

Marshalling Excellence: 10 Top Tips for a Smooth Event

1. Know Everyone's Role



Make sure each marshal understands their specific duties, whether it's crowd control, directing traffic, or providing information to attendees. Clear job descriptions prevent confusion.

2. Hold a Briefing



A pre-event briefing ensures everyone is on the same page. Cover key details such as emergency procedures, site maps, and contact numbers for key personnel.

3. Visibility & Approachability



Marshals should wear high-visibility clothing so they are easily identifiable. A friendly, confident approach encourages attendees to ask for help when needed.

4. Communicate Clearly



Radios or designated check-in points help marshals stay in contact. Clear, concise communication is essential for managing crowds and responding to incidents.

5. Stay Alert & Observant



Keep an eye on your surroundings at all times. Spotting potential issues early allows you to act quickly and prevent disruptions.

6. Know the Event Layout



Familiarise yourself with the venue, including emergency exits, first aid stations, and key locations. This knowledge helps you assist attendees efficiently.

7. Be Proactive, Not Reactive



Anticipate potential issues before they arise. Whether it's a bottleneck at an entrance or a lost attendee, being proactive can prevent small problems from escalating.

8. Calm Under Pressure



Events can be unpredictable, but a professional marshal remains calm and composed, even in challenging situations. Confidence reassures attendees & keeps the event running smoothly.

9. Follow Health & Safety Guidelines



Adhering to safety protocols is essential. Ensure walkways are clear, emergency access points are maintained, and risk assessments are followed.

10. Provide Excellent Customer Service



Marshals are often the first point of contact for attendees. A positive attitude, helpful approach, and good communication leave a lasting impression and contribute to the event's overall success.