

## SML CHARITY HOME TOUR

### Home - GREETER INSTRUCTIONS

**SMILE! SMILE!! SMILE!!!** It really is a lot of fun! You have been tapped for this important position because of your pleasant smile and upbeat personality. You are basically the face of this home and homeowner and the guests arriving for the tour will spend more time with you than anyone else in the home. Please make sure they feel welcomed.

You will work as an Outside Greeter on the front porch. Please dress appropriately for the position and for the weather. Remember that you will be standing outside or at an open door much of the time. Your Charity Team Leader will give your instructions to you when you arrive for your shift on the day of the Tour.

Greet people as they approach the entry in a warm and friendly way, giving the information on the Greeter Card as they put on their booties. **Your Greeter Card will also list the names of the Platinum and Diamond Sponsors that must be announced and thanked for their support. If there are more than 5 Platinum and Diamond sponsors, you may mention half the names to each group of visitors, alternating back and forth for each group of visitors (e.g., mention Sponsors 1-5 to one group, then mention Sponsors 6-11 to the next group, then back to Sponsors 1-5, and so on).**

If one of the other Homeowners arrives at the home, please introduce them to the group and thank them for allowing their home to be on the Tour. They can be identified by their Homeowner name tag.

If a Sponsor arrives at your home, please introduce them to group and thank them for their support. They can be identified by a Sponsor name tag.

Before allowing guests to enter the Home, check the entry hall for congestion, waiting if necessary. If the waiting line gets too long (more than 20-25 people), notify the Charity Team Leader so s/he can determine if there's a bottleneck inside or if the home is simply very popular and temporarily at capacity.

Remind visitors that **No Photos or Videos may be taken Inside the home (Outside photos are fine)**. As the Greeter, you are the "gatekeeper" to the Home and are responsible for making sure that:

- All visitors wear booties inside the home
- No food or beverages is brought into the home.
- No children under 12 or babes in arms.
- No high-heeled shoes.

Finally, a huge Thank You for helping to make the Home Tour a success! This year the Tour will raise nearly \$200,000 for local charities, and your participation is what helps make our community a wonderful place to live, work, and raise our families.