



Job Title	Ticket Office Collections																		
Supervisor	Ticket Office Control: Dominic Sibun (Ticket Office Event Planner) / Collections Supervisor																		
Point of Contact	<p>Ticket Office Control: 01243 755024 Ticket Office Control WhatsApp number: 07989732352 Event Staffing Phone: 07971 197136 Office: 01273 755051 Event.Staffing@goodwood.com / Dominic.Sibun@goodwood.com</p>																		
Where to report to	<p>Please report to Goodwood Staff HQ, located in the North-East corner of Car Park A. Once you have collected your lunch, uniform, wristband & timesheet you will need to make your way to your assigned area for your start time.</p> <p>To locate your position please download the What3Words app and enter the relevant 3 words from below:</p> <table border="1"> <tr> <td>Staff HQ</td> <td>///exacted.dynasties.moral</td> </tr> <tr> <td>A West</td> <td>///dishing.contact.rolled</td> </tr> <tr> <td>A East</td> <td>///thread.nests.repayment</td> </tr> <tr> <td>Gate 1</td> <td>///procures.mess.wizard</td> </tr> <tr> <td>Gate 4</td> <td>///hires.chill.necklaces</td> </tr> <tr> <td>Molecomb</td> <td>///venue.afraid.howler</td> </tr> <tr> <td>Pheasantry</td> <td>///school.stalemate.resonated</td> </tr> <tr> <td>Media and Staff</td> <td>///reception.title.media</td> </tr> <tr> <td>VIP Drop Off</td> <td>///warmers.cookie.bakers</td> </tr> </table>	Staff HQ	///exacted.dynasties.moral	A West	///dishing.contact.rolled	A East	///thread.nests.repayment	Gate 1	///procures.mess.wizard	Gate 4	///hires.chill.necklaces	Molecomb	///venue.afraid.howler	Pheasantry	///school.stalemate.resonated	Media and Staff	///reception.title.media	VIP Drop Off	///warmers.cookie.bakers
Staff HQ	///exacted.dynasties.moral																		
A West	///dishing.contact.rolled																		
A East	///thread.nests.repayment																		
Gate 1	///procures.mess.wizard																		
Gate 4	///hires.chill.necklaces																		
Molecomb	///venue.afraid.howler																		
Pheasantry	///school.stalemate.resonated																		
Media and Staff	///reception.title.media																		
VIP Drop Off	///warmers.cookie.bakers																		

Essential Duties	<ul style="list-style-type: none"> To acknowledge every customer in a positive, friendly and professional manner, making an excellent first impression To undertake the ticket collections process as accurately and efficiently as possible using our ticketing system to fulfil any guest orders that have been set to collect To report any difficulties with orders or issues with your laptop or scanner to Ticket Office Control immediately. To ensure all families are given a children's wristband and the parents telephone number is written on it To assist with ticket scanning during quiet periods if required To effectively manage the queue and flow of customers Proactively assist customers and enhance their experience
Hours of Work	<p>This is outlined on your Shiftboard account. Please be aware that your start time dictates the time you need to be in your designated area, as such you will need to arrive at staff HQ at least 15 minutes prior to this so that you can reach your area for your start time. Your sign-out time will then be rounded to the nearest 15 minutes. Please note that 30 minutes will be added to your working hours each day to account for travel time across site – you do not need to add this to your timesheet as it will be added on post event.</p>
What to Wear	<p>Please wear smart black trousers, a white or black round neck or polo-shirt and smart black shoes. Blue denim, trainers or sportswear (including branded baseball caps) are not acceptable. On arrival at Goodwood Staff Check-in you will also be provided with a light grey Goodwood overcoat that you should wear at all times during your shift.</p> <p>Should your overcoat become dirty or damaged during the weekend, please come to Staff Check-in or arrange with your supervisor for a replacement. Keep your overcoat on your person over the entire weekend, returning it to Staff Check-in at the end of your last volunteer shift.</p> <p>We do encourage all involved at the events to treat comfort as their top priority so please dress appropriately for the weather. You may want to wear an unbranded sun hat, bring sunscreen, bring a waterproof coat and wellies or any other weather appropriate clothing. We permit all of the above items in extreme weather conditions.</p> <p>If you require a clear rain poncho or ear plugs, please collect them from Staff Check-in on arrival.</p>

	<p>Excellent dress, hygiene and grooming are a vital and key part of our philosophy. Make up should be natural and nails should be clean with no nail varnish. Good personal and oral hygiene is essential at all times. Chewing gum and smoking whilst on duty is not permitted.</p>
<p>Personal Belongings</p>	<p>Please keep your belongings tidy – there is no secure storage for belongings and/or valuables. Please discard of any litter as soon as possible in the bins provided on site.</p> <p>Please do not use your phone in front of customers unless it is work related or making an emergency call.</p>
<p>Breaks / Facilities</p>	<p>If you are working under 8 hours you must take a 30-minute unpaid lunch break, if you are working over 8 hours you must take a 1-hour unpaid break and any staff under the age of 18 must take a 30-minute unpaid break every 4.5 hours. These breaks can be taken in one go or split up (depending on how busy the gate is).</p> <p>Please ask your supervisor before taking a break and ensure there is enough staff to cover you.</p> <p>There are toilet facilities located throughout the site, please find more detailed locations in the back pocket guide provided to you on the day.</p>
<p>Meals</p>	<p>You will be provided with a lunch bag at Goodwood Staff HQ, please bring extra food and drink should you require it. We will no longer be providing plastic water bottles, we encourage you to bring your own bottle which can be refilled around the site.</p> <p>If you have any dietary requirements, please update your profile in Shiftboard as soon as possible so as to not miss the lunch order deadline.</p>
<p>Pay Date</p>	<p>Paid in arrears on the last working day of the following month.</p>