

## Portland Book Festival Box Office Monitor

### **Primary Objective:**

Your primary objective is to make sure attendees are greeted to Portland Book Festival and receive quick and courteous access to their tickets, while managing box office lines.

**YOU ARE NOT TO HANDLE ANY MONEY TRANSACTIONS!**

### **Commitment:**

- 4-hour shift during festival on Saturday, November 9
- Volunteer Orientation first week of November (approx. 1.5 hours)

**Reports to:** Box Office Manager | Volunteer Specialist and PAM box office staff

**Location:** OUTSIDE SW Park Avenue in front of the PAM Mark Building

Box office monitors will assist PAM in Festival ticket sales and wristbanding, as well as assist line flow and monitor attendees have wristbands when entering Festival's venues. Monitors need to be familiar with the Festival event schedule to answer questions in regards to event locations, times, etc.

### **Manager responsibilities include:**

- Support PAM staff in ticket sales
- Direct attendees to appropriate box office (pick up versus purchase)
- Place attendee wristbands
- Maintain orderly line
- Answer attendee questions and provide information and direction
- Other tasks as needed

### **Requirements:**

- Excellent customer service skills
- Able to think on your feet and stay calm under pressure
- OK working outdoors

### **Venue Information:**

- Volunteer coat check/storage is located in the volunteer room of the Mark building of PAM.
- The nearest radio is with box office LA staff member. Next with volunteer registration tent.

### Check List: Box Office Monitor

Your primary objective is to make sure attendees are greeted to Portland Book Festival and receive quick and courteous access to their tickets, while managing box office lines.

#### Pre-Event:

- ☐ Review the Festival map, and familiarize yourself with festival venue locations
- ☐ Review the Festival author schedule, signing times, and panel topics
- ☐ Review the Festival 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, and receive your Festival wristband.
- ☐ Check in with Box Office manager and receive your specific assignment

#### During Festival:

- ☐ Greet attendees to the Festival
- ☐ Ensure all lines are manageable and allow walk flow on the street and book fair entry
- ☐ Answer attendees' questions

#### Shift Complete:

- ☐ Do not leave, if possible, until your replacement arrives
- ☐ Check out with Box Office Manager
- ☐ Enjoy the rest of Festival!

**Please note that if you are wearing your volunteer T-shirt while attending Festival events, you should consider yourself an “on-duty” volunteer and answer attendees’ questions if asked.**

**Thank you for volunteering with Portland Book Festival!**

## TICKET AND ENTRY INFORMATION

### BOX OFFICES

There is one box office area for the festival, on SW Park Avenue in front of the PAM Mark Building. There will be a large tented area where PAM staff will be both selling tickets, as well as the “will call” area for attendees who pre-ordered tickets and need to pick up their wristband.

All attendees must have a wristband to enter the venues where the festival stages are, including youth and military attendees who enjoy free entry. The food cart areas do NOT require a wristband and are free and open to the public. All stage hosting author events and the Portland Art Museum galleries require a wristband for entry. Attendees who purchase tickets before the festival can pick up their wristbands at the box office. Attendees who purchase tickets the day of the festival can purchase their tickets and receive their wristbands at the box office.

Portland Art Museum box offices will not be operating as box offices.

#### ***I pre-ordered my festival ticket. Where can I pick it up?***

Advance ticket buyers can pick up their wristband and book voucher at the box office on SW Park Avenue.

#### ***I want to buy a ticket today. Where do I do that?***

Day-of tickets sales are at the box office on SW Park Avenue. PAM box offices will not be selling tickets. There is one ticket sale location. Day-of tickets are \$18 and attendees will receive a wristband that allows entry to all festival events and a book voucher.

#### ***I am 17 years or younger and/or a high school student and I get free admission. Do I need a ticket?***

Yes, all attendees, including youth, need a wristband for entry. Youth receiving free tickets will need to pick up their wristband at the box office on SW Park Avenue. Free youth tickets do NOT include a book voucher.

#### ***I signed up for a workshop. Where do I get my wristband?***

Workshop students will pick up their wristbands at the registration booth at the Northwest Film Center. They do not need to go through the box office. This includes students taking the paid workshops; youth taking free workshops do NOT need check in at the NWFC.

#### ***Do I need a ticket for each Wordstock event?***

Your festival ticket admits you to all festival venues and events, and there are no additional tickets required for individual events during the festival day on Saturday, November 5. At all venues and all events, entry and seating is available on a first-come, first-served basis; standing in line does not guarantee entry. Rooms will be cleared between sessions, meaning all attendees will be required to exit the venue and will not be permitted to

remain in their seats for the next session. No one will be admitted to a full event session unless another attendee leaves that session.

