

## TICKETING VOLUNTEER POSITIONS

### Overview

The ticketing department is responsible for the commercial and operational delivery of the Rugby World Cup 2011 ticketing programme. There will be approximately 1.65 million tickets across thirteen venues available for purchase for the tournament.

The ticketing department will deliver a uniformed process across all venues. Providing a high level of customer service to ensure all spectators are engaged in a consistent manner across the tournament will be a key responsibility for volunteers working in this area.

ROLE	OVERVIEW	REQUIREMENTS/PROFILE
Attendance Recorders	Located at all gates for venues without either electronic or manual turnstiles. Responsibilities include the use of manual counters (clickers) to record entries and combine each gate record to provide an overall attendance figure to be announced publically.	<ul style="list-style-type: none"><li>• Strong attention to detail</li><li>• Reliability</li><li>• Physically able to stand for 2.5 hours with limited breaks</li></ul>