

LAMBETH ART ASSOCIATION

RECEPTION JOB DESCRIPTION

Preparations:

Lead to make sure the volunteer sign-up sheet is filled prior to the show.

Lead to contact **Reception volunteers** in advance to remind them of their shifts and to let them know what is expected of them.

Place a long table in front of the south entrance into the church and another smaller table just inside the north entrance, outside the cash room. The tables and chairs are heavy and awkward to take up and down the stairs; help is needed. **This has been added to Set-up job.**

The tables require tablecloths. Please bring one for small table at the north entrance from home if possible.

Each table needs a visitors' book, and two pens, and a clicker. Decorations make the tables more inviting; bring some from home (a plant or flowers) if possible.

Lead to prepare a **Visitor Tally** sheet for with time slots where volunteers can record the number of visitors they clicked-in during their shift.

Sign Lead: Outside signs are needed at both entrances (before the outside stairs): **“An accessible outdoor entrance is available at the back of the church.”** **Indoor** signs are needed at both entrances: **“If assistance is needed, please ask. We are happy to help.”** *While people with walkers and strollers often say, “Oh we will be fine”, it just takes one misstep.*

Procedure:

-Each shift requires three volunteers: two for the south entrance and one for the north entrance. Some volunteers like to switch locations halfway through their shift.

-Be aware of visitors needing assistance. An accessible outdoor entrance is located to the right of the stage. If it is needed, please work with **Floor Reps** to accommodate.

-Use the clicker to record the entrance of each guest; at the end of your shift, record the number that is on the clicker on the **Visitor Tally** sheet and turn the clicker back to zero.

-Welcome each visitor with a warm smile and invite them to sign the visitors' book and write where they are from (London, St. Thomas ...).

-Suggest that they include their email address if they wish to receive notices of future shows and events. If they do this, double check that any recorded emails are legible.

-If time, ask them where they heard about the show (Facebook, newspaper, artist, Villager ...) and record their answer on paper.

-Remind visitors that raffle tickets are available for five pieces of art including “The Best in Show” piece in the show room. On Saturday, tell visitors the raffle draw is a 2:00PM.

-Make visitors aware that artists' business cards and other art related information can be found on the table by the entry to the show room.

-NOTE: If you are working the north entrance outside of the cash room, be cognizant of the need to keep traffic moving to prevent adding to the congestion.