

Portland Book Festival Room, Door, & Line Monitors

Primary Objective:

Room Monitors provide audience control by assisting audience seating/clearing and monitor audience Q&A while providing customer service.

Door Monitors make sure the venue capacity is not over reached and provide the best customer service.

Line Monitors keep an organized line to events, providing a clear walkway, communicating the number allowed to venues to attendees, and friendly customer service.

Please note that dependent on the needs the day of the festival you may flex between these three roles.

Commitment:

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

Reports to: House or Book Fair Manager

Location: Schnitzer | Winningstad | Brunish | UCC | TOC | Miller | OHS | Whitsell | etc.

Responsibilities include:

- Check all attendees have wristbands! **No entry without wristband or badge!**
- Help attendees navigate entry and exit of venue (all venues are cleared between events except TOC)
- Monitor door and count toward capacity; cut line at capacity and **notify attendees in a courteous manner whether they are likely to gain entry.**
- Clearly and cheerfully communicate with attendees waiting in line
- Ensure line is orderly and does not block other activities on sidewalk or venue
- Monitor the room throughout event
- Room Monitors should assist with Q&A at the end of events
- Other tasks as needed

Requirements:

- Outgoing, with excellent customer service skills
- Able to think on your feet and stay calm under pressure
- Might be outdoors for a portion (though not all) of shift, depending on venue
- Able to be on your feet for much/most of shift

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 as to if your venue has a specific location
- The nearest radio is with the house manager. Next with the stage manager

Check List: Venue Monitors

<u>Line Monitor</u>	<u>Door Monitor</u>	<u>Room Monitor</u>
Your <u>primary</u> objective is to keep an organized line to events that will provide clear walkways, to inform attendees if the line is approaching venue capacity, and answer attendees' questions while in line.	Your <u>primary</u> objective is to make sure the venue capacity is not over reached and to provide customer service.	Your <u>primary</u> objective is to provide audience control by assisting with audience seating/clearing and help with Q&A mic distribution and general customer service.

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 November

Upon Arrival:

- ☐ Check in at volunteer registration and receive your wristband
- ☐ Check in with your House Manager for training/venue specific role

During event:

- ☐ **Line Monitors** continually walk the venue line! Greet attendees, be friendly
- ☐ Answer attendees' questions or direct them to source of answers
- ☐ Confirm each attendee has proper wristband or credential for entry
 - o "If you don't have your wristband, you need to get your ticket at the box office located on SW Park Avenue in front of the PAM Mark Building!"
- ☐ Inform the line where approximate venue capacity is close, and where max capacity is likely reached
 - o "At this point in the line we're around 300 people, which is our venue capacity. After this point in line you might not get in."
 - o "This point in the line we are over 300 people and it is unlikely you will get a seat. If you'd like to wait anyway in case someone leaves, you may, but we want you to know that this part of the line is unlikely to be within the venue capacity."
- ☐ Do not allow people into the event until the Room Monitor has provided an all clear
- ☐ Suggest other events if capacity is reached (other stages, pop-ups)
- ☐ **Door Monitors** keep track of the number of attendees entering the venue with click counter, and maintain constant communication with Line Monitors toward capacity
- ☐ Let VIP line/attendees (gold wristbands or red badges) in first, then let GA line in. If VIPs arrive while GA is entering, let them cut the line.
- ☐ **Room Monitors** ask attendees to shift seats to allow more people to sit
 - o "If you could please move to the center, so we can allow as many people into the event as we can."
 - o Make sure anyone who needs a seat (disability, pregnancy, elderly) is able to find one
- ☐ Monitor reserved seating is not taken by attendees without proper credentials (gold wristband or red badge)
- ☐ Communicate with Door and Line Monitors the number of seats available as the line is entering
- ☐ Check in with House Manager frequently

Shift complete:

- ☐ Please don't leave until your replacement has come, if at all possible
- ☐ Pass along any needed information/suggestions to your replacement
- ☐ Check out with your House Manager
- ☐ Enjoy the rest of The 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!