

Craft Host

Purpose:

This person will host one of our craft tables. They will assist all children and families in creating the craft of the night. They will also be a welcoming presence and assist families moving on from the craft room to other parts of the experience.

Duties:

Responsibility before the event:

1. Read or watch training materials offered.
2. Attend a 1 hour training where they will be instructed on how to interact with guests and how to complete the provided craft. You will also be trained on how to instruct others.

Responsibility during the event:

1. Be a polite, welcoming, and friendly face and welcome people to the craft area
2. Manage your craft table and assist all families in completing the craft.
3. Make sure your table is stocked with the supplies needed to complete the craft
4. Engage the families at your table. Try to learn a few names
5. Encourage people to see all parts of the experience

Responsibility following the event:

1. Assist with clean up following the event.
2. Share feedback ideas on how to make the event better.

Cookie Host

Purpose:

This person will host one of our cookie tables. They will assist all children and families in decorating the perfect Ginger bread man. They will also be a welcoming presence and assist families who are moving between the stations of the event.

Duties:

Responsibility before the event:

1. Read or watch training materials offered.
2. Attend a 1 hour training where they will be instructed on how to interact with guests and how to complete the provided craft. You will also be trained on how to instruct others.

Responsibility during the event:

1. Be a polite, welcoming, and friendly face and welcome people to the cookie area
2. Manage the cookie table and assist all families in decorating the perfect cookie.
3. Make sure your table is stocked with the supplies needed to decorate cookies.
4. Engage the families at your table. Try to learn a few names.

Responsibility following the event:

1. Assist with clean up following the event.
2. Share feedback ideas on how to make the event better.

Barista

Purpose:

This person will provide hot drinks to order at our coffee station. They will keep the coffee and coco flowing and replenished during the event. They also will assist with prep before and clean up after the event. They will also be a welcoming presence and greeter for people who are receiving refreshments.

Duties:

Responsibility before the event:

1. Read or watch training materials offered.
2. Attend a 1 hour training where they will be instructed on their duties for the event. You will also be trained on how to instruct others.

Responsibility during the event:

1. Be a polite, welcoming, and friendly face.
2. Manage the coffee bar and serve as many people as possible.
3. Make sure the coffee area is prepped and stocked to provide drinks at all times.
4. Engage the families that you're serving. Try to learn a few names.
5. Encourage people to see all parts of the experience

Responsibility following the event:

1. Assist with clean up following the event.
2. Share feedback ideas on how to make the event better.

Santa's Helpers

Purpose:

This person is in charge of the Pictures with Santa Station. They will oversee the picture process and help families to smoothly transition from the line to the Santa's lap for the picture and then in to the craft room. They will also manage the Santa's Helper Assistant, Santa's Line Guides, and Santa's Workshop tour guide.

Duties:

Requirements before the event

1. Read or watch training materials offered.
2. Attend a 1 hour training where they will learn how to coordinate with Santa, the photographer and other volunteers.

Requirements during the event

1. Greet everyone who comes to have their picture taken. Smile, be friendly, and answer any questions guests may have
2. Keep the station moving smoothly, help transition families in and out of Santa's Greeting Area.
3. Assist the photographer whenever needed
4. Make sure Santa limits his time to 2-3 minutes per family
5. They get **1 picture per family**, not per child.
6. Make sure Santa and Mrs. Clause are happy and comfortable
7. Direct people to the coffee bar and craft room when they finish pictures with Santa
8. Inform people they can come back in 20 min to pick up there picture.

Requirements after the event

1. Assist with clean up following the event.
2. Share feedback ideas on how to make the event better

Registration Volunteer

Purpose:

This person is there to greet and assist guests as they check in for the event. They will be a critical part of the event because they collect the needed follow up information for each of our guests.

Duties:

Responsibility before the event:

1. Read or watch training materials offered.
2. Attend a 1 hour training where they will be instructed on how to greet guests and assist people in filling out check in forms.

Responsibility during the event:

1. Be a polite, welcoming, and friendly face because they will be one of the first people to say "Hello!"
2. Assist guests in filling out registration form for the event.
3. Point them in the door to enter the event.

Responsibility following the event:

1. Make sure the Registration Lead receives all forms and registration paper work at the end of the event.
2. Assist with clean up following the event.
3. Share feedback ideas on how to make the event better.