

Tweeds Holiday Home Tour
Guidelines for Greeters, Hosts and Hostesses
09/19/17

GENERAL INFORMATION

- Our motto is to be *Welcoming, but Watchful*. With that in mind, here are some specifics.
- Dress code for Greeters, Hosts and Hostesses is festive, dressy or casual but no jeans! Slacks are fine for women.
- There is a "HOST" name tag for each host/hostess. Please wear this during the time you are helping with the tour. Be sure to leave it when your shift is over so that the tag can be used by the next person. Please do not write on the tag.
- Bathrooms in the venues are not available for public use. Suggest our Holiday Hospitality House, WP library, Safeway, WalMart, Tweeds, etc.
- Taking photographs of the interiors is not permitted without owners' permission.
- Hosts and all guests must remove their shoes or wear 'booties' over their shoes in order to enter the venues. Booties/bags are provided at the front entrance. **This is stated in the Event Guide under "Tour Tips"**.
- All guests need a ticket to enter except the parents who are driving the elementary and middle school students to perform at your venue. These parents have permission to enter only the venue where the students are playing without a ticket. However, in order to view all the venues, they must have a ticket.
- If you wish to see the other venues on the tour, you will need a ticket. As much as we appreciate all of our volunteers (committee members, hosts, musicians, etc.), we wouldn't make much money if we provided free tickets to all the wonderful people who assist with this project. Thanks for understanding!
- All materials (id tags, tickets for the Tour, booties, baggies, pens, etc.) will be provided for you by the Home Tour Committee.
- If you run into problems, please contact your Venue Coordinator, or **Karolyn Smith (719-661-7377)** or **Suzanne Brown (214-205-4454)** or **Kellie Case (719-291-0951)**. Kellie will be at the Hospitality House both days all day.

RESPONSIBILITIES OF GREETER

Each home will have at least one Greeter stationed at the front door. The responsibilities of this person include:

- Greeting guests and welcoming them to the home. **Use your counter to record guests as they enter.**
- Marking tickets. **Locate your home on the back of the Tour Guide/Ticket. A marker will be provided for you to put an "X" in the appropriate square.** Tickets will not be sold at the door. **Tickets purchased online are to be picked up at our Hospitality House.** However, we usually have one or two people show up at a home with their online receipt and want to pick up their tickets. Thus we provide each location with 10 tickets. Simply take their receipt, make sure their name is on it, and give them the tickets. At the end of the day on Saturday, the tickets should be kept in a safe place in the home. **At the end of the Tour on Sunday, the Venue Coordinator will take all left over tickets and any online**

- receipts to the Tour Coordinator at Tweeds unless other arrangements have been made.** The Venue Coordinator will take all materials (signage, stands, name tags, unused booties) and return all items to the Holiday Home Tour at the Wrap Up meeting.
- Reminding guests to either remove their shoes or cover them with booties. Make sure that the 'bootie' basket is always full and that there is ample seating for guests to put on and take off booties. **At the end of the Tour, all used booties may be discarded.**
 - Distributing Gift Bags. All Gift Bags will be distributed at the Hospitality House.
 - Suggesting to guests an appropriate starting place for their tour.
 - Informing guests of the exit location. If they are exiting through a location other than the front door, guests will need to carry their shoes with them. If a guest uses booties, they can deposit the booties on exiting in the provided basket. A host will need to ensure that the booties left at the exit are returned to the front door periodically.
 - Directing musicians and hosts to the appropriate location if they arrive at the front door. Know the location of the bathroom designated for use by Hosts and Musicians.
 - Requesting guests to complete the ticket's survey if they are at their final venue. The survey is required to qualify for a Door Prize. A container for the completed surveys should be provided.

RESPONSIBILITIES OF HOST/HOSTESS

Host/Hostesses will be placed in strategic locations throughout the home. The responsibilities of these persons include:

- Serving as a welcoming liaison between homeowner and guests.
- Helping guests navigate smoothly and safely throughout the home.
- Watching over the homeowner's possessions so that they are not touched or compromised in any way.
- Answering questions about the home to the best of your ability. Point out special items of interest that the homeowner wants to share about their home. .
- Assisting musicians with storage of coats and instrument cases. Although it is suggested that musicians leave their coats and cases in the car, this may be an issue you will have to address. Be prepared by knowing where the homeowner wants these items placed (out of sight and out of the way). Know where the designated restroom is located for Hosts and Musicians.
- **Point out the location of recipe cards for your venue.** If you run out, the recipes are online at **wphht.org**.

NOTE: The Greeters and Hosts may rotate locations during each shift if desired.