

Wordstock: Portland's Book Festival LA Booth Monitor/Info Tables

Primary Objective:

Your primary objective is to make sure attendees' questions are answered accurately and courteously, while helping with directions to events.

Commitment:

- 3-hour shift during festival on Saturday, November 11

Reports to: Book Fair Manager | LA staff | House Manager (dependent on location)

Location: Schnitzer | In-Front of Fields Sunken | Kridel | Hatfield Theatre

Monitor responsibilities include:

- Support LA staff
- Help attendees looking for information and trouble shoot as needed
- Answer attendees' questions
- Distribute exhibitor and OPB credentials
- Monitor and maintain traffic flow of lobby areas
- LAST SHIFT: Assist with voucher load-out, and clean-up at end of festival day
- Other tasks as needed

Requirements:

- Outgoing, with excellent customer service skills
- Able to think on your feet and stay calm under pressure
- Experience with Literary Arts and Wordstock preferred but not required

Venue Information:

- Volunteer coat check/storage is located in the volunteer room of the Mark building of PAM
- Not all venues have volunteer storage. Check with your manager if your venue has a specific location
- The nearest radio is with the House Manager.



Check List: LA Booth/Info Tables

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Pre-Event:

- ☐ Review Wordstock map, and familiarize yourself with festival venue locations
- ☐ Review Wordstock author schedule, signing times, and panel topics
- ☐ Review Wordstock FAQ on Literary Arts website
- ☐ Pick-up your volunteer T-shirt and packet info at orientation in October

Upon arrival:

- ☐ Check-in at Volunteer Registration
- ☐ Check-in with Manager or LA staff table to receive training/specifcics to assignment

During the Book Fair:

- ☐ Review festival map locations
- ☐ Review Wordstock events binder (one located at each INFO Table)
- ☐ Answer attendee questions
- ☐ Present a friendly demeanor to all questions and concerns (If you don't know the answer to a question, find someone who can answer by radio or available resources).

Shift Complete:

- ☐ Do not leave, if possible, until your replacement arrives
- ☐ Check out with Manager or Staff
- ☐ Enjoy the rest of Wordstock!

Please note that if you are wearing your volunteer T-shirt while attending Wordstock events, you should consider yourself an “on-duty” volunteer and answer attendees questions if asked.

Thank you for volunteering with Wordstock: Portland's Book Festival!