

Information Tent Assistant

Your role

As an Information Tent Assistant, you are the **go-to source for festival information!** Your job is to welcome attendees, answer questions, and provide resources that make their experience smooth and enjoyable. You'll work as part of a team at one of the festival's two information tents.

Key responsibilities

- > **Provide festival information** and assist with inquiries at your assigned tent.
- > **Distribute maps, schedules, and materials** to attendees.
- > **Show patrons how to use the online interactive festival map** when needed
- > **Collaborate with fellow volunteers** to keep the tent organised and stocked.
- > **Report issues** raised at the tent, escalating to the Information Tent Coordinator if required.
- > **Perform regular stock checks** of maps and materials.
- > **Secure the tent overnight** and return materials to the site office post-event.

Getting started

1. **Check in** at the Volunteer Hub.
2. **Head to your assigned tent: City Walk Information Tent or North Glebe Information Tent** (both clearly signed and with seating).
3. **Introduce yourself to the Information Tent Coordinator** – they'll guide you and have a radio for emergencies or incidents.

Tools you'll have

- > Festival **map and program** (for reference and to hand out).
- > Access to the **festival website** for quick answers.
- > Support from the **Information Tent Coordinator** for escalations.

Helpful tips

- > **Stay friendly and approachable** – you're the first point of contact for many visitors!
- > **Treat every question as new**, even if you've heard it before.
- > **Clarify politely**: Repeat the question back if unsure.
- > **Avoid "I don't know"** – instead, redirect to the Coordinator or check online resources.
- > **Accessibility matters**: Share info on accessible toilets, ramps, and programming. This year's festival supports the Sunflower Project for people with hidden disabilities!

Safety and communication

- > For **incidents or hazards**, contact the Information Tent Coordinator (radio-equipped).
- > If you need extra help, the Coordinator can radio through to the Volunteer Coordinator or Event Operations Centre (EOC).

Your impact

You're the information hub that keeps the festival running smoothly. Your knowledge and helpful attitude make a huge difference to every attendee's experience. Thank you for being part of this amazing event!

