

Role: Car parking

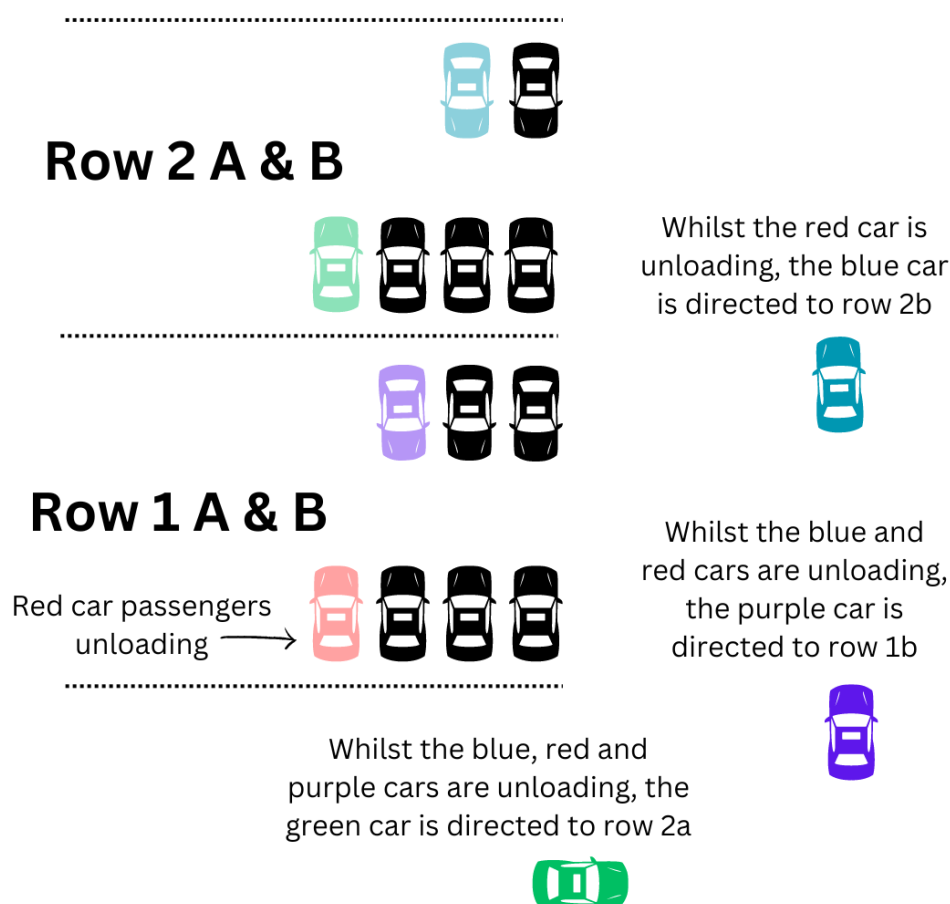
Car parks: The Firs

General tips:

- **You must wear a hi-viz vest during your shift.** When your shift is finished, please return your vest back to its storage box. Whenever you are not wearing a hi-viz vest (i.e. starting or finishing a shift) please keep to the marked pedestrian areas.
 - **All accompanied children must wear a hi-viz vest.** These will be available in a box marked 'kids hi-viz vests'
- Each car park has clearly marked parking zone layouts – please familiarise yourself with the car park layout.
- The GP volunteer information pack contains useful information; a copy will also be available on site.
- Familiarise yourself with the location of the first aid kit, toilets and refreshments.
- Please self-manage refreshment and comfort breaks appropriately with the rest of the car park team.

Key role activities:

- Provide customer service and answer any customer queries.
- Directing vehicle traffic
 - Clearly direct vehicles to a parking team member. **Ask drivers to wait** until a parking team member has indicated they are ready to park the next car.
 - Direct vehicles to alternate volunteers and rows as the diagram shows.



- Directing pedestrians:
 - Encourage pedestrians to keep to pedestrian walkways.
 - **Pedestrians have priority** – all drivers should be advised to drive slowly and/or stop.
- Providing customer service / answering any customer queries.

Additional tasks to help with at car park opening:

- Occasionally we have customers who have slept in their car overnight. In these instances, you must ask the driver to move to either the correct car park, or a different space to allow all incoming cars to park quickly and efficiently.

Handover during the morning:

- There is a 15-minute handover for shift changes. This is to enable a handover of any information, equipment and for the shift change to familiarise themselves with the car park and team.

Who to report to:

- Scanning team.

Where you'll find what we'll provide:

- Plastic storage box marked 'General team' behind the brick wall next to the Entrance gate.
- **Please ensure all items are placed in the correct locations at the end of the morning for the next morning or big tidy up team.**

Volunteer facilities:

Toilets	Private toilets
Refreshments	Hot and cold drinks will be available. Assortment of snacks will be available. Additional breakfast items will be provided for the early morning shifts.

What you'll need to provide:

- Closed toe shoes
- Gardening or heavy-duty gloves (for litter picking, handling metal fence posts etc)
- Appropriate weather protection – i.e. suncream, sun hats, raincoat, umbrella etc.
- If you are unable to stand for the duration of your shift, please bring a collapsible / camping chair and manage appropriate self-care breaks within the pedestrian areas.