

NOTES FOR HOSPITALITY VOLUNTEERS

1. Your main job will be to check in performers (crafts people are considered performers for purposes of these notes) and make sure they get to where they will be performing on time.
2. Items you will be using in checking people in are:
 - (a) large envelopes for groups, containing a fact sheet (to be filled out and given to the stage manager), and the name tags for the group. On the outside of the large envelope is a penciled number, which tells approximately how many individuals are in that group. The group leader's name is also on the envelope.
 - (b) small white envelopes (numbered sequentially), each containing \$2 cash and 1 carousel ticket. Individual performers' names are written on the outside of their envelopes; the rest of the envelopes are blank.
 - (c) plastic badge holders for name tags.
 - (d) sign-in sheets: one page for each group, and a page or two for all individuals.
3. The sign-in procedure is as follows:
 - (a) As each individual or member of a group arrives, he/she must sign in on the appropriate sign-in sheet (if the signature is not legible, you or the person should print the last name beside it). As each person signs in, he/she is given a small white envelope, the number of which must be recorded beside the name on the sign-in sheet.
 - (b) Each group member should be given a small white envelope with no name, and each individual performer should get the appropriate envelope with name (the name tags for individuals are inside). Explain that this envelope contains their food allowance and a ticket to ride the carousel.
 - (c) The leader of each group is given the group's large envelope. Explain the purpose of the fact sheet, which is to provide the stage manager/M.C., who will be introducing the group, with information he can use in an introduction. (This explanation will also have to be made to individual performers). Encourage the leader to fill it out now (USE BALL-POINT PEN!), and get it to the stage manager well ahead of performance time. The group leader may write the names on name tags (use black felt-tip marker, and be legible) or give them to the individuals to write. Each person will need a plastic badge holder (tell people they can keep them as a souvenir if they like, but please don't throw them away--we'd like to have them back so we can re-use them, as they are very expensive).
 - (d) If individual members of a group show up before the leader and want their name tags, take out as many as needed from the group's large envelope, and note on the outside of the envelope who already has tags. Don't lose name tags--there are very few extras!
4. If anyone who does not have a parking pass has come into the small lot to unload, have them do that and then move their cars immediately. This should be done before signing in.
5. If transportation help is needed, find a volunteer or two to help. One or two groups will need extra help--have a staff member call the Park

Service for a cart.

6. Group members may sign in as early as they like. When group leaders arrive, have them check the list for their group to see who's there and who's missing, so they can get their act together, as it were. Make sure the whole group is at the appropriate stage 20-30 minutes before their performance time, with their fact sheets filled out. Take groups and individuals to stages--don't just point them in the general direction. Impress upon them that we will keep to the schedule--acts will go on at the time they're scheduled.
7. Point out to all performers that there is fruit, lemonade, etc., available for them in the office area.
8. Mention to anyone with instruments or equipment that a secure checkroom is available to them, and refer them to the checkroom volunteer if they want to check anything.
9. If there are questions you can't answer (there will be--it's inevitable), ask anyone with a blue staff badge. If they don't know the answer, they'll know whom to get to deal with the problem.
10. Remember that some--even many--of the people you'll be dealing with do not speak English well and may be very sensitive in matters of protocol. Keep in mind, too, that all participants are volunteering their time and effort. Be patient, pleasant, and diplomatic at all costs.
11. Thank you!