

Volunteer Concierge Team

Questions?

Check out the volunteering section of the event website:

christmaslunchinthepark.com.au/volunteer

Or send us an email:

christmaslunch@missionaustralia.com.au

Your brief

You're administration royalty! Cool under pressure and with the warmest of welcomes, you enjoy dotting every 'i' and crossing every 't'. As (one of six) Volunteer Concierge Team members responsible for registering some 400 wonderful volunteers on arrival at site, you'll be directing each to their relevant supervisor. Thanks to you, each zone is swiftly and appropriately crewed, and the event kicks off without a hitch.

Arriving onsite

Please arrive onsite at your allocated time and register at the Volunteer Concierge. Report to your Volunteer Concierge Supervisor, grab your lanyard, water bottle and any PPE and await further instruction.

Event timings

Please refer to the event schedule.



Mostly sitting



High level of administration



Indoors/Outdoors

As a Volunteer Concierge, your contribution is to...

- Support the success of Christmas in the Park 2020 through the efficient and effective registration of some 400 volunteers responsible for servicing some 1400 guests across a range of areas and zones.
- Provide highly developed admin/organisation skills to ensure a smooth volunteer registration process.
- Ensure the Volunteer Concierge area is set up in an appropriate and timely manner.
- **Smile and enjoy yourself!** Welcome volunteers as they arrive at the venue, register them by name and sign them in (you'll need to check each volunteer's name against the alphabetically arranged list).
- Issue registered volunteers with a lanyard and direct them to their designated area to meet with their Supervisor (who will be wearing a grey t-shirt).
- Resolving registration issues as they arise or referring issues to the Volunteer Concierge Supervisor to ensure the registration flow is not affected
- Upon completion of the registration process in its entirety, and under the direction of the Volunteer Concierge Supervisor, help us better understand our clients by inviting them to undertake a brief questionnaire with you.
- Make sure volunteers have sufficient water, PPE (optional) and sunscreen.
- Make sure you eat lunch too! Just check with your Volunteer Concierge Supervisor before collecting from the Food & Beverage Supervisor.
- Report all incidents to your Volunteer Concierge Supervisor, no matter how small it may seem.
- Refer any medical situations to the St. John's Ambulance First Aid station and any unsafe situations to Security.
- **Refer any unsafe or COVID-19 concerns, to your Supervisor, St John Ambulance or Security immediately.**