



Front of House Staff Volunteers

Purpose of the Role

The biennial Tunbridge Wells Puppetry Festival (TWPF) is a celebration of puppetry dedicated to bringing the very best of this art form to new audiences. TWPF will take place on Thursday 12th, Friday 13th and Saturday 14th October 2017.

We are looking for enthusiastic volunteers to join the festival team, to help make our local festival a truly memorable event for everyone. At all of our events we aim to provide efficient, friendly, excellent customer service, creating a comfortable and welcoming environment for all of our patrons.

The Role of the Front of House staff will include the following tasks for which full training will be given in advance of the festival;

The primary objective of the role is to welcome customers in a polite and enthusiastic manner, paying attention at all times to their needs. To deal with issues as they arise and especially working to prevent problems from happening.

- Maintain the highest standards of customer and visitor service ensuring all visitors enjoy their visit to the festival event and will leave recommending it to others.
- To be able to inform visitors on the full festival programme.
- Listen and respond to visitor comments and encourage them to complete feedback forms.
- Provide marketing support by handing out leaflets etc to visitors.
- To respond quickly and positively to questions, requests, problems or complaints raised by visitors and to resolve them effectively and courteously.
- To assist in clearing ice cream wrappers and other litter at the end of the performance as required.
- To participate as required by the venue in their emergency procedure.
- To perform all duties to a high standard of customer care in attitude, approach and appearance.
- Supporting the festival staff while on site as requested.

Role requirements

- To undertake this role you will need to be someone who takes initiative and can think on their feet, to be trustworthy and to approach situations with maturity.
- You will also need to be friendly and approachable to be able to interact with visitors.
- A good knowledge of the Tunbridge Wells area is a plus.
- To undertake this role you must be over 18 years of age.

Training provision

All volunteers will be given a full induction for their role and the relevant policies and procedures for the festival. Volunteers will be given full support and supervision throughout their volunteering period.

Availability

If you'd like to get involved, you must be free to volunteer between Friday 13th and or Saturday 14th October 2017

Registration

To register your interest in volunteering at the TWPF please email Su Collings- Volunteer Co-ordinator sucollings@gmail.com

Deadline for approaching the festival is Friday 9th September 2017. An early expression of interest is welcomed to assist us in our planning.

Supported by



TUNBRIDGE WELLS
MUSEUM &
ART GALLERY



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