

**SML Charity Home Tour  
AREA HOST/HOSTESS INSTRUCTIONS  
(Inside Home)**

Welcome to your role as an Area Host/Hostess for the Home Tour! You are an important representative of both the SML Charity Home Tour and the charity staffing the Home. Your main responsibility is to ensure that guests and sponsors feel welcomed and have a positive experience during their visit.

Please dress appropriately for the position. Wear comfortable, flat shoes, as you will be on your feet for a four hour shift. Limit the personal items you bring into the home, as space may be limited.

The charity will provide light refreshments for you to enjoy during your break. Please only use the designated **Volunteer Bathroom** to help maintain cleanliness throughout the Tour weekend. You will receive instructions from your Charity's Team Leader on the day of the Tour. Your team leader will have some prepared statements for you to share with the Tour visitors. If you have any questions, feel free to ask for clarification.

As guests arrive, greet them warmly and share the prepared information with the guests. Be sure to mention all Sponsors listed on your information card. Importantly, please do NOT mention the name of any other builders/contractors/suppliers that are not listed on your information card. Doing so isn't fair to the Sponsors who have given money to support the Tour. Instead, say "I'm sorry, I'm just a volunteer today. You can ask the Homeowners if you see them while you're here."

After sharing the prepared information, introduce any Homeowners or Sponsor representatives who may be present, and thank them for their support. Then, guide the visitors to the next area of the home they will see.

If necessary, remind guests of the rules of the SML Charity Home Tour:

- No photos or videos may be taken INSIDE the home (Outside photos are fine)
- All visitors must wear booties inside the home
- Maintain a smoke, food, beverage, and pet-free environment in the home.
- No children under 12.
- No high-heeled shoes.

If you are unsure of an answer to a guest's question, simply state that you do not know but that they are free to ask the Homeowners. Above all, respect the homeowner's privacy and be courteous to all guests visiting this beautiful home.

Thank you for your dedication and assistance in making this Home Tour a success!