted.
- Distribute information about the online survey.

### **Skills/abilities:**

- Good interpersonal skills
- Diplomacy

## **BOOKSTORE**

### **Purpose:**

During the 5 Festival days, Blue Metropolis provides festival-goers with a place where they can buy books and attend book signings with participating authors. The bookstore is located at the heart of the hotel and we need help organizing and monitoring the space, as well as making it as accessible as possible.

### **Responsibilities:**

- Help set up the bookstore on the 1<sup>st</sup> day of the Festival (April 18).
- Reorganize boxes and displays during the Festival.
- Move stock to some rooms in the hotel.
- Monitor the space during book signings (and launches).
- Help books up on the last day of the Festival (April 22).

### **Skills/abilities:**

- Capable of carrying stock
- Good sense of order
- Discretion

## **SIGNAGE**

### **Purpose:**

Create better visibility of the Blue Metropolis Foundation and help festival-goers find their way in the hotel at all times.

### **Responsibilities:**

- Install signs throughout the hotel during the Festival, on the first day and throughout the event if needed.
- Move or replace signage during the festival.

### **Skills/abilities:**

- Capable of carrying material from one place to another
- Able to navigate the hotel
- Good interpersonal skills
- Bilingualism an asset
- Know how to set and identify priorities

## **SURVEYS**

### **Purpose:**

Collect information on the festival attendees during the 5 Festival days to give the Foundation a better knowledge of its patrons, allowing it to adapt its programming and logistics, and support its requests for funding.

### **Responsibilities:**

- Place surveys and pencils on chairs in the rooms before each event and collect them after every event.
- Talk to festival-goers directly after events or book signings.
- Act as liaison with the media room.

### **Skills/abilities:**

- Good interpersonal skills (don't be shy!)
- Good sense of order
- Bilingual (spoken)

## **NEWSROOM**

### **Purpose:**

Ensure someone is present in the newsroom to receive journalists and others.

### **Responsibilities:**

- Welcome journalists who arrive at the newsroom and direct them to a press officer or Communications director if necessary.
- Have journalists fill out accreditation forms, and give them information on the rooms where events are being held.
- Other related duties.

### **Skills/abilities:**

- Bilingual (spoken)
- Good interpersonal skills

## **MULTI-PURPOSE VOLUNTEER**

If there are enough volunteers, each day, we would like to have a team of 5 multi-purpose volunteers who can carry out various tasks depending on what is needed and what problems arise.

Our only advice: **Be ready for anything!**

### **Skills/abilities:**

- Able to work in a team
- Bilingualism an asset
- Initiative

