

**Tweeds Holiday Home Tour**  
**Guidelines for Greeters, Hosts and Hostesses**  
**09/03/19**

Thank you for volunteering as a Host, Hostess or Greeter 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 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. The Greeters, Hosts/Hostesses are key players in the Tour, representing both the Holiday Home Tour and the Homeowner's Venue to our guests.

GENERAL INFORMATION

**Our motto is be *Welcoming, but Watchful*.** With that in mind, here are some specifics:

- Dress code for Greeters, Hosts and Hostesses is festive, dressy or casual but no jeans! Slacks are fine for women.
- There is a "HOST" name tag for each host/hostess. Please wear this during the time you are helping with the tour. Be sure to leave it with the front door Greeter when your shift is over so that the tag can be used by the next person. Please do not write on the tag.
- Bathrooms in the venues are not available for public use. Suggest our Holiday Hospitality House, WP library, Safeway, Walmart, Tweeds, Woodland Park Senior Center, etc.
- Taking photographs of the interiors is not permitted without owners' permission.
- Greeters and Hosts/Hostesses and all guests must remove their shoes or wear 'booties' over their shoes in order to enter the venues. Booties/bags are provided at the front entrance. This is stated in the Tour Guide under "Tour Tips".
- All guests need a ticket to enter except the parents who are driving the elementary and middle school students to perform at your venue. These parents have permission to enter only the venue where the students are playing without a tour guide/ticket. However, in order to view all the venues, they must have a ticket.
- Music is scheduled at the venue on a rotation basis during the Tour. Please assist with the musicians and their instruments when needed.
- A pre-tour Orientation will be provided to all Greeters and Hosts by the Venue Coordinator at the venue. Responsibilities and guidelines will be presented and an "Items of Interest" list will be provided.
- If you wish to see the other venues on the tour, you will need a ticket. As much as we appreciate all of our volunteers (committee members, hosts, musicians, etc.), we wouldn't make much money if we provided free tickets to all the wonderful people who assist with this project. Thanks for understanding!
- All materials (id tags, tickets for the Tour, booties, baggies, pens, etc.) will be provided for you by the Home Tour Committee.
- The Greeter and Hosts may rotate locations during a shift if desired.
- If you run into problems, please contact your Venue Coordinator, Susan Grina (Project Team Coordinator 719-331-9762) or Karolyn Smith (Tour Coordinator 719-661-7377).
- Additional information about the tour and all the venues can be found at [wphht.org](http://wphht.org).

## RESPONSIBILITIES OF HOST/HOSTESS

Host/Hostesses will be placed in strategic locations throughout the home. The responsibilities of these persons include:

- Serving as a welcoming liaison between homeowner and guests.
- Helping guests navigate smoothly and safely throughout the home.
- Watching over the homeowner's possessions so that they are not touched or compromised in any way.
- Answering questions about the home to the best of your ability. Point out special "Items of Interest" that the homeowner wants to share about their home. This will be provided during a pre-tour orientation.
- Ensure that all guests honor the privacy signs on any door. These signs read "Private Space Beyond This Door; Please respect homeowners' property".
- Assisting musicians with storage of coats and instrument cases. Although it is suggested that musicians leave their coats and cases in the car, this may be an issue you will have to address. Be prepared by knowing where the homeowner wants these items placed (out of sight and out of the way). Know where the designated restroom is located for Hosts and Musicians.
- Point out the location of recipe cards for your venue. If you run out, the recipes are online at [wphht.org](http://wphht.org).

## RESPONSIBILITIES OF GREETER

Each home will have at least one Greeter stationed at the front door. The responsibilities of this person include:

- Greeting guests and welcoming them to the home. Use your counter to record guests as they enter.
- Marking tickets. Locate your home on the back of the Tour Guide/Ticket. A marker will be provided for you to put an "X" in the appropriate square. Tickets will not be sold at the door. Tickets purchased online are to be picked up at our Hospitality House. However, we usually have one or two people show up at a home with their online receipt and want to pick up their tickets. Thus, we provide each location with 10 tour guide/tickets. Simply take their receipt, make sure their name is on it, and give them the tour guide/tickets. Update the list provided to track these transactions. At the end of the day on Saturday, the tickets should be kept in a safe place in the home.
- Reminding guests to either remove their shoes or cover them with booties. Make sure that the 'bootie' basket is always full and that there is ample seating for guests to put on and take off booties. If they are exiting through a location other than the front door, guests will need to carry their shoes with them. If a guest uses booties, they can deposit the booties on exiting in the provided basket. A host will need to ensure that the booties left at the exit are returned to the front door periodically.
- Suggesting to guests an appropriate starting place for their tour, a basic traffic pattern through the home, the location of the exit and the location of recipe cards. Also, request to guests that they complete the Tour guide/ticket's survey if they are at their final venue. Explain that the survey is required to qualify for a Door Prize and specify location of container for completed surveys.
- Directing musicians and hosts to the appropriate location for their cases and for their performance if they arrive at the front door. A designated Host can help with the process.
- Know the location of the bathroom designated for use by Hosts and Musicians.

- Greeters should remember to dress warmly since they will be constantly be answering the front door.
- Gift Bags are no longer dispersed at a venue but will be distributed at the Hospitality House.

AT END OF TOUR ON SUNDAY:

- The Venue Coordinator will take all left-over tickets, any online receipts along with tracking sheet to the Tour Coordinator at Tweeds unless other arrangements have been made.
- All used booties may be discarded.
- The Venue Coordinator will take all materials (signage, stands, name tags, unused booties) and return all items to the Holiday Home Tour at the Wrap Up meeting the following week.