

Guest Transport 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 a beam of sunshine! A lover of people, diversity and crowds, with a friendly and agreeable nature. You're superbly placed for greeting guests as they head to and from the event, ensuring everyone feels welcome and at ease, then directing them to the event entrance. In a team of 8, this role assists with bus runs, train station directions to shuttle bus and parking directions.

Arriving onsite

Please arrive onsite at your allocated time and register yourself at the Volunteer Concierge. Here you will collect your lanyard, water bottle and any PPE before reporting to the Guest Transport Supervisor for briefing.

Event timings Please refer to the event schedule for estimated timings of the event.



Mostly standing



High level of interaction



Outdoors

The Guest & Transport Team contributes by...

- Being one of the first faces of the event for our many special guests attending the Christmas Lunch in the Park event, you will be assigned one of the following four main tasks;
 - Transport liaison team member at the train station, directing guests to the Shuttle Bus to take them to the event site
 - Transport liaison team member at the event Shuttle Bus station, welcoming them to Wellington Square and directing them to the Guest Welcome Team
 - Transport Liaison Team Member, traveling on the Shuttle Bus between the train station & Wellington Square pre and post-event
 - Transport Liaison Team Member, assisting guests to board the Shuttle Bus after the event, to return them to the train station
- Welcoming and thanking guests as they arrive at and depart from the event, ensuring their first and last 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.
- Ensuring all guests use the transport service responsibly and offer PPE such as masks, as an option.
- Informing guests of the lunch and entertainment start time (11.30am), suggesting early comers relax and visit the Wellness Zone and kids enjoy the Games Tent
- Eating lunch! Just check time with your Guest Transport 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 situations to the St. John's Ambulance First Aid station.
- Referring any unsafe concerns to your Supervisor, St John Ambulance or Security immediately.
- **Enjoying the day and sharing that joy with others!**