

**Tweeds Holiday Home Tour
Guidelines: Venue Coordinator
As of 09/03/19**

Thank you for volunteering for the Tweeds Holiday Home Tour and helping us raise funds for all our beneficiaries! Each of the Venues has a Project Team consisting of a Home/Venue owner, a Designer and you, a Venue Coordinator who manages the organization of this team. The Venue Coordinator ensures that the standards and guidelines set forth by the Tweeds Holiday Home Tour Board of Directors are promoted and implemented at their assigned Venue.

BEFORE THE TOUR

- **Attend all Home Tour meetings.** Encourage home owners' and designer's continued participation in these meetings. Disseminate any information and handouts to homeowners and designers if they are unable to attend.
- **Review informational documents** under the PROJECT TEAM CORNER tab found under the 2019 TOUR INFO tab on the website wphht.org. This information includes all volunteer guidelines, information for the venue homeowner including an overall home tour schedule and a host schedule outline. Share important scheduled meeting dates, the Tweeds Holiday Home Tour mission and tour beneficiaries with homeowner. Become familiar with all aspects of the HHT website including guest services provided by the Keller Williams Hospitality House.
- Meet with your homeowner and designer to **understand the overall design and logistics of the home.** This should include the following:

Entrances:

- Determine best flow of foot traffic during the Tour. Is there an adequate area for the Greeter to welcome guests and mark tickets?
- Determine where an entrance bench should be placed for putting on booties or taking off shoes (and placing into baggies). Determine if one is available at the home or does it need to be borrowed? If the home exit is at a different location, is there a bench for same? Are these benches covered or is there a backup plan for coverage if there is snow?
- Booties and baggies will be provided. You will need baskets to put them in on entrance and exit. If it gets too muddy, does your venue also need runners? Are there old towels available for mop up if necessary? All booties used each day should be discarded at the end of that day.
- Are adequate provisions available for snow removal before and during the Tour? Ensure adequate supply of ice melt and snow shovels.
- Are there any safety issues (stairs) or protection issues (collections) that need to be addressed?
- Determine if any special inside or outside signage is needed to direct traffic to the home and to the front door (if there appears to be two front entry ways) and to prevent entrance on deliberately closed doors. Discuss any requirements and request this signage from Karolyn (Tour Coordinator).
- Determine if a shuttle is needed. If so, notify the Tour Coordinator.

Other Areas of Venue:

- How many hosts/hostesses will be needed to cover the venue to ensure traffic flow, protection of homeowner valuables, highlighting of items of interest and for answering questions? How many individuals per shift and where in the home will they be located? Discuss with homeowner if they have friends and family that are willing to be hosts/hostesses.
- How many privacy signs ("Private Space Beyond This Door") are needed to prevent entry into any rooms/areas that the homeowner wants to close off from the tour. Request this quantity from Karolyn, Tour Coordinator.
- Determine an area (standing or sitting) that would allow guests to comfortably fill out the Tour Guide survey. Clipboards could be useful for this. The Home Owner may want to provide a basket or bowl for the completed surveys at the exit or where guests complete the forms. Completed surveys are submitted for door prizes.
- Sponsorship signage (8 ½ x 11) recognizing our sponsors and designers will be provided the night before the Tour. Determine placement areas that are visible but that will not interfere with decorations.

Additional Information Needed:

- Each home owner will be asked to provide **a favorite recipe** for this tradition which began in 2012. This is due in August. Three hundred cards will be printed for each recipe (courtesy of The UPS Store) and given to attendees at your venue. Determine area to display recipe cards.
 - Assist with the development of the **venue write-up** for the Tour Guide. This is due in September.
 - Work with homeowner and develop an "Items of Interest" list by room that will be provided to the Hosts to highlight the venue's special features. This is due in November.
 - Various musicians will be scheduled to perform during the Tour. Determine with homeowner how small or large a group can be handled and where they could be located. Determine an entrance/exit area for the musicians, an area for their coats and cases and the best area for their parking. All options should be discussed with the Music Coordinator, Karin Taylor.
 - Work with the homeowner to provide Holiday music (CD, internet) if a planned musician does not arrive for their shift during the Tour.
 - Designate a bathroom for the use of Hosts and Musicians.
- **Assist your designer.** This should include the following:
 - Artificial garland, various decorations and holiday items are available to each venue in our storage unit. (Address of the storage unit is 445 Forest Edge Circle, Woodland Park, Unit AA33.) You, the homeowner and your designer can visit the storage unit to see what is available. Coordinate a time to view the storage unit with Karolyn or Susan Grina (Project Team Coordinator). Items borrowed from the storage unit do not need to be returned until after Christmas.
 - Document items being borrowed from the storage unit and copy the home owner and Joy Smith (Storage Unit Coordinator). Upon return of these items, check off this list and update homeowner and Joy accordingly.

