

## Guest guidance

Guest guidance team leader is Andrea Saarkoppel. Once you have checked in at the volunteer check-in desk, meet Andrea at the 'Information Booth' at 8:15 – 8:30

Guest guidance consists of the following roles:

- Greeters and donation jar guard (3 people)
- Ramp and Aircraft Monitor (3-5 people)

### Greeters

Two positions are needed, 3 people

1. Two people at the entrance from the lobby to the hangar
2. One person in front of the passenger check-in desks, until it is no longer lined up there (noon?)

1. Two greeters, at the entrance from the lobby to the hangar to direct people as follows:

- Volunteers and staff:
  - Will be wearing a green wristband and a badge that they received at volunteer check-in
  - Until 9:00 a.m., only volunteers and staff are to be admitted to the hangar and they must be wearing a green wristband and a badge. If they are missing a green wristband, have them go back to get one)
  - If volunteers and staff seem unsure of where to go, direct them to the 'Information Booth'
- Guests:
  - Before 9:00 a.m, one of the volunteers from the lobby will ask you for yellow wristbands, as she will be handing out yellow wristbands to guests who arrived early.
    - Position the table as a bit of a barrier until 9:00.
    - There will be a sign on the entrance door to the hangar indicating 'Volunteers and Staff Only until 9:00 a.m.'. The door should remain closed until 9:00
  - At 9:00, open the door, remove the sign and reposition the table to allow guests to enter, but in such a way that they have to stop and talk to you.
    - Give a yellow wristband to each person, unless they already have one, due to being lined up before 9:00.
      - Help them put it on and have a pocket or small bag to collect the little paper square (so it is not discarded onto the floor).
      - For small wrists, cut the excess off (ask parents to help)
    - Ask whether they have pre-registered online for a flight
      - If yes, tell them to go to the passenger check-in desks at the big hangar door, but no earlier than a half hour before their 'check-in' time
      - If no, invite them to enjoy the activities and exhibits
      - If they say they want to fly but they did not know that they had to pre-register, tell them the flights are sold out. Give them a Young Eagles brochure.

The result of this greeter role is that everyone in the hangar should have either a yellow or green wristband. Especially, please check pilots and crew who may have entered through the hangar. Send them to volunteer check-in

Also, there must always be at least one greeter in this position, as there is a donation jar at this table. It will be clamped to the table, but it will still be possible for someone to pry off the lid and take money if nobody is looking. The role does not require actively soliciting donations, as there will be a sign.

2. Second greeter (positioned about 10 feet North-east of the passenger check-in desk)
  - Ask people who are lining up to check in for a flight what check-in time they have. If they are more than half an hour before that time, tell them to come back no earlier than a half hour before their 'check-in' time
  - Ask if they brought a signed waiver. If not, give them one.
  - Answer any questions about the waiver.
  - Once they have a waiver, direct them to line up at the passenger check-in desks in their friend/family groups, starting from left to right.
  - This position will only be needed when there is a line-up at the passenger check-in desk, so probably only until noon

### Ramp and Aircraft Monitors

Monitor the area outside on the ramp behind the barricades where the static aircraft are being displayed

- Before the outdoor display area is open to the public (10:00 a.m.) only volunteers and staff (who will be wearing badges and green wristbands) may go outside.
  - Position yourselves at any doors or exits from the hangar to the ramp to prevent the general public (yellow wristbands) from exiting the hangar before the outdoor display area is open.
- At or around 10:00, the outdoor display area will be open to the public. At that time and until the outdoor display area is closed to the public (probably 4:00 p.m.), go outside.
  - Ensure that only volunteers wearing safety vests, pilots, and passengers being escorted, go beyond the barricades.
  - No animals!
  - Pay particular attention where there are gaps in the fence or other potential exit points, such gaps between ropes.
  - If requested by an aircraft owner, or by a member of the Griffon staff, assist in keeping eye on the aircraft.
  - Don't allow anyone to touch or climb on an aircraft, unless the owner is allowing it.

If you have any questions or if you need a break, please look for Andrea.