



Guest & Green Room Assistant – Role Description

This role is ideal for volunteers who would prefer a slightly quieter but equally fun festival experience. Working primarily in the Green Room, you will meet and come into contact with many of the festival's most high-profile guests, as well as festival partners, publishers and members of the press. You will need to be confident in speaking to new people, be helpful and welcoming and have a good sense of when somebody might need assistance or would prefer to be left alone. This is a much sought-after role and is suited to volunteers who are responsible and friendly, who will enjoy being at the heart of the festival.

For those looking to gain work experience or learn something new, this role will develop skills in hospitality and customer service. This is also a fantastic way to meet new people and build confidence.

Report to - Core Festival Team/ Green Room Management

Role - To provide a warm and friendly welcome to festival guests. This will include:

- Meeting and greeting guests at their hotel or at the train station and escorting them to the Green Room or their event venue
- Helping to arrange the Green Room, ensuring that there are adequate supplies of refreshments
- Serving tea/ coffee/ other basic refreshments
- Keeping the Green Room tidy and clearing tables where required
- Complying with all instructions from Green Room Management including health & safety instruction
- Wearing the Festival T Shirt provided so that you can be clearly identified
- To be the eyes and ears of the Festival and to advise the Core Festival Team of any issues at the Festival such as:
 - Medical emergencies
 - Venue problems e.g. trip hazards
 - Litter/rubbish accumulation
 - Any other issue which gives you cause for concern

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