**Colour Codes**

Imagine you are working on an arts & culture festival with a 30,000 capacity, please label which colour code the following scenarios would fall into, based on the guidance of your previous Crisis Management seminar.

|  |  |
| --- | --- |
| Scenario: | Crisis Colour Code:  (white, orange, blue, purple) |
| In build/break set up | |
| Structure failure. |  |
| Vendors heart attack. |  |
| Contractor trips over own feet and breaks 2 bones. |  |
| Contractor falls from height resulting in 4 broken bones. |  |
| Staff catering provision doesn’t arrive (retail catering is already on site). |  |
| External infrastructure/transport failures (e.g local railway station). |  |
| non-availability of key decision makers and business continuation fails. |  |
| During live show | |
| Verbal assault. |  |
| Staff complaint. |  |
| Criminal damage. |  |
| Physical assault. |  |
| Theft from inside customer tent. |  |
| Glass in customers foot. |  |
| Noise complaint from local residents. |  |
| 3 people with food poisoning. |  |
| Crowd management issue resulting in slow bottleneck with no injuries. |  |
| A customer broken bone. |  |
| Loss of customers debit card. |  |
| Substance abuse issue resulting in a gastric suction (e.g alcohol stomach pumping). |  |
| Electrical storm resulting in power outage for 1 hour. |  |
| Excessive drinking. |  |

**Roles & Remit**

See below a basic event scenario. In this scenario you are a general event assistant working front of house at an outdoor cinema event. The event is taking place in between 18:00-21:00 in a privately-owned woodland area, in an enchanted forest theme. The capacity is 150 people, which is 87 adults, 63 children and 16 members of staff total. Tickets were released in proximity/price tiers, with the areas closer to the stage being more expensive than the ones further away. See below the team structure breakdown:

Event Director

Site Manager

Operations Manager

Event Assistant x2

Rigging Techs x3

Electrician

H&S Officer

Food Vendor

Stewards x2

Security x2

Firstly, match the crew with the most appropriate job roles. Please note, this is not an exhaustive list of roles and are just a few examples that you may find in a similar event:

|  |  |
| --- | --- |
| Role or Remit | Job Title |
| Applying for Licensing for film |  |
| To procure equipment and resources to allow assembly of the screen |  |
| To give information and guidance to guests |  |
| Supplying food to paying customers during show |  |
| Ensuring the overall health & safety needs of the event are being met at every point |  |
| Building the platform, the screen and projector unit to sit on and display on to respectively |  |
| Supplying drinking water facilities and meals to staff |  |
| To install all wiring, voltage delegation, outlets and cabling correctly. |  |
| To check and ensure all electricity components are safe to use. |  |
| Ensuring copyright privilege conditions are met |  |
| To safely ensure ingress/egress into the event |  |
| To act as a first line of deterrence against any criminal activity |  |
| To apply for permission to use private land for event |  |
| To sign off risk assessments |  |
| Taking copies of and checking food vendor qualifications & certifications are correct and up to date, |  |
| To negotiate and sign off fees & pay staff |  |
| To check tickets and ensure guest entry requirements are being met |  |
| To design site plan |  |
| To support event staff where needed during show |  |

**Competency Scenarios**

Secondly, as an event assistant in this hierarchy, please describe the steps you would take in the following situations to solve, report, or escalate the problem. If there is any pertinent information needed has not been provided above, you can fabricate necessary details as long as they are realistic, logical and contribute to the resolution of the scenario.

A child approaches you claiming they have lost their family and don’t know what to do. They don’t have any contact information on them, and can’t remember where they are sat.

A customer comes to you to complain about the cost of his ticket price. He is complaining about where he is sat because he can’t make out any detail in the screen and thinks he has been ‘ripped off’. He usually wears glasses but didn’t bring them because he didn’t think he’d need them. He purchased the cheapest ticket tier available.

5 minutes before the show is about to start, there is a technical fault that causes the power to cut out. All the guests are in their seats and waiting for the event to begin.