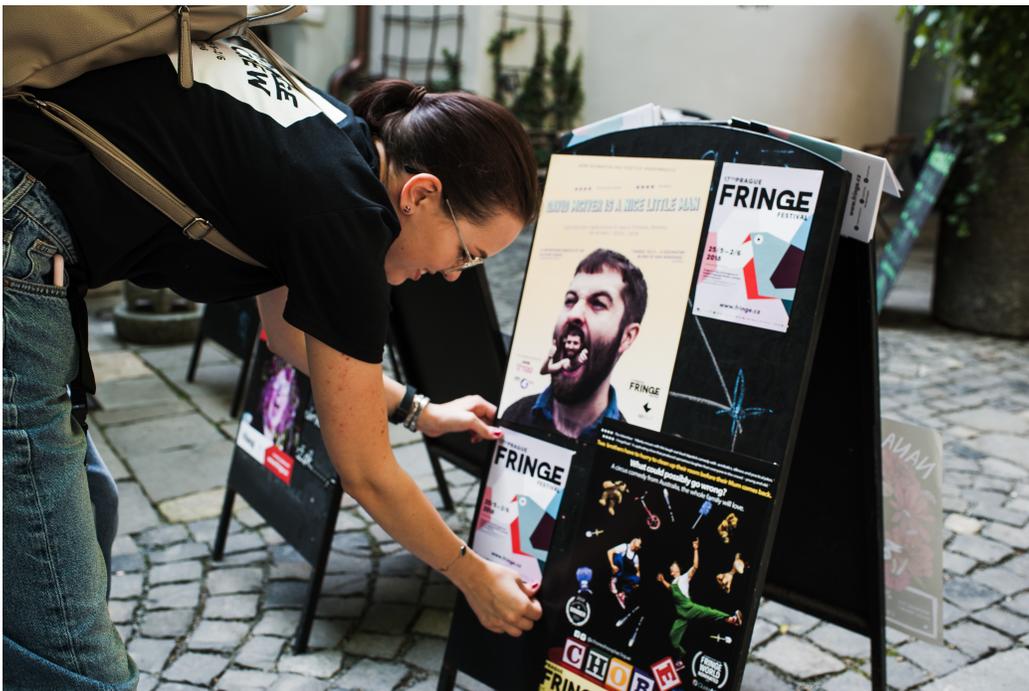


Information for International Festival Assistants

Festival Assistants are the heartbeat of the festival and hold an essential role in ensuring the Front-of-House operations of each venue run like clockwork and that the festival is successfully promoted across the city.



Festival Assistants work across a variety of venues from the afternoon until late evening and take it in turns to see the various performances whilst on duty. We are looking for adventurous, energetic, creative, organised and responsible people to promote the festival, manage venues, sell tickets and money handling, deliver top customer service, assist visiting companies from around the globe.

WHEN?

The 2019 festival runs from **Friday 24th May to Saturday 1st June.**

International Festival Assistants are required to be in Prague from Wednesday **22nd May** to check into their accommodation.

All Festival Assistants take part in compulsory training on Thursday **23rd May.**

So what is the deal?

The Fringe will provide:

Great opportunity to develop your skills, expand your network and add extra work experience as well as have FUN at Prague Fringe festival.

- Free, shared accommodation for 13 nights (22nd May – 2nd June inclusive) for **International Festival Assistants ONLY**.
- Free entrance to Fringe shows (when they're not fully booked)
- An exclusive Prague Fringe t-shirt!
- A great addition to your CV, with references if required
- Training, information and guidance for the duration of the festival

Festival Assistant will provide:

- Your transport to and within Prague
- Your food and drink for the duration of the festival
- Attitude and skills required below.

What we are looking for?

- An interest in creative arts and enthusiastic and proactive attitude
- Well presented, approachable and pleasant manner and a 'can-do', 'will-do' attitude.
- Calm, patient and organized to ensure accurate record keeping, efficient service and a safe venue
- Diplomacy and creative and constructive thinking to find solutions to problems quickly and safely without compromising the reputation of the Fringe.
- Excellent timekeeping and sense of urgency when working to ensure the festival schedule is adhered to
- Superb team working abilities and excellent interpersonal skills in order to develop good working relationships with fellow assistants, venue technicians, local venue staff and visiting companies
- Confidence to work independently and take on responsibilities within a venue

Key Responsibilities:

- To meet and greet audience members efficiently and politely, to be familiar with each venue (bar facilities, emergency exits, toilets etc.), and to provide advice and guidance about the festival's activities in a friendly, efficient manner
- To provide an effective, efficient and courteous box-office counter service within the theatre foyer for customers buying tickets
- To check tickets at the theatre door and keep an accurate count of people in the venue
- To use box office systems correctly, keeping an accurate record of all sales.
- To accurately handle takings during the shift and cash-up at the end of the day

- To clear the theatre of audience members promptly between shows and make sure it is tidy for the next performance
- To liaise closely with the venue technician regarding specific ushering requirements for each show
- To ensure that all venues are neatly and fully stocked with posters, flyers, programmes, etc.
- To liaise with companies to ensure their printed materials are displayed across the venues
- To exit flyer as audience members leave venues

Please:

- Inform festival associates with **as much advance notice as possible** if you are **unable** to fulfill a shift due to illness
- Arrive **on time** and in a fit state to carry out your FOH or Street Team duties. No drinking or consumption of illegal substances on shift will be tolerated.
- Attend the **compulsory** training session before the festival
- Attend and contribute to the festival de-brief
- **HAVE FUN!!!**

