



Audience Support

You are the main point of contact for festival visitors. If you don't immediately have an answer to a question, check with a colleague or contact the volunteer coordinator. In the screening rooms, you are responsible for the following:

- ensuring an orderly flow of people entering and leaving the rooms
- checking visitors' tickets
- handing out and collecting voting ballots and passing them on correctly to the designated staff
- assisting visitors with disabilities in the foyers or screening rooms
- after the film, working with your colleagues to make sure the room is tidy and ready for the next audience

As a volunteer, you may attend non-sold-out screenings in the room where you are working, so you can also monitor whether everything is running smoothly (technical issues, personal incidents, etc.). Please note that you may only enter the room once all visitors have taken their seats (including any late arrivals), and that you should sit along the aisles so you can quickly step out again to collect the ballots.

Screening rooms 2 through 5 are all located together in De Nieuwe Kolk (DNK). Although volunteers are scheduled per room, everyone is expected to keep an eye on rooms that may be understaffed.

You may also be assigned to activities in the side programme. In that case, you are the point of contact for both visitors and speakers/guests. For these activities, no voting ballots are required, but you are responsible for making sure that the space is left tidy afterward (where applicable).

Information Desk / International Desk

Visitors can approach the information desk with a wide range of questions, including the programme, tickets, screening rooms and venues, as well as lost-and-found items and complaints.

Festival guests will also report here. Depending on the instructions, you will contact their contact person, hand over items prepared for them, and/or provide the correct information.

At the International Desk, you perform the same tasks, but you assist international visitors in English.

Volunteer Desk



At the volunteer desk, you accredit everyone who is working as a volunteer during the festival. Before their first shift, you provide them with a T-shirt, badge, and lanyard, and you make sure the volunteer agreement is signed. You also hand out the correct meal vouchers each day to volunteers who are entitled to them.

You also share the latest updates regarding the programme and volunteers' shifts, and answer any questions volunteers may have. Questions you cannot answer directly should be passed on to the volunteer coordinator.

Crew Catering

The backstage area is a place where not only volunteers, but also production staff and festival guests can relax. Lunch and dinner will be served here in buffet style.

If you are scheduled for crew catering, you will check whether people have the correct voucher for lunch and/or dinner, make sure the space and tables remain clean and tidy, keep coffee, tea, other drinks, and snacks stocked, and keep an eye on any personal belongings left behind. You will also ensure that cutlery and plates from DNK are washed in the dishwashing area.

Runner

Runners handle ad hoc tasks that cannot be assigned to someone else at that moment. During their shift, they must be reachable by phone or stay close to the volunteer coordinator.

The tasks vary widely; during the handover, the volunteer coordinator will provide all necessary information to carry out the assignment.

Setup and Breakdown

Together with the production team, you help set up the festival at De Nieuwe Kolk. The tasks are varied and wide-ranging.

On Sunday evening, we dismantle everything and return the building and site to the condition they were in when we took them into use on Wednesday.