**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 or as the Inside Greeter just inside the home as the guests enter the home.

**The Tour experience will also change this year with guests touring the homes in small groups led**

**by a tour guide. If people start to gather waiting for the next tour, be sure to point out any interesting facts and engage guests in conversation.**

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.

Greet people as they approach the entry or enter the front door in a warm and friendly way, giving the information on the Greeter Card. Your Chief Hostess/Charity Team Leader will give your instructions to you when you arrive for your shift on the day of the Tour.

**Your Greeters will provide specific sponsors that you need to reference. The major sponsors (Premier, Diamond, Gold, Silver, Silver Plus) will appear on the large sign at the front of the home and the sign MUST BE mentioned by the Outside Greeter before the guests enter the door. Outside Greeter does not need to name them individually unless it is on your Greeter Card.**

 If the Homeowner or another Homeowner arrives at the home, please introduce them for allowing their home on the Tour, and ask if they would prefer a private tour of the home. If yes, let the Hostess-in-Charge know they are at the home. 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 participation. They can be identified by a Sponsor name tag.

Tour Guides may have been picked up by your guests at the Ticket Table. Let the guests know, the Tour Guides contain information about the homes, directions and specific Sponsor information. If they did not pick one up at the Ticket Table or dock, they are available at the exit.

**No smoking, food or beverages, pets, children under 12 or babies are allowed in the home. No high heeled shoes are allowed.**

Make sure visitors are wearing booties.

Make sure no one is entering with a camera unless wearing a press badge. (Press will have a special ribbon on his/her name tag.) Remind guests, that no pictures are allowed.

Try to control the congestion in the entry hall.

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