

Greeter Guidelines

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

1. Registering as a CSBL volunteer on a computer or smart phone is required before participating. Register and schedule for greeter at christmasstorybookland.org/volunteer/ Those 18 or older may complete a **written** Volunteer Policy, Safety & Injury Release form available on site in lieu of online registration. See christmasstorybookland.org/ under Volunteer – Guidelines and Forms for a copy.
2. At least 15 minutes before your shift, enter West side door of the Cascade Pavilion marked CSBL Volunteers ONLY. (If not registered, allow extra time to complete the written Policy/Safety/Injury Release form.)
3. Check out a CSBL lanyard and flashlight from the Head Greeter.
4. Receive station assignment from Head Greeter. Stay near your assigned station until a relief greeter or Head Greeter arrives unless there is an emergency.
5. Avoid use of phones and texting unless there is an emergency.
6. Ask children and adults
 - not to touch any displays or trains
 - not to run through aisles
 - not to go inside scenes—stay in front of scene fences
7. Do not touch any visitor (especially children) or assist them in the restroom. Ask for assistance from a parent or accompanying adult.
8. Be able to
 - Identify your Head Greeters
 - 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 flashlight 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 your area
9. Check in with Head Greeter to return lanyard & flashlight before leaving.

**REPORT ANY CONCERN OR ACCIDENT TO THE HEAD GREETER
THANK YOU FOR VOLUNTEERING!**

