

Tweeds Holiday Home Tour
Guidelines: Venue Coordinator
As of 09/19/17

BEFORE THE TOUR

- **Attend all Home Tour meetings.** Disseminate information and hand outs to homeowners and designers if they are unable to attend.
- Meet with your homeowner and designer to **understand the overall design and logistics of the home.** This should include the following:
 - Determine best flow of foot traffic during the Tour. Is there an adequate area for the Greeter to welcome guests and mark tickets? Determine an area (standing or sitting) that would allow guests to comfortably fill out the survey. Clipboards could be useful for this. The Home Owner may want to provide a basket or bowl for the completed surveys at the exit or where guests complete the forms.
 - Determine where an entrance bench should be placed for putting on booties or taking off shoes (and placing into baggies). Determine if one is available at the home or does it need to be borrowed? If the home exit is at a different location, is there a bench for same? Are these benches covered or is there a backup plan for coverage if there is snow?
 - Booties will be provided. You will need baskets to put them in on entrance and exit. If it gets too muddy, does your venue also need runners? Are there old towels available for mop up if necessary? Booties will be used once then discarded. Baggies are available if needed at your venue.
 - Are adequate provisions available for snow removal before and during the Tour? Ensure adequate supply of ice melt and snow shovels.
 - How many hosts/hostesses will be needed to cover the venue to ensure traffic flow, protection of homeowner valuables, highlighting of items of interest and for answering questions?
 - Are there any safety issues (stairs) or protection issues (collections) that need to be addressed?
 - Determine if any special inside or outside signage is needed to direct traffic to the front door (if there appears to be two front entry ways) and to prevent entrance on deliberately closed doors. Request this signage from the Director of Project Teams (DPT) which is either Karolyn or Amanda.
 - Determine if a shuttle is needed. If so, notify the DPT.
 - Assist with the development of the **venue write-up** for the Tour Guide.
 - Each home owner will be asked to provide **a favorite recipe** for this tradition which began in 2012. Three hundred cards will be printed for each one (courtesy of The UPS Store) and given to attendees.
 - Meet with homeowner and develop an "Items of Interest" list by room that will be provided to the Hosts to highlight the venue's special features.
 - Various musicians will be scheduled during the Tour. Determine with homeowner how large a group can be handled. Possibilities can be discussed with the Music Coordinator. Determine an entrance/exit area for the musicians.

Determine an area for their coats and cases. Determine best area for their parking.

- Designate a bathroom for the use of Hosts and Musicians.
- **Assist your designer.** This should include the following:
 - Artificial garland is available for each venue if needed. It is in our storage unit. You and your designer can visit the storage unit to see what is available. MANY other items are also available in the storage unit for the home owners use. You can coordinate a time to view the items available with Karolyn, Suzanne Amanda or Kellie. Items borrowed from the Home Tour do not need to be returned until after Christmas.
 - Does your designer need to borrow additional items from others? If possible, make sure the lender puts their name on the item(s). Prepare a list of items borrowed by owner. Make sure it is clear when the lender needs it back (after the Tour? After Christmas? After the first of the year?) Make sure the items are returned at the predetermined time.
 - Sponsorship signage (easel/acrylic), recognizing our sponsors and designers will be provided the night before the Tour. Determine placement areas that are visible but that will not interfere with decorations.
 - When does your homeowner wish to “un-decorate”? Coordinate this activity with homeowner and designer. Take ownership of borrowed items and return them. Take ownership of the artificial greenery and return it to the DPT.
- **Assist in arranging for Hosts and Hostesses.** This should include:
 - Who will serve as Front Door Greeters? Who will serve as Hosts and Hostesses? How many are needed per shift? Get this number to the DPT so you are given enough name tags. All name tags are designated “HOST” and are to be reused by all hosts/hostesses. Ensure that these are not marked on.
 - Prepare a Schedule of Greeters, Hosts and Hostesses. Give a copy to each participant, and have one copy at the home during the Tour with the Host Guidelines. Plan on scheduling yourself at the first and last shift to ensure last minute details are handled and following the Tour, that all delivered venue items (tickets, signs, etc.) are retrieved. **We will not be selling tickets at the door; however, each venue will have a supply of tickets (aka the Tour Guide) just in case someone arrives with an online receipt for tickets they purchased.**
 - With the assistance of the homeowner, **conduct an orientation meeting** of all Greeters, Hosts and Hostesses at the venue to go over the Host Instructions**, the prepared special item list and tour of the home. Discuss any special venue needs and address all questions.
 - The Greeters have extra duties.** They are responsible for marking the venue’s designated icon on all tickets. They are responsible for ensuring that all guests have a ticket (Exception: **parents who are bringing elementary or middle school students have permission to enter the home where the students are playing without a ticket.**) **Make sure each ticket holder receives a recipe card. All Gift Bags will be given out at the Hospitality House.** The greeters are also responsible for directing musicians and hosts to their appropriate locations in the home and requesting that guests complete the ticket’s survey if they are at their final venue.

- Determine a couple of backup Hosts (with phone numbers) in case a scheduled host cannot participate. Determine if the homeowner will be present during the Tour and if so, what duties would they like to handle (musicians, host placement, being a host).
- Ensure that the Schedule is being followed and reassign any last minutes host changes if needed.

DURING THE WEEK OF THE TOUR

- The Music Coordinator will usually coordinate directly with the homeowner concerning the delivery of a keyboard, etc., but could need your help. A Music Schedule will be provided for each venue.
- On the Friday before the Tour, coordinate with the DPT to get the supplies for your venue. This will include inside signage with frames and easels, Tour Guide/Tickets*, booties, baggies, pens, etc.
- On Saturday morning, check last minute details before the Tour opens. Plan on performing Host duty during the first shift to ensure everything runs smoothly after guests start arriving. Make sure you are available by cell phone to help solve problems should any develop during the day. Your cell number should be readily available at the venue.
- At the end of the first day, check with the homeowner to discuss any open issues. Make sure the tickets are in a secure place.
- Plan on performing Host duty during the last shift on Sunday afternoon to prepare for Tour closure.

IMMEDIATELY AFTER THE TOUR

- Gather up all Tour supplies (frames, booties, baggies, surveys, signs, etc.) after the Tour closes.
- Discard all used booties and baggies.
- Return tickets and online receipts to the Tour Coordinator at Tweeds unless other arrangements have been made.

FOLLOWING WEEK/MONTH

- Bring all supplies to the Wrap Up Meeting.
- Return all borrowed greenery and other borrowed items to the storage unit.
- Return all borrowed items from others as previously arranged.

NOTE: Refer to *Instructions for Greeters, Hosts and Hostesses* for additional information.