



TICKET SALES

Venue

Vern Burton Community Center or the Elks building (1st and Lincoln)

Your Commitment

- Show up on time or early for your shift
- Report to the Volunteer/Performer Check-in Tent (on the south side of 4th street, just west of the Vern Burton.)
- Orient yourself with the ticket sales office, the restrooms, and where each stage is.
- Proceed to the Ticket Office and stay there for your entire shift. If you need to be relieved, please coordinate with the other Ticket Seller or contact the Site Manager. She will help cover quick breaks.

What your role entails

- Greet customers and answer general questions about events/locations
- Determine type and quantity of passes required and charge accordingly
- Fit each customer's wristband correctly
- Process cash, check and credit card transactions accurately
 - This includes understanding Arts People, our ticketing system. You will be trained at the start of your shift
- Be able to find a pre-purchased ticket from a "Will Call" list
- Contact money runners as needed (for change or excess cash)
- Assist in selling festival merchandise (shirts/wine glasses)
 - Assist in finding correct sizes as needed
 - Be able to sell Season Concert Subscriptions
- Children 14 and Under are FREE but should still have a wristband (especially if the child is 10+). This makes it easier for those checking at the door.
- Be flexible, patient, and helpful. You may be asked to assist in something outside of the ticket office. We work as a team to give the best possible experience for everyone.

Dress comfortably. Volunteer T-shirts are provided.

Our Commitment

We will provide:

- A chair for each volunteer
- Contact information for your Site Manager
- Map of the Venue and additional schedules

In exchange for fulfilling your commitment, the Juan de Fuca Foundation for the Arts will provide you with a one-day pass for the festival. This can be picked up at the Volunteer Check-in Tent.