

## **Thank you for volunteering for the 2024 Northwest Green Home Tour.**

### **As a site greeter, your key responsibilities are to:**

- Welcome and count guests
- Collect paper tickets
- Ask un-ticketed guests to sign a waiver
- Affix wristbands
- Help the hosts with any privacy, safety or COVID concerns
- Understand site-specific rules and respecting the property
- Answer general questions about the site and direct visitors to Site Host(s) for specifics
- Share Tour Program



### **Please Come Prepared**

- Read this guide thoroughly
- Before the event, please review general information about your site at: <https://www.nwgreenhometour.org/> as well as the NW Ecobuilding Guild in general at [ecobuilding.org](https://www.ecobuilding.org)
- Try to connect with your site's host via email or in person before the tour to get details about site features. You will receive an email with Site Host contact info.

### **Basic Info**

- The tour will take place Saturday, April 27, 2024.
- Greeters are primarily responsible for mandating every person has signed the tour waiver before entering the site. This task is critical to ensure that the Guild, its members or volunteers, Site Host(s), or site's owners are not held liable for any situation that occurs while the guest is on the tour site.
  - Guests will be registering online via Eventbrite. Most will have paper or digital tickets that you will need to collect, but un-ticketed guests may sign a waiver at their first site and take the tour.
  - All Guests should have a wristband secured to their person. No exceptions, not even for "a few minutes."
  - Please see "Special Situations" later in this document for more details about tickets.
- Greeters are secondarily responsible to enforce the rules of the site. This includes, but not limited to: shoe, food/beverage, smoking, strollers/bikes, enter/exit, masks, and such other policies.
- Last, but not least, have fun!

## **Personal Responsibilities:**

- Wear a nametag (found in the bag of materials given to Site Hosts).
- Wear slip-on shoes or plan to cover your shoes with the supplied booties.
- You are responsible for getting to and from your site. Please arrive at least 15 minutes prior to your shift to meet the Site Hosts, vendors, sponsors, and consultants, learn about the site features, gather and orient yourself to your materials, and set up your position at the door.
- Coordinate any breaks with the Site Host.
- Please seek permission from Site Host before bringing pets, companions, children, or babies not in arms.
- Wear comfortable, layered clothing (some Greeter stations are located outside).
- Bring water/beverage and nourishment for your own well-being.

### *First Shift (10:45am – 2:00pm)*

Please arrive no later than 10:45am, 15 minutes before for the event's 11:00am start, to set up and meet the Site Hosts, vendors, consultants, and learn more about the home's features. Unpack the bag of site supplies and distribute them appropriately. At the end of your shift, you'll orient the next greeter to the site and hand over the clipboard and other materials.

### *All-Day Shift*

Please arrive no later than 10:45am, 15 minutes before the event's 11:00am start, to set up, meet the Site Host, vendors, consultants, and learn more about the project site, registration procedure, and materials you'll be handing out. Bring an easy-to-eat lunch and water/beverage.

### *Second Shift (1:45pm– 5:00pm)*

Please arrive no later than 1:45pm to get your materials from the prior site greeter, who's there until 2:00pm. Familiarize yourself with the registration materials, liability waiver, meet the Site Host, vendors, consultants, and learn more about the project. At the end of your shift you are responsible for packing up materials and returning them to the Site Host.

## **Signing visitors in:**

First locate the clipboard in the bag of tour materials. It will have sign-in sheets/waiver forms with space for 10 visitors on each side.

To enter the site, visitors *must* do one of the following:

- Give you a printed Eventbrite ticket. You will save paper tickets and put them in the provided envelope to give to the Site Host at the end of the day. Give the visitor a wristband in exchange for his or her printed ticket. OR
- Sign the sign-in sheet/waiver. Names and email addresses must be written clearly. If they are not, please ask the visitor to redo or correct. You will save completed waiver sheets and give them to the Site Host at the end of the day. Give the visitor a wristband after he or she has signed the waiver. Guests with paper Eventbrite tickets do not need to sign the waiver. OR

- Show you a wristband. Many guests will have already signed in or presented their paper ticket at another site and received a wristband. Visitors with wristbands need not sign in or show their ticket again.

IMPORTANT: NO VISITOR SHALL ENTER THE SITE WITHOUT PRESENTING A PAPER TICKET, SIGNING IN, OR SHOWING A WRISTBAND. NO EXCEPTIONS. This protects the homeowners and tour organizers from liability.

### **Other Sign-in Considerations**

- As a volunteer site greeter, you must sign the waiver and wear a wristband yourself.
- Homeowners/Site Hosts are not required to sign the waiver or wear a wristband.
- Most visitors signing in provide an email address. It is not required, but we strongly encourage visitors to do so. We respect privacy and will not share visitors' personal information. We will use their email to send a follow-up survey and tell them about the tour next year. We will never sell or distribute their email to other entities.
- There is a "How did you hear about the tour?" question on the sign-in/waiver sheet. Please make sure all visitors signing in provide an answer.

### **Special Situations**

- Tickets on phone: Instead of printing their tickets, some guests may want to show you their tickets on their phone in the Eventbrite app. Please thank them and print their name on the waiver sheet. Since they have already agreed to our liability waiver online, they need not fill out the signature, email address, and "How did you hear about the tour?" fields. Please check the "phone" box next to the person's name.
- No tickets: Some guests who registered on Eventbrite may have forgotten to print their tickets. Please ask them to fill out the sign-in/waiver sheet completely (including signature and email address).
- Ticket for multiple visitors with one name repeated: Some guests registered everyone in their party under their own name. Please ask people who aren't specifically named on the ticket to sign the waiver.

### **Important Information**

- **Count Tour Guests – by the hour**

For each and every guest that enters your site, please place a hatch mark on the tally sheet during the hour they arrive. Please count all guests whether they are registering at your site or have already received a wristband at another site. This information is used to determine average visitors per site and determine how popular each site is.

- **Wristbands**

Locate the wristbands provided to the Site Hosts in their tour supplies bag. Provide a wristband to any visitor who signs the waiver/sign-in sheet or presents a paper ticket.

- **Shoe/Mask Policies**

Find out about the Site Host's shoe and masking policy and be prepared to enforce it. Guests may be required to remove shoes or put on booties before entering the home. Guests may be required to mask up before entering. If booties or masks are required, you will find them in the materials bag.

- **Ask questions**

Ask the Site Hosts questions about the project so you're able to answer questions or know where to direct guests for answers. Many Site Hosts will have sub-contractors, staff, vendors, or other building professionals on site for the tour. Please be aware of these folks and their roles so you can direct guests accordingly.

- **Demonstrations or Workshops**

Find out if your site has elected to host demonstrations or workshops, or is planning educational activities. Be prepared to help direct guest traffic to presentations.

- **Unexpected Situations**

This is an unscripted event. Unexpected questions and situations may arise. Be gracious to guests and assist them as best as you can.

- **"I don't know" is a perfectly acceptable answer to any question.** Try to help the guest find the right answer, the right person to help them, or take a message, and we'll work it out later, but do not tell them something unless you are sure of the answer.

**As organizers, we have done our best to prepare, but if anything unexpected or irresolvable occurs, please contact your Site Host or call or text one of the contacts listed below.**

**Tour Committee Leads:** Laura Elflin, 206-715-0893 and Jon Kawaguchi, 206-849-0886

**Tour Coordinator:** Jill Williams, 360-480-3336

- **Have fun!**

It's going to be a great day. Smile and please enjoy the event. You're helping build a better future.

*On behalf of the tour organizers, Northwest EcoBuilding Guild, Site Hosts, and sponsors, thank you for helping to make this a wonderful event!*