**SML Charity Home Tour**

**Home - ROOM HOST/HOSTESS INSTRUCTIONS**

You are representing the home tour as well as the charity hosting this home. You will interact with guests and sponsors arriving for the tour. Please make sure they feel welcomed. You will work in an assigned area/room. ***The Tour experience will also change this year with guests touring the homes in small groups led by a tour guide.***

Please dress appropriately for the position and remember to wear comfortable shoes as you will be working a four hour shift. Limit your personal items that you are bringing into the home as space may be limited.

The host charity will be providing light refreshments that you may enjoy during your authorized break.

One bathroom in the home is designated for Volunteers Only. Please help maintain this space as it will be heavily used throughout the tour weekend.

No ticket holder is allowed to use the bathroom in the home. Rest stops have been secured throughout the tour route that will permit the ticket access to restroom facilities. Guests can find that information in the Tour Guide, which they can pick up at the Ticket Table and the dock.

Greet people as they approach the entry or enter your area in a warm and friendly way, the home tour guide will be conducting the small group tour highlighting specific home details. Your Chief Hostess/Charity Team Leader will give your instructions to you when you arrive for your shift on the day of the Tour.

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 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 their name tag.

In some situations you may have a sponsor representative in your area that will be interacting with the Ticket Holders. Please ensure they are introduced. If a Guest would like specific information about that sponsor, they are listed in the Tour Guide. Let them know, Tour Guides will be available at the Ticket Table and the dock

You will have an orientation meeting prior to beginning your shift. If you are volunteering in the morning you will be allowed to tour the home prior to beginning your shift. If you are working in the afternoon, you will have the opportunity to tour the home at the end of your shift.

Make sure visitors are wearing booties.

Do not allow any type of photos to be taken unless the individual is wearing a Press name tag.

**No smoking, food or beverages, or pets, allowed in home.**

**No children under 12 or babies in arms/carriers, and high heeled shoes are allowed in the home.**

**Do not provide personal information about the homeowner.** If asked a question that you do not know the answer to you will suggest the Ticket Holder ask the homeowner who may be in the home during the tour or simply state you do not know. **Please respect the homeowner’s private residence and be courteous to your guests touring this beautiful home.**