

Airport Greeter

1. Congratulations and thank you! You have a most special volunteer opportunity today. You see, you are the very first General Conference volunteer that any of our arriving delegates will encounter, and you are quite literally the first impression that delegates will have of our great Northwest and its wonderful hospitality. So, put on a big smile today and have a hearty welcome ready as you help our guests move through Portland Airport. Thanks again!
2. Your basic task is simple: Identify and greet arriving GC guests at the Concourse exit points near Security, then help guide them to the escalators or elevators and down to our Welcome Booth in the baggage claim area. Your most important function is meeting and greeting the guests at the exit point, so bear that in mind as you decide whether or not to escort guests all the way down the escalators. Please feel free to accompany guests for some of their walk through the airport, and as you do so, you should tell them what they can expect from the Welcome Booth (a ticket to the MAX rail, for instance). You will want to return to the exit point as quickly as convenient, though, and be ready to encounter additional GC guests as you are headed back.
3. How will you be identified? You will be given one of our UMC volunteer green vests at the Welcome Booth and a badge for your name as you start your first shift. (The vests will be turned back in to the Booth for reuse, but you can keep your name badge for later shifts.) You will also have a small, "tourist-guide" flag in case you need it for leadership visibility. To the best of its ability, the Welcome Booth will also try to provide you with a name card or group ID card for specific flights so that guests can see that you are searching particularly for them. Check with the Welcome Booth at the beginning of your shift to see if any specific arrival information is available.
4. What additional resources will you have? In addition to the Welcome Booth itself, you will have access to a notepad computer at the exit point which will have general information to help you answer questions. That notepad will also have a voice-activated, interactive translator in its software package that might prove to be very valuable at key moments. You should practice with this software and get familiar with how it operates in quiet times when there are no arriving guests.
5. Best wishes and bests of luck to you as you become our first beacon of hospitality to the arriving General Conference guests!

Bob Pearson, Lake Oswego UMC, Oregon
Volunteer Coordinator at the Airport
Cell: 503-936-3138