- Does your designer need to borrow additional items from others? If possible, make sure the lender puts their name on the item(s). Prepare a list of items borrowed by owner. Make sure it is clear when the lender needs it back (after the Tour? After Christmas? After the first of the year?)
- When does your homeowner wish to “un-decorate”? Coordinate this activity with homeowner and designer. Utilizing the borrowed items’ lists, coordinate with homeowner to return all items to either storage unit or to other individuals. Make sure all items and supplies -- including their plastic containers -- are returned for future use.
- **Assist in arranging for Hosts and Hostesses.** This should include:
 - Determine if the homeowner will be present during the Tour and if so, what duties would they like to support (musicians, host placement, being a host).
 - Work with homeowner to determine list of individuals and their preferred times to host. Determine who should serve as Front Door Greeters with their additional responsibilities (see bullets below) and who should serve as Hosts and Hostesses. Coordinate with homeowner who should call each individual validating their participation, their shift, their phone number and their email
 - Utilizing the standard outline, prepare a Schedule of Greeters, Hosts and Hostesses. Give a copy to each participant, and have one copy at the home during the Tour along with the Host Guidelines. Plan on scheduling yourself at the first and last shift to ensure last minute details are handled and at the end of the Tour, that all delivered venue items (tour guides, signs, etc.) are retrieved.
 - Determine a couple of backup Hosts (with phone numbers) in case the scheduled host cannot participate.
 - With the assistance of the homeowner, conduct an Orientation meeting for all Greeters, Hosts and Hostesses at the venue to go over the Greeter/Host Guidelines**, the prepared special “Items of Interest” list and a tour of the home. Discuss any special venue needs and address all questions. This is typically schedule 1-2 weeks before the tour. The meeting is usually two part: all participants and then a separate additional training for Greeters.
 - The Greeters have extra duties. They are responsible for ensuring that all guests have a tour guide/ticket (Exception: parents who are bringing elementary or middle school students have permission to enter the home where the students are playing without a ticket.). The Greeter will have a supply of Tour Guides/tickets in case someone arrives with an online receipt for tickets they purchased. The greeter should ensure that the HHT provided form is completed for each online or phone receipt. The Greeters are then responsible for marking the venue’s designated icon on all the tour guides and clicking the counter with the appropriate number of guests.
 - Additionally, the Greeter should then point out the location of the recipe cards, the venue’s best starting point, traffic pattern and its exit along with requesting that the guests complete the tour guide’s survey if they are at their final venue in order to win a door prize.
 - The Greeters are also responsible for directing musicians and hosts to their appropriate locations in the home. A designated Host can facilitate this process.

- A week before the tour, count the final number of greeters/hosts/hostesses working per shift and provide this number to the Karolyn, Tour Coordinator, so you are given enough name tags. All name tags are designated “HOST” and are to be reused by all hosts/hostesses. Do not mark on the name tags
- During the tour, ensure that the Schedule is being followed and reassign any last-minute host changes if needed.

DURING THE WEEK OF THE TOUR

- The Music Coordinator will coordinate directly with the homeowner concerning the delivery of a keyboard, etc., but could need your help. A Music Schedule will be provided for each venue. Ensure the backup house music is prepared and who should be contacted to start the music.
- On the Friday before the Tour, coordinate with Karolyn to get the supplies for your venue. This will include framed inside signage, Tour Guide/Tickets, booties, baggies, pens, host badges, door plaques, etc.
- On Saturday morning, check last minute details before the Tour opens. Plan on performing Greeter or Host duty during the first shift to ensure everything runs smoothly after guests start arriving. Make sure you are available by cell phone to help solve problems should any develop during the day. Your cell number should be readily available at the venue.
- At the end of the first day, check with the homeowner to discuss any open issues. Make sure the tour guides are in a secure place.
- Plan on performing Host duty during the last shift on Sunday afternoon to prepare for Tour closure.

IMMEDIATELY AFTER THE TOUR

- Gather up all Tour supplies (frames, unused booties and baggies, surveys, signs, etc.) after the Tour closes.
- Return tour guides/tickets and online receipts to the Tour Coordinator at Tweeds unless other arrangements have been made.

FOLLOWING WEEK/MONTH

- Bring all supplies and signs to the Wrap Up Meeting. This is scheduled the week after tour.
- Return all borrowed greenery and other borrowed items to the storage unit by mid-January.
- Return all borrowed items from others as previously arranged.

**** NOTE: Refer to *Guideline for Greeters, Hosts and Hostesses* and *Information for Venues* for additional information. Both are located on wphht.org.**