



VOLUNTEER POSITIONS **LICENSED AREAS**

Four Fabulous Days of Free Music

The Sound of Music Festival has 3 Licensed areas located at the 3-larger stages. The Civic Gardens is located in Civic Square, the Main Tent is located in the center of the park and the West Tent is located in the west end of the park. There are 5 different jobs that take place in the Licensed areas, you may be assigned to do one of them or several of them at different times throughout your shift. As the smart serve program grows so do the number of volunteers that are certified. If you are smart served you may be tasked to do any of the 5 jobs. If you are not smart served you may be tasked to do any of the jobs *but* serving. It will be up to the area manager to place you where they need you the most. Please know that every job has its purpose and *all* are necessary for the smooth operation of the area. Remember that the Area Manager is in charge of all aspects of the licensed area and should be consulted to handle any difficult situations. We ask that everyone please remain to help clean up after last call. Area managers are scheduled to work ALL weekend, several hours a day and can't be expected to do the job alone...Many hands make light work!

TO WORK IN A LICENCED AREA YOU MUST BE 18 YEARS OF AGE OR OLDER (age of majority).

Your job may include one or more of the following;

SERVING - You must be smart served and able to work in a fast paced environment. You *must* have your smart serve card on you when you check in at the Volunteer Centre and while you are serving. You will be serving alcoholic beverages to our festival patrons. You must look to make sure the person you are serving has a wristband on. If they do not, you should direct them back to the gates to get one. You may not serve anyone who is inebriated, if you think someone needs to be cut off, please tell the area manager and they will handle the situation.

BAR BACK – Your task will be to pour the tap beer and wine into glasses, then placing them on the table in front of you or passing them to the servers.

CROWD WATCHER - You must be vigilant in watching for anyone consuming alcohol that is not wearing a wristband or consuming alcohol that was not sold by us, this is *not* a BYOB event! It affects our liquor licence if anyone brings in their own. Keep an eye out for any emergencies or anyone that appears intoxicated, excessively rowdy or fighting. You will report any of these situations to the security team and/or Area manager. While you are walking around if you could tidy up a bit that would be greatly appreciated!

DOOR PERSON/WRISTBANDER - Your job will be to wristband patrons who wish to consume alcohol (no wristband, no drink). You will apply wristbands to only those that are over the age of 19, after their ID has been verified. You will ensure the dress code/no pets policies are respected.

TICKET SELLER - Your job is to sell beverage tickets to patrons. You must be good with simple mathematics, as you will be handling money in a fast paced environment. Smart serve would be an asset. You should not sell any tickets to inebriated patrons. If you have any questions or issues, please consult the Area manager.

Thank you for volunteering and please, enjoy yourselves!