

Greeter Group Guidelines

Ensuring the Safety and Enjoyment of all Guests is your mission.

1. All Volunteers should arrive **20 minutes** before the shift to be in place for the shift opening. Enter the West side door of the Cascade Pavilion marked CSBL Volunteers.
2. Adult Volunteers age 18 or over must complete the **CSBL Injury Release and Safety Acknowledgements** each year before participating. Click [here](#) to complete the acknowledgements.
3. Parents/Guardians of Teen Volunteers age 13-17 must complete a **Parent/Guardian Minor Release** before a teen participates. Click [here](#) to complete the form then save and email to CSBLGreeters@gmail.com or print and bring a copy to the event.
4. **NEW!** Group Leaders solicit volunteers to operate the event and email a list of volunteers who completed the **Injury Release and Safety Acknowledgement** and the volunteers with minors who completed a **Parent/Guardian Minor Release** form. Email the list to CSBLGreeters@gmail.com stating your **Greeter Date & Shift** no less than **4 days** before your Greeter Date.
5. Everyone checks in with the Head Greeter and receives a CSBL lanyard, flashlight, instructions, and station assignment.
6. Greeter Guidelines:
 - Stay near your assigned station until a relief greeter or Head Greeter relieves you-- unless there is an emergency
 - Avoid use of phones and texting unless there is an emergency
 - Do not touch visitors (especially children) or assist them in the restroom. Ask for assistance from a parent or accompanying adult
7. Guest Safety--Tactfully request children and adults to avoid:
 - touching any displays or trains
 - running through aisles
 - going inside scenes—stay in front of scene fences
8. A “super” greeter will:
 - Identify the Head Greeter
 - Locate and give directions to restrooms and emergency exits
 - Locate and be able to use fire extinguisher
 - ★ Marked “Extinguisher” just inside fences
 - ★ PASS: pull, aim, squeeze, sweep side to side at base of fire 6 feet back
 - Locate the First Aid Kits
 - Use flashlights and lead people out of building in case of emergency
 - Report any scene that needs repair to the Head Greeter
 - Pick up any trash in aisles
 - Return lanyard & flashlight before leaving

THANK YOU FOR VOLUNTEERING

