

# Information Tent Coordinator

## Your role

As an Information Tent Coordinator, you are the **leader of your information tent team!** Your job is to oversee operations, support volunteers, and ensure smooth communication with the festival command centre. You'll remain stationed at your assigned tent and manage inquiries, stock, and escalations.

## Key responsibilities

- > **Oversee information tent operations** and assist volunteer Information Tent Assistants.
- > **Stay at the tent** for your entire shift – you'll be assigned a festival radio.
- > **Communicate via radio** with the festival command centre or relevant staff as needed.
- > **Handle escalated inquiries or issues** professionally.
- > **Provide festival information** and assist with patron inquiries.
- > **Distribute maps, schedules, and materials** to attendees.
- > **Show patrons how to use the online interactive festival map** when needed
- > **Collaborate with volunteers** to maintain the tent and restock materials.
- > **Perform regular stock checks** of maps and resources.
- > **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**, meet your volunteer team, and confirm radio functionality and communication protocols.
3. **Review stock levels** and ensure materials are ready for distribution.

## Tools you'll have

- > Festival **radio** for direct communication.
- > **Maps, programs**, and other materials.
- > **Support** from the Event Operations Centre (EOC) for escalations.

## Helpful tips

- > **Customer service first:** Treat every question as new—even if repeated.
- > **Clarify politely:** Repeat the question back if unsure.
- > **Support your team:** Check in with volunteers and assist when needed.
- > **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

- > Use your **radio for emergencies or escalations**.
- > Keep communication clear and professional—only essential messages over radio.

## Your impact

You're the **anchor of the information tent**, ensuring smooth operations and excellent service. Your leadership helps volunteers thrive and patrons feel supported. Thank you for making the festival experience exceptional!

