A MESSAGE FROM THE ORGANISERS.

Hi there!

Welcome to IGA Perth Royal Show 2011 & the Claremont Showground.

Each year, the RAS contracts hundreds of staff like yourself to perform the vital tasks that keep the Show moving. One of the most important functions is the one you will be carrying out: processing the 400,000+ guests that we invite into our big home.

Over the eight days of the Show we want you to have a work experience that is memorable and exciting. The showgrounds at during Show are a unique place to work, surrounded by the sights and sounds of the Show. We do genuinely want you to have fun at work! If you complete your shift before 9pm, you are welcome to hang around on the grounds. *

We don’t want to overwhelm you with rules and regulations; we would rather that you use your common sense and experience in other workplaces to fill in the blanks. However if you follow the five directions below you’ll be fine by us.

1.) Respect any equipment that you are given (eg. scanners, eftpos machines, cash registers, megaphones).
2.) Respect yourself. If you are feeling less than perfect inform your manager immediately. Never attempt to start a shift under the influence of drugs or alcohol, or bring drugs or alcohol to the showgrounds (this will result in immediate dismissal).
3.) Respect your co-workers. Look out for each other.
4.) Respect your Supervisors and Manager. You will have several Independent Events Supervisors and an RAS Gate Manager dedicated to your gate. Follow all of their instructions.
5.) Be polite and smiley to our patrons. Without them we wouldn’t get paid.

We are sure that you are going to enjoy working at the 2011 Perth Royal Show.

If you have a query, or you are unhappy about any aspect of your employment, please don’t hesitate to speak with your RAS Gate Manager or Independent Events Supervisor.

If there is a problem to do with your RAS Gate Manager, or you would rather speak with someone else, you can contact Danielle Parker, the Ticketing and Gates Coordinator on 0404 076 177 or Independent Events on work@independentevents.com.au

*Note: We cannot let you go into the showgrounds before starting a shift.
Frequently Asked Questions:

- **Who am I working for? Who are Independent Events, The Perth Royal Show and the RAS?**
  
  Good question! **Independent Events** (as you may already know) are a company who specialise in providing staff for festivals and events.

  The **RAS (or RASWA)** is an acronym for The Royal Agricultural Society of Western Australia. The RAS is a not for profit organisation who are the organisers and promoters of **The Perth Royal Show**. So to answer your question, you are working for Independent Events, however you are a representative of your host organisation, the RAS, and therefore must comply with all our policies and procedures.

- **Can I go into the show on my breaks and after my shift?**
  
  For shifts of over 5 hours you will be entitled to a half hour break, and during that break you can go into the showgrounds to grab a bite to eat, but be mindful you are still in uniform and it can take quite a bit of time to move around the grounds so don’t stray too far from your gate.

  At the completion of your shift, you are able to go into the show. To do this you will need to be signed off by your Gate Manager (you will be doing this anyway), change out of uniform, and be scanned in as a patron by your Gate Manager.

  Please note that you are unfortunately not able to go into the show prior to starting a shift.

- **Can I get my family/friends into the Show for free?**
  
  Afraid not. Any attempt to do so will result in immediate dismissal.

- **What are pass holders? What’s all this about passes?**
  
  People who need to access the show because they exhibit/work here, (with the exception of those who like you work on the gate), are issued with a one of four kinds of passes.

  The first is a paper ticket and is called a Single Entry pass, as it entitles its holder to one single entry on one day. It is scanned and tripped on entry like any other ticket.
The other three are hard plastic cards and entitle their holders to enter numerous times, but may be restricted to use only on certain days (if this is the case, the valid days will be listed on the pass). They will need to be scanned when the holder enters, and also when they exit. The pass on the far right is a Photo ID, used largely by RAS staff and contractors. When presented with one of these, be sure to check that the picture matches the person who gave you the pass.

- **What happens if I cannot attend my shift because I am sick?**
  You need to contact Independent Events on work@independentevents.com.au as soon as you know that you will be unable to attend a shift. Please have the courtesy to give them a reasonable amount of time to find a replacement. If you fail to turn up for a shift without giving any notice, Independent Events may terminate your employment.

- **What should I do if I want to get fired on the spot?**
  Theft of any kind- including Cash, Ticket Stock or Equipment (we'll even throw in a police investigation and criminal record). Show up to work drunk or under the influence of drugs.

- **What kind of thing will put me in the good books?**
  Going the extra mile for patrons - find out things for them if you don't know the answer. Being adaptable and flexible. Always wearing a big smile (along with your full uniform). Many of our contract and Gate Management staff are selected from staff that worked at the show the previous year, so if events are your thing, show us the good stuff.

- **Any tips for what to do in my spare time?**
  Enjoy some samples in the IGA Fresh Food Pavilion. The Show is home to thousands of two and four legged friends. Ever seen a Pyrenean Mountain Dog? Look in the John O'Meehan pavilion. Alpaca fan? Try the Tom Wilding Pavillion. We also recommend that you take yourself to a sugar induced wonderland with the help of hundreds of retailers offering all kinds of badness.

- **Who should I contact if I am unhappy about anything at work?**
  The Gate Manager for your gate, or your Independent Events Supervisor.
Customer Service Pointers for the IGA Perth Royal Show 2011

For our patrons, the first and last point of contact with the IGA Perth Royal Show is your lovely selves. Chances are that they won’t have any dealings with anyone else who represents the RAS or the IGA Perth Royal Show directly so it’s all up to you. A great day at the Show can be really dampened by an action or remark by a gate staff member, even if it wasn’t intended to offend.

Many of you will use principles of Customer Service in your other jobs which you will find you can simply transfer over to this job.

The key to good customer service is sincerity. Over the eight days of the show you will find that you start to develop a rapport with our customers and suppliers, remember the thing they value the most is the sincere aim of helping them out. Treat them like they are a guest. We don’t want to just give the impression that we care about them, we want to actually care them.

If patrons get snappy at you, don’t take it personally. They are usually under quite a bit of pressure to keep the kids happy, have just made it through a massive queue, or are so excited to be coming through the gate that they forget their manners. Always remember the best defence against a snarl is a smile.

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<thead>
<tr>
<th>Never say:</th>
<th>Polite and Friendly Alternative</th>
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<tbody>
<tr>
<td>I don’t know.</td>
<td>Let me find out for you.</td>
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<tr>
<td>No.</td>
<td>What I can do instead is…</td>
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<tr>
<td>That’s not my job.</td>
<td>Let me find the right person who can help you with that…</td>
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<tr>
<td>You’re right – this is bad.</td>
<td>I understand your frustrations.</td>
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<tr>
<td>That’s not my fault”</td>
<td>Let’s see what we can do about this.</td>
</tr>
<tr>
<td>Calm down.</td>
<td>I’m sorry.</td>
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<tr>
<td>I’m busy right now.</td>
<td>I’ll be with you in just a moment.</td>
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<th>Where</th>
<th>Greeting</th>
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| At the Box Office | “Hi, how are you!” (WAIT FOR ANSWER)  
“What can we get for you?” |
| Ticket Scanner (On entry) | “Hi! May I see your tickets please?  
Thanks, and welcome to the Perth Royal Show” |
| Ticket Scanner (On exit) | Thanks for coming! See you next year! |

At any point, if there are young kids and you are not ridiculously busy, try and pay the kids individual attention. i.e. “What are you excited about seeing?”