## FOR WORKSHOP STUDENTS

Admission/wristband is included in the price of the workshop for students who registered for a workshop before the festival day. All workshop students will receive an email instructing **them to pick up their wristbands at the Northwest Film Center**, where there will be a workshop registration table. If they would like to attend the festival prior to their workshop they can stop by that table and pick up their wristband, and then return for the workshop.

## FOR AUTHORS AND PRESENTERS

Authors participating in on-stage events, in pop-up events, moderators, and other presenters that are participating in the festival will pick up their credentials—meaning a badge and lanyard that identifies them and their role at the festival—at the green room at the Oregon Historical Society. ***Do not share the location of the green room with attendees, it is meant to be a private space.*** Volunteers (with the exception of the green room volunteers, of course) are NOT permitted in the author green room.

## TYPES OF TICKETS, BADGES, AND WRISTBANDS

Wristbands and white badges have the same privileges, and no green room access. Gold wristbands and red badges have the same privileges, including priority entry and green room access.

Every person entering a festival stage must have a wristband and/or a badge.

### RED FESTIVAL WRISTBAND

- Admits attendee to all festival events; extra tickets are not required for any single events.
- Youth and military attendees who enjoy free admission and paid attendees receive the same wristband.
- To attend any event, all red wristband-only attendees might have to wait in line.
- **All events are first-come, first-served, and standing in line does not guarantee entry.**

### GOLD WRISTBAND

A very limited number (only about 100 total, likely) of gold wristbands are issued to VIPs. VIPs in this case are, for example, author partners and guests, Literary Arts sponsors and board members, and other people close to the festival.

- All the benefits of a red wristband, plus...



# Literary Arts

FIND YOUR STORY HERE

- VIPs with a gold wristband enjoy “**priority entry**” to all events. This means they can enter ahead of the general public when the doors open, and if they arrive after doors open they may “cut the line” to enter the venue. **Once capacity is reached, however, no one can be admitted!**
- VIPs with a gold wristband may sit in the reserved seats at each venue if they choose to.
- VIPs with a gold wristband may access the green room.

## WHITE BADGE

A badge is “credential” for exhibitors with the festival book fair. It carries the same benefits as a red general admission wristband.

White badges **do NOT** have green room access.

White badges **do NOT** allow the wearer to cut the line or access reserved seating.

**RED BADGE:** A badge is “credential” for people working directly with the festival in one way or another.

Who has a red badge:

- Authors, moderators, and other presenters, including pop-up authors and musicians
- Literary Arts staff, OPB staff, other festival-related staff
- Media, photographers, etc.

Red badges enjoy the same privileges as GOLD WRISTBANDS:

- Red badges enjoy “**priority entry**” to all events. This means they can enter ahead of the general public when the doors open, and if they arrive after doors open they may “cut the line” to enter the venue.
- Red badges may sit in the reserved seats at each venue if they choose to.
- Red badges may access the green room

## TICKET COSTS

- Adult Festival Ticket: \$15 Advance / \$18 Day-Of. Includes a Wristband for Festival access, and \$5 Voucher to spend at Book Fair. Tickets to be checked in/purchased at Ticket Tent on day-of Festival.
- Adult Workshop Attendee: \$75 per Workshop. Includes a Wristband for Festival access, and \$5 Voucher to spend at Book Fair. Workshop attendees to check in at NWFC and pickup wristbands and vouchers on day-of Festival. One voucher/ticket per person even if registered for multiple workshops.
- “Friend of Festival” Ticket: \$250. “Friends of the Festival” buyers will get a special lanyard and certain perks like priority seating to the event. This is largely considered a donation to the Festival, and is being managed by the Development team, so there should (ideally!) be no Box Office involvement for these folks.
- Youth/High School Ticket: FREE. Does NOT include a Voucher. Tickets to be checked-in at Ticket Tent on day-of Festival.
- Veteran/Active Military Ticket: FREE. Does NOT include a Voucher. Tickets to be checked-in at Ticket Tent on day-of Festival.
- Complimentary (“COMP”) Ticket: FREE. Reserved for event Sponsors. Does NOT include Voucher.
- Arts for All: \$5. Does NOT include a Voucher. Tickets to be checked in/purchased at Ticket Tent on day-of Festival, by showing “Oregon Trail” card. Will NOT be sold in advance.
- Discovery Pass: FREE. Does NOT include Voucher. Tickets to be checked in at Ticket Tent on day-of Festival, by showing Discovery Passes distributed through the Library. Will NOT be given out in advance.

*... and also happening at the PAM that Day....*

- Museum Members will be admitted for FREE that day, but will be limited only to the Museum Gallery space. They will NOT get a wristband to extra Festival events. Members will check in at either entrance of the Gallery building with a PAM representative.