

INFO BOOTH

INSTRUCTIONS & PROCEDURES

Your primary job is to greet and direct people and generally be a resource for shoppers, vendors and volunteers. Answers to most questions can be found in the Info Booth binder. It includes a general information sheet, lists of vendors and locations, and performance schedules.

Please wear a **nametag & an apron**.

If **you need help**, the paid receptionist (9 am to 5 pm) can answer most building and PNA-related questions. Event-related questions can be directed to the building supervisor or event coordinator; contact them by radio or cell phone (a list of cell phone numbers is included in the info book).

Most volunteers will check in here to confirm their assignment. Please have them check themselves off on the volunteer list, write a name tag & direct them to their post. There is a copy of their job descriptions in the Volunteer Coordinator Binder, each Building Supervisor binder and at each station. The volunteer binder also includes lists by name and by shift. If someone needs an extra copy of their job description, you may copy one for them (press 14 and OK to activate the copier). If you have volunteer questions, use the radios to ask for help.

Bake Sale Donations

Volunteers who bring donations for the bake sale should record their name & item on the clipboard. This helps us to keep track of how many items we ended up with & allows us to be able to thank them post-event. The donor (or another volunteer) can take it up to the bake sale. The Bake Sale Supervisor will be able to take care of it from there.

Bake sales are located upstairs and in the Community Hall kitchen in the Brick Building.

Shoppers may want help locating a particular vendor. You can look them up in the craft booth guide in the binder (by business name) or in the vendor list organized by last name to find out their room number. The craft booth guide is also posted by each entrance and is available in the Guide.

Giving Tree

Gifts delivered during the weekend should be logged as received in the green Giving Tree binder (in the info booth area) and put gifts on or near marked desk in the back office.

Additional tags are near the door of the front office. Please put them on the tree if it seems bare and you have a moment.

More on back...

Info Booth Instructions, continued

Craftspeople may ask for nametags. This is fine. On Sunday the vendors may also come asking for their **presentation pages**. These are filed alphabetically. Some vendors will be dropping off **lunch orders** on Saturday morning (with a check attached). See separate instructions for processing these.

There is a **comment book** on the counter for anyone who is interested.

Winter quarter class schedules are available in the Review.

PNA membership - The staff receptionist address Membership questions.

Phones: People may use the public phone on the counter to make local calls (free).

Receiving Lunch Orders at Information Booth

Vendors can order lunch on Saturday for either or both days. **Forms are due by 10AM** on Saturday, and should be completely filled out, including:

- contact info (vendor and/or business name)
- room number (not vendor or stall number!)
- lunch request (be sure they are clear about what they want each day).

Make sure the vendor has paid the correct amount (cash in exact amount or check made out to the PNA) before you let them get away. Put orders and cash in envelope, you can make change out of envelope if necessary or ask Jessie Hammer. Another volunteer will process the lunch orders.

Sandwiches will be delivered to vendors between noon and 1pm.

When your shift is over, please be sure your replacement arrives before you leave. Take a moment to orient the new worker to the job. Contact anyone with a radio if your replacement does not arrive in a timely manner.

**THANK YOU VERY MUCH FOR HELPING.
YOUR SUPPORT OF THE PNA IS MUCH APPRECIATED!!!**

