

Airport Welcome Booth Volunteer

1. Many thanks for your volunteering to serve at the United Methodist General Conference Welcome Booth at Portland Airport. You are at the heart of our Northwest welcoming effort for arriving GC delegates.
2. The principal purpose of our Welcome Booth (at least one booth, but two on busier days) is to assist GC delegates safely and comfortably out of the airport and on their way to their hotels in the Portland area. Secondly, you will assist your counterpart Airport Greeter and MAX Train Rider volunteers as they carry out their functions.
3. Here are some specific Welcome Booth responsibilities for your quick reference: Provide the delegate and family with a MAX Red Line two-hour ticket and a color-coded description sheet of how to get to the hotel where they will stay.
 - Assist the delegate and family in getting their luggage from the carousels.
 - Introduce the delegate and family to the MAX Rider volunteer, and assist as needed in getting all onto the Red Line train. Help in the initial validation of the two-hour ticket.
 - Use the Welcome Booth notepad computer to get flight arrival information for Airport Greeter volunteers, and use that information to help them be in the correct greeting station(s) when delegates are known to be arriving.
 - To the greatest extent possible, inform our Hotel Welcome volunteers of the departures of guests on the Red Line, with an estimate of what time they will disembark MAX.
 - Make the determination if a delegate cannot ride the MAX train, but rather must use our contracted taxi service. Provide the delegate with the taxi voucher in lieu of a MAX ticket, and assist as needed in getting the taxi ride. (NOTE: This determination applies to delegates only. Welcome Booth will need to ask the guest about their GC status. Non-delegates are not eligible for transportation compensation.)
 - Be prepared to field occasional questions from non-GC guests, and even non-Methodists passing through the airport. Show hospitality and politeness, of course, but many of these public inquirers will be need to be escorted to the nearby PDX Airport Information kiosks for services and/or answers that we cannot provide.
4. Again, we thank you for your spirit of hospitality and generous grant of time in volunteering for the Airport Welcome Booth function! Best wishes and best of luck as you welcome our GC guests!

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Volunteer Coordinator at the Airport
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