

Lichfield Literature

7-10 March 2019

Volunteering Duties

Box Office

There is no reserved seating at any of the Literature events so it's quite a straight forward role. Here's a summary:

- We will have a box of pre-paid tickets ready to be collected at the event. These will all be in alphabetical order of customer name and if they have booked for more than one event, they will all be in the same envelope for them.
- If someone has lost their ticket but has an email confirmation from their online booking, this will be fine so just let the ticket checker know that they are ok to go on in.
- If someone has lost their ticket and doesn't have an email confirmation, we can check if they have booked by looking in the bookings folder (all orders are filed alphabetically under the customer name) which will be under the box office table in the George Hotel. If you are doing box office at a different venue then just speak to the Festival staff member in charge and they can contact someone at The George to look for you.
- If there are still seats available, people can buy on the door from you.
- If the event is sold out and somebody wants to buy on the door, we just take their name and ask them to wait to see if anybody returns a ticket. If somebody does, then we can sell it onto the first person waiting. There may be a time where there are no returned tickets but there seem to be empty seats. Unfortunately, we still can't sell those seats to a person waiting, as someone else has already purchased a ticket for those seats and they may well just turn up late.
- If someone returns a ticket on the day, we can only refund them if the event is sold out and we are able to re-sell it to someone waiting. If it is not sold out, they can't have a refund.
- At some of the venues, we can accept card payments for this Festival, which we do on a tablet and will be shown to you on the day but it is quite straight forward and there will always be a Festival staff member around if you get stuck.

Ticket Checking

As there is no reserved seating and people can sit anywhere, it does usually mean that a lot of the audience turn up very early to try and get the best seat. We can't let them in until the author and sound tech guy are both satisfied that everything is ok and ready to go. We usually open the doors around 20 mins before the start but this can vary.

- The audience members who arrive before the doors open; just explain that we will let them in as soon as we can and politely ask them to queue. The festival staff member will let you know when the audience can be allowed in.
- Check people's tickets as they go in, just making sure that they've got the right ticket for the event. There is no need to take their tickets or tear the corner, literally just checking them is fine.
- If it's a sold out event, politely ask people not to leave a 'safety seat' (not leave single seats in between them and someone else). We have the exact number of seats set out for a sold out event so every seat will be used.
- If somebody turns up without a ticket, point them in the direction of the box office desk.
- Once the event starts, we ask that you hang around for another 5 mins or so in case of any late comers.

Book Selling

Books for all of the events will be on sale in the George Hotel in the small room upstairs (next to the ballroom where the majority of the talks will be) for the whole of the Festival (from Thursday 1st – Sunday 4th March). People can buy any of these books at any time but obviously the majority of books are purchased by audience members at the end of an event. Particularly as they then have the opportunity to get it signed by the author who has just given the talk.

As said above, the majority of people will only buy a book after they've seen the event, which is why we normally get the ticket checker to do this, as obviously their job is done once the event has started. If the odd person does want to buy a book beforehand (when you are busy doing your ticket checking duty), the person on box office is able to do it and there will always be a Festival staff member around to help if needed.

- There will be a sheet with all the book titles on, please make sure you note down how many are sold. We usually use a tally system so it's easier to keep check when it gets busy. It's very important to keep a correct check on how many are sold otherwise it makes it very difficult when cashing up at the end of the day.
- We can accept cash or card payments (at certain venues). We don't have a card machine but we can take card payments via our tablet. This is very simple to use and you will be shown what to do but there will always be someone around to help if you get stuck.
- We try and get a queuing system so that people come straight out of the talk, purchase a book, and then queue to get it signed by the author. However, if you see someone pick up a book and head straight to the author's signing desk (which does occasionally happen as it can get busy in that small room), please tell them politely that they need to come and pay for it before getting it signed.

Walks

- You will be met by a Festival staff member and be given any unsold tickets (and a ticket money float).
- Check the tickets of all the people who turn up for the walk (we have capped each walk event at 20 people so there shouldn't be more than that turn up).
- If you have tickets left to sell, you can do so to any extra people who may turn up.
- If the tickets are sold out and someone turns up at the beginning of the walk wishing to join in, it is up to the discretion of the person hosting the walk as to whether or not they want to accept any more people. This is because it can make it difficult for the host to involve everyone if there are too many people. If the host is happy to accept more people, each extra person will need to pay the same ticket charge (you just won't have a physical ticket to give them). If the host does not want any more people, please just explain politely to the customer that we have a limit to how many people can be involved.
- Please make a note of any extra tickets sold.
- We would like you to go on the walk with the rest of the group as the Festival representative and be there in case there any problems with anything (you can call the office or the festival mobile number if you need to speak to a staff member).
- At the end of the walk, please return the float etc. The staff member at the beginning of the walk will advise you where to take it (it may be different for each walk as it depends on where the staff are at that time).

Festival Representative

As we have so many events (and there are only 3 members of staff), it is very difficult to make sure that a staff member is at every event for the whole thing. We do make sure there is as much as possible but there may be occasions where we can't be there so we ask for a volunteer to become the representative of the festival. There are no particular tasks for this...it's just a case of being around if anyone has questions or problems with anything.

There will always be a staff member to greet you (even if they don't stay) and you can call the festival mobile number if there are any problems that you can't help with, so there's nothing to worry about.

Children's Events / Workshops

This generally just requires you to be there as a Festival representative (see above) and maybe get involved with whatever is going on; helping out the children with different activities where needed.

Literature Festival Venues

The George Hotel, Bird Street, Lichfield, WS13 6PR

Erasmus Darwin House, Beacon Street, Lichfield, WS13 7AD (use the rear entrance)

Lichfield Library, The Friary, Lichfield, WS13 6QG

Shenstone Library, Main Street, Shenstone, Lichfield, WS14 0NF

Swinfen Hall Hotel, Swinfen, Nr Lichfield, WS14 9RE

Little Green Frog Café, Three Spires Centre, Lichfield, WS13 6NF (down by the side of Marks & Spencer)

Devo-Tea, 9 Breadmarket Street, Lichfield, WS13 6LG (next to Samuel Johnson Birthplace Museum)