

## EXTRAVAGANT HOSPITALITY FOR HOTEL WELCOME DESK VOLUNTEERS

**Welcome and Thank You** for volunteering to staff our Hotel Welcome Desk! Your main “job” is to be warm, welcoming, and hospitable. There are also a few other things you need to be aware of:

- > Meet at the Welcome Desk at the beginning of your shift. Introduce yourselves if you don't know other volunteers. First shift will set up table so it looks neat and welcoming. (Note shifts overlap by ½ hour.)
- > Go over training information, being particularly aware of how to get to the Convention Center via TriMet. Maps will be available. Familiarize yourself with information in Welcome Packet.
- > If you don't know the answer to a question, check the tablet or ask concierge desk.
- > The tablets need to be secured at the end of each day. The hotel concierge can do this. They also need to be charged. They can either be plugged in at the Welcome Desk each morning or ask if concierge has secure place to charge overnight.
- > We will be handing out Welcome Packets to each delegate and anyone else who may ask for one.
- > We will be handing out warm scarves/hats. The Convention Center is air-conditioned and folks may be chilly as they sit through sessions.
- > Taxi vouchers will be available for Emergencies Only! (further info coming)
- > It is possible that you may be working alone part of the time.
- > Prepare for “down time.” Bring a book, your knitting, etc. But be alert for anyone coming to the desk.
- > Be sure everything is put away in bins under the table and that tablet is secure before leaving at the end of the day.
- > Ice water will be provided. If you want other beverages that's OK but please, no food. If you need a snack, step away from the desk to eat it.

1. Smile at everyone!
2. Always be positive!
3. Offer to help anyone with a questioning look on their face!
4. Appreciate kindness and be sure to say “Thank You!”
5. RELAX, HAVE FUN, ENJOY THE DAY

In most hotels the welcome desk is near the lobby/check-in desk but in a couple it's a few steps away. If that's the case be sure one of the greeters is “out front” to guide people to welcome desk.