

Ticket Sales

Job Description

This is an important front-line position. As well as providing ticket purchase services, your knowledge, expertise, and personal warmth will put our attendees at ease and help build enthusiasm for our events. As Ticket Seller, you work during the festival at the Festival Onsite Box Office on the sixth floor of the Holiday Inn, either on the Ticket Sales desk or Pass/Comp desk. You may also be scheduled on the ticket desk at an off-site event. You must have customer service experience and cash handling experience and be able to maintain focus during short bursts of intense activity. You report to the Ticketing Manager.

Your main responsibilities are:

- To take cash and issue tickets onsite during the festival
- To have mastery of the festival event schedule
- To account for and handle responsibly a cash float and cash intake from purchases
- To issue refunds or exchanges at the discretion of the Ticketing Manager, Artistic Director or Festival Producer

Step-by-Step

Before Your Shift

- If at any time you find a conflict of schedule and can't work your scheduled shift, please let the Ticketing Manager know immediately.
- Please note: Pass/Comp tickets pick up table attendants will be needed for the first couple of days of the festival only, and do not require a cash float. If you are scheduled on the Pass/Comp table, pick up the Comp tickets and lists from the Volunteer Lounge before your shift, and follow directions for recording Pass/Comp pickups.
- Fifteen minutes before your four-hour shift, pick up a cash box that contains your float and a shift report form on a clipboard from the Business Office (adjacent to the Volunteer Lounge). Count the cash float and initial your report form. The Ticketing Manager or Volunteer Manager will count and sign off on the float amount on your shift report.
- If your shift is an offsite event, please arrive earlier, to allow extra time to get to the venue. The festival provides transportation to and from the offsite venue. The Volunteer Manager will be in touch to coordinate travel arrangements and times.
- If your shift is onsite, and you'd like to have coffee or a snack in the Volunteer Lounge before your shift, please do so before picking up your float.
- Your mastery of the schedule is key to helping our buyers make their choices quickly and accurately. Please study the program carefully or visit our Festival website Events page (www.kingstonwritersfest.ca/events.php) before the festival begins, and ensure you understand the details of each event.

On Your Shift

- Start your shift on time in order to relieve those who are ending their shift. If there is a line up, advise buyers that you are setting up and you will begin selling tickets once you are fully set up.
- When events are in progress, you are welcome to read, do crosswords or chat quietly. Please do not carry coffee or teacups or food from the Volunteer Lounge. It is fine to bring along a water bottle, but you are on duty, so no eating or drinking while you are on the sixth floor.
- At times, the sixth floor is a noisy environment. Take your time with each transaction, and focus on the buyer in front of you and not the line up behind them. You'll need a good memory, an ability to focus under pressure, and a capacity to cope with eager or anxious buyers.
- Help buyers make their selection, and verbally confirm the ticket order. Tally their order (cheat sheets are provided) and take their cash. Make correct change, and then select the correct tickets and the correct quantity of each. Hand these to the buyer with a smile.
- Jot the purchase into your report. Please take the time to do this. Don't rely on your memory.
- Every patron entering an event must have a ticket in hand. Once an event Captain tells you there is available seating, issue rush tickets to students and volunteers. Make note of the quantity issued on your shift report.
- In case of a ticket exchange, pull the exchange ticket out and correctly re-file the surrendered ticket.
- If a buyer requests a refund, please refer the request to the Ticketing Manager, Festival Producer or Artistic Director.
- The Lost and Found is located under or behind the Ticket Sales table. If any items are turned in, please provide paper and a pen for the person bringing the item, so that they can note the date and time and where the item was found, and, if it is a volunteer, their initials.

End of Your Shift

- At the end of your shift, please wait to be relieved of your post before heading down to the Business Office with your cash box and shift sales report.
- Count the cash in the box, separate the float amount, and report the proceeds on your shift sales report. The Ticketing Manager will sign off on the proceeds and the float, and will place the proceeds in a zip lock bag with the date and time, and your initials, and put it away for safe keeping.
- Enjoy the festival hospitality in the Volunteer Lounge!