

Volunteer Check-in

Four positions are needed, 8-9 people:

1. Greeter
2. Volunteer Check-in desk
3. T-shirt assistance
4. Badge assistance

1. Greeter. 3 people

1. 1 from 7:00 until 10:00 a.m.
2. 1 from 8:00 until 9:00 a.m.
3. 1 to greet the Porter airplane at around 8:00 a.m.

The first person will stand at the entrance to the lobby of Enterprise

Ask each person/group entering the lobby whether they are there to work at the event (i.e. volunteers and staff) or as a guest.

- Between 7:00 and 8:30, most will be volunteers and staff
 - Direct them to the check-in desk in the lobby
- Guests will begin to arrive at 8:30, even though they were told the event opens at 9:00.
 - Direct them towards the hangar, but let them know that the hangar will not be open until 9:00 and that they can line up against the glass wall.

The second (Ashley Pereira) will organize the arriving guests

- Obtain small scissors and yellow wristbands from Korina
- Give one yellow wristband to each person.
 - 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)
- Keep the line orderly and out of the traffic flow of volunteers
- Let passengers know that only those with a 9:30 check in time should go to the passenger check-in desk. Those with later times should wait until no earlier than a half hour before their check-in time

The third person will go to the Porter jet once its engines have shut down.

- As passengers and crew disembark, assist the photographers in 'herding' them.
- After the photos are taken, announce to the group that you will be guiding them and ask them to split into two groups
 - Those who are volunteering at the event. They should stop at the volunteer desk to check in.
 - Those who not volunteering at the event, (i.e. they are here to enjoy the event)
- LEAD the groups towards the lobby of Enterprise.
- Ask the first group (volunteers) to enter the lobby and stop at the check-in desk
- LEAD the second group (event guests) into the first portable. Watch for traffic.
- Give them yellow wristbands (Korina will have these)
- Ask them to help themselves to coffee and goodies.
- At 9:00, LEAD them to the lobby and tell them to proceed to the hangar
- Everyone who gets off the jet must eventually go through the lobby

2. Volunteer check-in desk (3-4 people until 8:30, then just 1-2 until 1:00 – take turns?)

There will be four lists. There will be signs to help people line up in the right place. Since many volunteers will park inside the gate, many will arrive via airside.

- Outdoor Aircraft Exhibitors
- Indoor Exhibitors (including Air Cadets)
- Pilots, Ground volunteers, including photographers
- Elected Officials and Media

Ask each person which list they will be on:

Exhibitors (indoor and outdoor – 2 separate lists) (may need two people Christina and ?)

- Ask for the name of the organization.
- Check beside each person's name. If they are not on the list, add them.
- Give them a green wrist band and a volunteer information sheet
 - ask them to **read the sheet** after they have finished the check-in process
- If they are the first to arrive from their organization, tell them their booth number, circle their booth on the map and give it to them. For subsequent arrivals from each organization, show them on the map where their booth is.
- If they have ordered a T-shirt, send them to the T-shirt desk (if not, directly to badge desk)

Pilots, ground volunteers, including photographers:

- Look for the name on the list (alphabetically by first name) and check it off.
- If they are not on the list ask them if they could be on another list (eg. Outdoor exhibit)
- If not, add them. If they know what they want to do add that, too.
- Give them a green wrist band and a volunteer information sheet
 - ask them to **read the sheet** after they have finished the check-in process
- Tell them what role they have been assigned (most already know). Some of the roles have procedure documents. If they are in one of the following roles, give them a copy (unless they already have one):
 - Guest Guidance
 - Passenger check-in
 - Discovery Flight procedures (pilots, passenger staging, passenger escorts, marshalls)
 - Photographer
 - Safety briefing monitor
- If they are involved with the discover flights, they must attend a briefing:
 - pilots and aircraft marshalls, 9:00 a.m. in the volunteer lounge
 - passenger stagers, escorts, or photographers, 9:30 a.m. in the volunteer lounge
 - If they are late for the briefing, tell them to go there anyway
 - for those arriving after 10:00 (i.e., they are working the afternoon shift) the briefing will be repeated at 12:30 in the Enterprise boardroom – up the stairs from the lobby
- If they have ordered a T-shirt, send them to the T-shirt desk (if not, directly to badge desk)

Elected Officials and Media (they will arrive after the event is well underway)

- Check beside each person's name.
- If they are not on the list, add them.
- Give them a green wrist band
- Ask them to go to the information booth and ask for Christina

3. T-shirt assistance 1 person

- If a volunteer has ordered a T-shirt, they will be sent to you by the people at the check-in desk
- Ask them what size they ordered and give it to them.
- If they want a different size, instead, that's no problem.
- Send them to the badge desk

4. Badge assistance 1 person (2 if you have enough people)

- There are two badge styles, pin and string, but a limited number of string, so offer those to people in uniform or company attire.
- Ask each person to write a badge for themselves, using the posted guidelines:

Badge preparation

Your badge and green wristband are your access to the
Volunteer Lounge

Please use a black marker to neatly print your first and last name.

Exhibitors, please also print your company name.

If you are a pilot, even if you are not flying, please use a
“Pilot” badge

At the end of the day, please return your badge on the way out