

Festival Driver

As Festival Driver, you do much more than just provide transportation. You're the Festival's first ambassador for our out-of-town guests, and your courtesy and warmth will help them feel comfortable and at-home. Like the best of chauffeurs, you transport Festival authors with professionalism and pride. You report to the Volunteer Manager, and your main responsibilities are:

- To pick up assigned passengers on time and deliver them safely
- To make any stops requested by your passenger
- To deliver your passenger safely and on time
- To assist with their luggage
- To brief each arrival with need-to-know information
- To provide your own vehicle,

Step-by-Step

Before the festival, the Volunteer Manager will send you the names, flight or train numbers, and times of arrival and departure of your assigned author pickups and drop-offs. If at any time you find a conflict of schedule and can't make a pickup, please let the Volunteer Manager know immediately.

Familiarize yourself with the authors you will be driving, so that you can recognize them on sight. View their profile photos at www.kingstonwritersfest.ca/authors.php. Be aware of the author's events and performance times.

Please allow enough time before each pickup or drop off to park your vehicle and enter the station, and ensure that your car has enough fuel to make the trip. If you are making a cross-border pickup or drop-off, please be sure to have your passport with you, and allow time for the border crossing.

Carry a cell phone, and keep it turned on, in case of delays (yours or the author's), missed connections, or short time lines. Program the Volunteer Manager's number into the phone so you can call if there is a problem.

Please wear casual but professional attire.

Offer to help carry luggage and load it into your vehicle. Please handle the author's luggage with care when loading it into your car and unloading it and carrying it to the hotel lobby.

If going on a longer trip, a few bottled water available for the author. The Festival will provide a case in the Volunteer Lounge for this purpose.

Please take your "sociability" cue from your assigned author. Be guided by whether they are chatty or seem quiet/fatigued. Strive to be personable and professional.

Ask if your passenger is interested in seeing the sights. Choose your route and describe landmarks as you pass them. First-time visitors to Kingston may want to see the waterfront, Queen's University, City Hall, etc. Knowledge of the city and its history is essential for this job.

Be prepared to recommend restaurants (study our Visitors page: www.kingstonwritersfest.ca/visitors-guide.php), to stop at a grocery or pharmacy along the way, or to take someone to a walk-in clinic.

After check-in, either escort the writer to the Author Hospitality Suite or give directions to the Suite, so they can register with the Festival as soon as they are settled. Offer to help with luggage.

Brief the author on the following:

- check in at with Writers Services in the Author Hospitality Suite as soon as convenient; Writers Services will register them and they will receive their event pass at that time
- meet with their Wrangler in the Author Hospitality Suite (which also functions as the Green Room) no less than 15 minutes before each of their events
- the Author Hospitality Suite is open all day long for their convenience.

If the author does not wish to proceed immediately to the Author Hospitality Suite, politely take your leave and then please report your author's arrival to Writers Services and the Festival Producer or her assistant.

When picking up an author at the Holiday Inn for drop-off at the airport or train station, arrive in plenty of time to load luggage and get there, allowing time for the author to check themselves in before their flight or train. You or the Volunteer Manager should pre-arrange your pickup time with the author.

Assist the author into the airport or train station, and help them with their luggage. Enjoy this last opportunity for relaxed conversation with some of our guest authors.

Drivers are welcome to drop in to the Volunteer Lounge before and after their shift, to enjoy Festival hospitality.