

## Greeter

As the person who welcomes guests and authors to the Holiday Inn, you're the face of the Festival. Your warmth, knowledge, and enthusiasm will put people at ease and spark excitement, so please smile and share your expertise! You will stand or sit in the lobby of the Holiday Inn near our Festival banner, near the front door. You report to the Volunteer Manager.

Your main responsibilities re to:

- provide directions and information to festival authors and attendees
- distribute programs and brochures
- field questions from other hotel guests, and direct them appropriately

### *Step-by-Step*

Before each shift, please report to the Volunteer Lounge on the fifth floor, meet with the Volunteer Manager and pick up a Festival scarf and a handful of programs and brochures. Also a couple of comment cards. Wear your regulation black top and skirt or trousers and comfortable shoes.

Familiarize yourself with that day's events and performance times. Familiarize yourself with all of our authors, so that you can recognize them on sight. View their profile photos at [www.kingstonwritersfest.ca/authors.php](http://www.kingstonwritersfest.ca/authors.php).

Know how to give clear directions to our Author Hospitality Suite, the Volunteer Lounge and to the Onsite Festival Box Office and our event rooms, as well as any off-site event that will take place that day. You may also be provided with maps to distribute for off-site events.

Pick an event or two from that day's schedule that you can talk about with enthusiasm. Guests of the hotel who are curious or interested but who know nothing about the Festival may approach you with questions. Give them a quick sentence or two that explains Kingston WritersFest, and be sure to have programs and festival brochures on hand to offer them.

Always transmit enthusiasm and excitement about the festival in general and the events in particular. The authors, too, especially if it's someone that you personally enjoy.

If there's a question you can't answer, know where to send people to find the answer, for instance, the Festival Onsite Box Office. Encourage them to visit our website [www.kingstonwritersfest.ca](http://www.kingstonwritersfest.ca), or email [info@kingstonwritersfest.ca](mailto:info@kingstonwritersfest.ca). Point out the website and email address on the Festival brochure.

Refer any enquiries about the Holiday Inn and its services to the hotel desk staff.

Be sociable with festival goers as they come off the elevators after an event. They may be overflowing with excitement and happy to share their experience. If they do stop to chat and have compliments, comments or criticisms to share, offer them a comment card to complete and return to you.

At the end of your shift, return promotional materials to the Volunteer Lounge, along with the Festival scarf and any completed comment cards. Report any difficult or unusual questions to the Volunteer Manager. Enjoy our Festival hospitality and give yourself a pat on the back for a job well done!