

FOBI Brief – Front of House

Activity Details	
Your role:	Ticketing and Crowd Management
Reporting to:	FoH coordinators: • Justin Clarke • Lilly Spotswood • Savannah White
Dates:	Saturday, 15 August 2025
Venue:	Princes Wharf No.1
Address:	Castray Esplanade, Hobart, 7000
Event timings:	8.30pm – 6.00pm
Responsibilities:	• Scanning patron's tickets upon entry • Wrist banding patrons after ticket scanning • Distributing Science Discovery Trail Card to young patrons • Distributing FOBI Program to patrons (max. 1 per family) • Selling tickets and processing payments • Manage crowd flow and alter barriers as needed • Conduct survey with patrons as they exit – see notes • Ensure iPads are kept clean and charged • Collecting Science Discovery Trail Cards on exit and handing out prize (merchandise)
Event Timings	
8.30am	Arrive at Princes Wharf No.1, sign in, and collect FOBI t-shirt
8.45am	Briefing with FOH coordinators about the tasks and timeline of the day.

9.00am-11.30am	Session 1
11.30am-2.00pm	Session 2
1.00pm	<i>Volunteers completing their shift at 1.00pm, proceed to sign out.</i>
2.00pm-4.30pm	Session 3
4.30pm-6.00pm	Pack Down - Assisting our exhibitors with packing down their stalls and loading their cars - Assisting the core team with packing down university equipment (media walls, tablecloths and banners)
6.00pm	<i>Volunteers completing their shift at 6.00pm, proceed to sign out.</i>
Notes	
Surveys	- Encourage visitors (all ages and backgrounds) to complete surveys to help us improve for future events. - Assist visitors with surveys, either directing them to QR codes, or completing the survey on the iPad (you can ask the questions and input answers into the iPad on behalf of the respondent, if assisting, make sure respondent reads the T's&C's on the iPad) - Ensure iPads are kept clean and charged - Maintain a tidy space around survey station - Note: - Visitors who complete the survey go in the draw to win one of three \$100 gift cards - You can survey people aged 14 years and older, and those under 14 years with parental permission - Based on predicted visitor numbers, we will need 300 surveys completed - Embrace rejection! Of everyone approached to complete the survey, only about 20% will agree to participate. When someone refuses to participate, just smile and thank them for visiting our Pavilion - When asking people to participate in the survey, smile and speak confidently

	○ Survey only takes about 3 minutes to complete and they have a chance to win a gift voucher
Trail cards	• Trail cards encourage visitors to get hands on with exhibitors • Provide information (and pencils) about Trail cards to visitors as they collect • Keep area tidy • Collect returned pencils • Once a visitor has completed the trail card (any 5 activities - verified by a stamp from activity providers), they can place it in the Trial Card Entry Box at the exit to go into the draw to win one of 50 gift packs • If there are sufficient giveaways, completed trail cards are submitted in exchange for a gift on exit.
Breaks	• The FoH coordinators will manage all breaks. • A 10-minute morning tea/afternoon tea break will be available in the morning/afternoon at a time convenient to patron flow. • A lunch break of 30-minutes will be provided to all FoH helpers working a full day. • Refreshments and lunch will be available in the staff, activity provider and volunteer area. • Please ensure the FoH coordinator knows when you leave and return from your break.