



VOLUNTEER DESCRIPTION

Position Title	Event Ticket Seller	Team	Volunteer Committee
Reports to	Volunteer Coordinator	Responsible for	Sell event tickets and handle cash
Volunteer duration & time	Refer to Sign-Up Genius		

POSITION SUMMARY

The **Event Ticket Seller** will sell tickets and handle cash sales at the event. They are responsible for greeting guests and providing basic information about the event. It is therefore necessary to have a cheerful demeanor and helpful positive attitude.

TASKS

There will be two types of positions. Please ensure correct position is selected in SignUp Genius:

1. Salesperson who will responsible for setting up and sales.
2. Cash Box Volunteer who will be responsible for all the same responsibilities as Position #1 and possession of the cash.

CAUTION: DO NOT MIX SALES WITH 50/50 SALES.

	It is the volunteer's responsibility to sign-in and sign-out on the "VOLUNTEER SIGN-UP" form.
	Please select appropriate position on SignUp Genius for volunteer Position #2 who will be responsible for the cash bucket. Position #2 will obtain cash box from Club Administrator and verify the cash value and sign the "FLOAT VALUE" form in presence of Club Administrator. DO NOT leave the cash box unattended. Return cash bucket to Club Administrator at the end of the shift.
	Set up a table (with chairs as necessary) as per event layout. Refer to the "EVENT MAP" specific to the rink. IE: Ladner Leisure Center Winter Ice show layout.
	Layout materials on the table. Cash box, printed posters and next term skate schedules, stamp pads and stamps.

	Continue to sell tickets after event begins. There will be late arrivals. Event Ticket Seller must remain at their posting for the duration of the time slot as per Sign-Up Genius.
	Sell ticket and collect cash payment, provide appropriate cash change to customer. Event Ticket Seller will tear half of the ticket and stamp the back of the customers' hand (indicating that they have paid for one ticket) and return the other portion to the customer.
	DSC offers e-transfer payment and electronic tap. Volunteer may direct the customer to the nearest ATM as shown on the "EVENT MAP" if they wish to pay in cash. IE: ATM around the corner and across from the windows overlooking the pool. E-transfer to: info@deltaskatingclub.com If a password is required to set up, use "DSC".
	Volunteer shall be trained to use the electronic tap machine. Technical Specialist will be at event to train. Please arrive on time for the time slot shift. The payment machine may be shared amongst salespeople.
	Provide basic information about event to customer.
	Remind guests to register for the upcoming skating term. IE: If it is Winter Ice Show, remind them to register for Winter term.
	Inform customers who have mobility challenges, wheelchairs, elderly or those with baby strollers that there is a lower section of the audience seating they can choose when the area opens for guests to seat themselves. Refer to the "EVENT MAP".
	Inform guests that they are NOT allowed to enter the audience seating area until it is opened. Also notify them that all areas taped off or have signs are for volunteers only and inaccessible to the public/guests.
	Be familiar with event location map such as washrooms. ATM, etc. and direct patron.

EQUIPMENT REQUIREMENTS



- Cash box with money supplied by Club Coordinator
- Pens supplied by Volunteer Committee at event
- Stamps and stamp pads supplied by Volunteer Committee at event
- Volunteer badges supplied by Volunteer Committee at event
- Table and chairs located at event location nearby
- EVENT MAP supplied by Volunteer Committee at event, highlighted areas of interest such as washrooms
- Printed posters/ pamphlet/program of event to give to guests, supplied by Volunteer Committee
- If appropriate, printed next season's schedule to give to guests, supplied by Volunteer Committee
- Printed "FLOAT VALUE" obtained from VOLUNTEER BINDER