

## Information for Festival Assistants

**Festival Assistants are the heartbeat of the festival and hold an essential role in ensuring the Front-of-House operations of each venue run like clockwork and that the festival is successfully promoted across the city.**



As a Festival Assistant you will be part of our volunteer Front of House Team. **Festival Assistants** work across a variety of venues from the afternoon until late evening. You will sell tickets to our shows from pop-up box offices at each venue and will get the opportunity to watch the performances too. We are looking for adventurous, energetic, creative, organised and responsible people to be the faces of the Fringe, as venue staff and on street team, to promote

the festival, manage venues, sell tickets and money handling, deliver top customer service, assist visiting companies from around the globe.

## **WHEN?**

The 2022 festival runs from **Monday 26th September – Saturday 1st October 2022.**

## **What we are looking for?**

- People with an interest in the creative arts and an enthusiastic and proactive attitude
- People who are approachable and have a pleasant manner and a 'can-do', 'will-do' attitude.
- People who are calm, patient and organized to ensure accurate record keeping, efficient service and a safe venue
- People with diplomacy and creative and constructive thinking to find solutions to problems quickly and safely without compromising the reputation of the Fringe.
- Excellent timekeeping and sense of urgency when working to ensure the festival schedule is adhered to
- Superb team working abilities and excellent interpersonal skills in order to develop good working relationships with fellow assistants, venue technicians, local venue staff and visiting companies
- Confidence to work independently and take on responsibilities within a venue

## **Key Responsibilities:**

- To meet and greet audience members efficiently and politely, to be familiar with each venue (bar facilities, emergency exits, toilets etc.), and to provide advice and guidance about the festival's activities in a friendly, efficient manner
- To work with the street team managers to brand and decorate the Fringe venues with posters and flyers
- To provide an effective, efficient and courteous box-office counter service within the theatre foyer for customers buying tickets
- To check tickets at the theatre door and keep an accurate count of people in the venue
- To use box office systems correctly, keeping an accurate record of all sales.
- To clear the theatre of audience members promptly between shows and make sure it is tidy for the next performance

- To liaise closely with the venue technician regarding specific ushering requirements for each show
- To ensure that all venues are neatly and fully stocked with posters, flyers, programmes, etc.
- To liaise with companies to ensure their printed materials are displayed across the venues
- To exit-flyer as audience-members leave venues

### Please :

- Be aware that this is a volunteer position. If you do not live in Prague, Prague Fringe **will not** provide accommodation or travel to Prague for the festival period
- Inform festival associates with **as much advance notice as possible** if you are **unable** to fulfill a shift due to illness.
- Wear your Prague Fringe t-shirt and lanyard whilst on shift.
- Arrive **on time** and in a fit state to carry out your FOH or Street Team duties. No alcohol or consumption of illegal substances on shift will be tolerated.
- Attend the **compulsory** training session before the festival
- Attend and contribute to the festival de-brief
- **HAVE FUN!!!**

