**HEIGHT OF THE REEDS EM HANDOVER**

**HELPFUL NOTES TO ACCOMPANY EM PACK.**

Here are the methods which I believe work best for event management of Height of the Reeds.

**STARTING DAY**

* Get workspace tidy
* Check for important emails
  + Email: [heightofthereeds@hull2017.co.uk](mailto:heightofthereeds@hull2017.co.uk)
  + Password: about2metres!
* Check Volunteers list to see who you are expecting.
  + This should be in the inbox. Take a note of who didn’t arrive and respond to the volunteer email address with those names.
* Check guest names and add for day
  + This is on the Box Office Holds list. You should see alink for this in the browser in Favourties at the top. This is in google chrome.
* Check iPad charged
* Check you have programs, feedback forms ready.
* Open gate, check with bridge control that the second gate is open and there is not anything else which you should know about.

**VOLUNTEER ROLES**

1. 1 x Volunteer headphones
2. 1 x Volunteer “Crowd Control” – Managing door cues outside TIC
3. 1 x Volunteer with clip board dedicated to walk ups management.

If only two Volunteers available 2+3 can become one role.

**RECEIVING GUESTS BEFORE EVENT**

* At 9.30am “crowd control” Volunteer and “walk up” Volunteer in position outside.
* When hopeful walk up guests arrive, walk up Volunteer explains how walk ups work and takes details from guests to put them on the waiting list.
* When guests for the walk arrive (the majority turn up quite early) the “crowd control” Volunteer either asks them to come back when we are ready shortly before 10. As it gets closer to doors opening he/she asks guests to form a cue along the side of the building. If they are early and you are ready to receive them you can send them off early.

**DOORS OPENING**

The system below is what I believe serves everyone as quickly as possible and minimises impact on TIC as it creates a circular flow of guests moving through the space.

* Check that all Volunteers are ready then open the doors and ask crowd control Volunteer to send in the first guests.
* Event manager checks off guests and gives equipment to the first guest and then moves them over to the headphones station, as soon as the door Volunteer sees guests taking their equipment he/she then send in the next party and so on.
* When EM is giving out equipment he/she asks guests to wait outside to be set off.

**BRIEFINGS**

As soon as all the guests with tickets are served, or sooner if there is a lull in the cue, the EM goes out to brief the guests and set them off.

It was originally planned for volunteers do this, but I feel that having this information is critical to the smooth running of the experience for pressing buttons at right time, returning on time for next guests and following path close to sensors that the EM should do this.

If volunteers are doing it the EM can’t hear what is being said and so never knows if it is done correctly or not. Many volunteers can deliver this – if you feel they can then do let them. Might just be useful to be on hand in case they miss anything.

**WALK UP ALLOCATION**

Walk ups can be allocated in two waves.

First wave is guests for which there is equipment to go out before we know how many no-shows there are:

1.Count number of guests to attend on the sheet.

2. Deduct “spares”: As guests arrive they tell you that they have members of their party who are not attending and these are noted down on the sheet.

3. Add on 2 x headsets to be held back in case of breakdowns (have never needed more than 2)

4. This will give the total of equipment needed, so anything available above this can go out.

2nd Wave as follows

I made 20 mins past the hour the cut off time for latecomers. After this time all other equipment can go out aside from the two which are kept back for spares.

**OTHER NOTES ON VOLUNTEERS**

**DAILY BRIEFING OF VOLS**

Although a lot of the volunteers now know the event well it is best to do a briefing at the start of every shift

as their Event Managers who might have different systems of working which could lead to confusion.

**VOLUNTEER LEVELS**

Now the no cycling signs are up the event is fine with 3 x Volunteers and can also run with 2 x Volunteers so fine if 3 x are booked and one doesn’t show. 4 x is overkill. If 4 arrive, it’s nice to see if anyone would like to go out with or ahead of the first group. Let’s you make sure all systems are working brilliantly.

**JOB ALLOCATIONS**

At the start of the shift assess what Volunteers you have and what their strengths are. I normally then let them choose their own jobs and the more confident ones naturally choose the more complicated roles and the less confident ones prefer to be on headphones. We can swap roles about part way through the shift to give everyone a go at everything, but sometimes it’s better to keep the stronger staff on the walk ups and crowd control. Generally, the volunteers on the “walk ups” love this job as it has clip board and is like a mini event manager’s role.

Always offer Volunteers the opportunity to go on the walk. Most will decline as they have already done it, but the ones who do go enjoy it and they get more value from the shift.

**MOST IMPORTANTLY: ALWAYS MAKE SURE THE HANDSETS ARE ON THE CHARGE AT THE END OF THE DAY. IF THIS DOES NOT HAPPEN THEY WILL NOT WORK THE FOLLOWING DAY!!!!**

**OTHER NOTES**

AUDIENCE BRIEFING NOTE

On Jane from ON’s advice added note about sharing equipment from second socket on devices if the second part of the recording does not trigger, this is now communicated to guests in the briefing

This may change if sensors are adjusted to fix this issue

WALK UP NOTES

Only take walk ups for the next walk, ie don’t put a walk up down for the 2pm walk at 10am. The reason being that people putting their names down for much later were not showing up, creating a double no show situation!

FARMERS MARKET

On farmers market days the carpark super busy and is full of stalls. It could be disorientating for gusts to follow the path. It is best to have extra Volunteers placed on the path around the car park to help guests navigate.

2 x Volunteers in carpark

1 x Volunteer just after carpark as the road after the carpark on route to the bridge also becomes a carpark so cold be confusing!