

Guest Welcome 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

A beam of sunshine! A lover of people, diversity and crowds, with a friendly and agreeable nature. You're superbly placed for greeting guests and helping them queue safely as they arrive, ensuring everyone feels welcome and at ease. In this team of 6, you'll assist with the safe entry of all guests, following any necessary processes and checks, before directing them into the care of a friendly Steward, who will cheerfully usher them to their choice of a table or picnic zone.

Arriving onsite

Please arrive onsite at your allocated time and register yourself at the Volunteer Concierge. Here you will collect your lanyard before reporting to the Guest Welcome Supervisor for briefing.

Event timings

Please refer to the enclosed event schedule



Mostly standing



High level of interaction



Outdoors

The Guest Welcome Team contributes by...

- Welcoming guests as they arrive at the event entrance and initiating a brief welcoming process, capturing:
 - Whether they are in possession of a wristband and, if not provide them with one.
 - How they heard about the event and take their details, for contact tracing requirements, as required.
 - Taking contactless temperature checks of all guests, including children, as required.
 - Ensuring queue management processes, so that all guests queue safely.
 - Ensuring their first moments of the event are festive, welcoming and friendly
- Being part of a rotating roster throughout the day, to assist with hassle-free parking and bus runs, if required.
- Informing guests of the official event commencement time (11:30am), suggesting early comers relax in the garden, enjoy the music, enjoy the shower/haircuts available free of charge, or talk to our Wellness Zone staff, as they wait.
- Keeping guests at ease by proficiently directing them into the Stewards' care after they've been welcomed, who will guide them to their relevant table or picnic host.
- Upon satisfactorily meeting any registration processes, they will be granted entry.
- As advised by the Guest Welcome Supervisor, assist further by:
 - Assisting Stewards to keep tables clear and rubbish-free (noting any food to be handled by Stewards only).
 - Assisting the Environmental Elves to keep areas free from rubbish.
 - Reminding everyone to maintain social distancing throughout the event
- Eating lunch! Just check time with your Guest Welcome Supervisor, collecting from the Food & Beverage Supervisor.
- Reporting all incidents to your Volunteer Concierge Supervisor, no matter how small it may seem.
- Referring any medical or COVID-19 situations to your Supervisor, St. John's Ambulance First Aid station or Security.
- Referring any unsafe situations to Security.
- **Enjoying the day and sharing that joy with others!**