

# MEGA MONSTER CHRISTMAS



## Volunteer Guide

### A MASSIVE THANK YOU ALL!

Utilise this guide to know how to operate at the Tivoli Drive-In's Mega Monster Christmas event.

You will be contacted regarding your zone and title. Please refer to this guide to know where your zone is, and what your responsibilities are.

We will hold a volunteer staff debriefing on the 8<sup>th</sup> of December in person here at the Tivoli Drive-In – 50 Coal Road Chuwar, time still yet to be decided. If you are unable to make it, we will set up a zoom chat also so we can all run through the event. If you come in person you will receive your entry passes, volunteer badges and run sheets, if you tune in via zoom you will receive these items on the day. ALL volunteers will be required to attend either in person or via zoom.

Contact 0488 848 654 or 0428 666 527 for assistance.

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## Site map

Key	
Zone 1	Pedestrian Entry
Zone 2	Vehicle Entry
Zone 3	Rides
Zone 4	First Aid
Zone 5	Cafe
Zone 6	Stage Area
Zone 7	Classic Car Display
Zone 8	Markets
Zone 9	Santa's Workshop
Zone 10	Food Court
Zone 11	Monster Trucks



## Zone 1 – Pedestrian Entry

### Check-in officers

There will be eight (8) people stationed at the pedestrian entrance. Four (4) people will perform bag checks and facilitate COVID check-ins. Four (4) people will be scanning tickets.

### Bag check

You will be stationed right at the front entrance. COVID check-in signs will be on display around the front entrance. You will politely ask to see the confirmation tick on the QLD check-in app. If they say they haven't checked in yet, refer them to one of the check-in QR codes. If customers inform you they are unable to check-in themselves, refer them to the staff member on your station.

When you confirm the customers have checked in, you will ask patrons to show their bags to you. You are to quickly look for any contraband items. If you see any contraband, politely inform the customer they cannot bring the item/s into the venue. They can either dispose of the item/s in the bins provided, or they can leave the venue and return without the contraband. If customers refuse to co-operate, refer them to security.

When you confirm customers have no contraband on them, send them to the ticket scanning station.

### Ticket scanning station

You will be stationed in the ticket booth with a member of the Tivoli Drive-In staff. You are required to have a working smartphone with the TryBooking Scanning App installed (available for [iOS](#) and [Android](#)). You will ask customers to present their tickets to you, and you will scan the QR code on their ticket. If they do not have a valid ticket, ask the staff member on your station to assist the customer.

When you've validated the customers ticket, allow them to proceed into the event.

## Zone 2 – Vehicle Entry

### Gate Attendants

There will be two (2) people stationed at the vehicle entrance. You will be provided with a guest checklist containing the guest's name and corresponding station. You will check guests off the list as they arrive, and direct them to the parking attendants.

### Parking Attendants

There will be two (2) parking attendants stationed at the on-site parking area. You are required to greet and direct all performers, VIPs, market/food vendors and late arrival volunteers as they will require onsite parking, you will be provided with a list of their names with site maps appropriate to their allotted stations. You will be in charge of asking who they are and directing them to said stations.

Some market stall holders and food vans are permitted to park their vehicle by their stall. Check the provided guest list to know who they are; their names will have the correct site map zoned out.

## Zone 3 – Rides/Amusements

There will be four (4) people stationed in the amusements area. Two (2) people will be stationed in the main ride area, and two (2) will be stationed in the children's amusements area. You will ensure patrons are following COVID safe guidelines. You will maintain general cleanliness of the area – ensure patrons are using the bins provided. You will be available to patrons if they have any questions, and you will assist as necessary.

## Zone 4 – First Aid

There will be two (2) people stationed at first aid. You will be required to have your first aid certificate. You will treat people's ailments as required. You will have a radio, and may be called to tend to an incident somewhere in the venue. At least one person must remain at the station at all times. If an emergency arises, call 000.

## Zone 5 – Cafe/Toilets

There will be two (2) people stationed at the cafe/toilet area. You will be required to maintain table cleanliness around the cafe. You will also be required to maintain cleanliness and adequate soap and toilet paper levels in the toilets.

## Zone 6 – Stage Area

### Stage Hands

There will be two (2) people stationed at the stage. You will be under the guidance of the sound and lighting co-ordinator. You will be required to set up audio and lighting equipment on the stage, and transport equipment between the stage and storage room (beneath the stage). This role will require you to lift heavy objects.

### Green Rooms

There will be two (2) people stationed at the green room. You will be given a run sheet and will be conferring with the stage manager to ensure the performers utilising the Green Rooms know when they are required to be on stage. Once each performer has finished for the day you will need to ensure Green Rooms are adequately tidied and re-stocked with food and refreshments and pre-set for the next performer.

### Tivoli Green Grassed Area

There will be two (2) people stationed on the Tivoli Green grassed area in front of the stage. You will be stationed at one of the entrance/exit paths to the grassed area. You will be required to maintain COVID safety restrictions in the grassed area. This includes ensuring masks are worn (if a mask mandate is in place), and ensuring capacities are not breached. You will maintain cleanliness of the grassed area and assist patrons with questions as required.

## Zone 7 – Classic Car Display

There will be one (1) person stationed in the classic car display area. You will ensure patrons don't touch/damage the cars. You will assist anyone with questions as required. You will maintain safety of patrons and property.

## Zone 8 – Markets

There will be one (1) person stationed in the market area. You will be required to maintain COVID safety restrictions. You will ensure thefts of marketplace items do not occur. You will maintain general cleanliness of the market area.

## Zone 9 – Santa's Workshop

There will be four (4) people stationed in Santa's Workshop. You will require a valid Blue Card as you will be working with children. You will assist children in making craft items as required and ensuring COVID capacities are not breached. You may also be needed to assist with setting up and packing down of the areas as necessary.

## Zone 10 – Food Court

There will be two (2) people stationed in the food court area. You will be required to maintain COVID safety restrictions. You will maintain cleanliness of the area (empty bins and replace the bin liners as required, clean tables and chairs as required) and assist patrons with questions as required.

## Zone 11 – Tivoli Arena / Monster Trucks

There will be three (3) people stationed in the Monster Truck arena area. You will work with the Monster Truck and Fireworks contractors as required. This role will require heavy lifting.

## Rest of the venue

### Grounds Marshalls

There will be seven (7) people patrolling the grounds. You will ensure COVID safety restrictions are not breached. You will be required to empty bins and replace bin liners around the property. You will ensure all patrons are operating in a safe manner. You will be available to patrons to answer questions and assist as required. You will be in contact with staff to report any issues.

### Security

There will be four (4) security guards patrolling the grounds. You will ensure COVID safety restrictions are not breached. You will monitor the crowd, and ensure all patrons are operating in a safe manner. You will ensure trespassers do not enter the property. You will report any suspicious behaviour to the event manager.

## External sites

There will be four (4) people stationed at external parking sites. You are required to have a working smartphone with the TryBooking Scanning App installed (available for [iOS](#) and [Android](#)). You will ask customers to present their tickets to you. You will then scan the QR code on their ticket, direct them to the next available parking space and inform them where the bus pickup station is. If they do not have a valid ticket you direct them to an alternative car park area.