

Park Hill HOME TOUR & STREET FAIR

Ticket Seller Volunteers

Brief overview of your role:

As a ticket seller you will sell tickets to visitors as well as check tickets for entry.

Schedule overview:

Saturday	3:30 PM – 4:00 PM	Meet & Greet
	4:00 PM - 6:00 PM	Preview Event
	6:00 PM - 8:00 PM	Appreciation Party
Sunday	11:00 AM - 5:00 PM	Park Hill Home Tour & Street Fair

Meet & Greet and Preview Event – Saturday 3:30 PM – 6:00 PM

- Ticket Sellers who are assigned to a featured home are requested to attend a meet & greet at your assigned home at 3:30 PM on Saturday. You will meet the homeowner and the home coordinator, learn the flow of the tour, and receive details and facts about the home. *We strongly request that you attend the meet & greet if at all possible.* Following the meet & greet, you are invited to preview the remaining tour homes from 4:00 PM – 6:00 PM. Your volunteer nametag is your pass to preview the homes.
- Ticket Sellers who are assigned to the Ticket & Info Booth at the Street Fair need not attend a meet & greet. Starting at 4:00 PM, simply begin your preview at any of the featured homes where you will receive your volunteer nametag as your pass to preview the homes.

Appreciation Party - Saturday 6:00 PM - 8:00 PM

- You are invited to our Appreciation Party on Saturday from 6:00 PM – 8:00 PM. Please note the party is for volunteers and sponsors only; no additional guests please. An invitation will be sent to you with additional details. The party is not mandatory, but recommended - it is a lot of fun!

Park Hill Home Tour & Street Fair – Sunday 11:00 AM – 5:00 PM:

- The Park Hill Home Tour & Street Fair takes place on Sunday from 11:00 AM – 5:00 PM. You have signed up to help as a **TICKET SELLER**. The times for this shift are **11:00 AM - 2:00 PM** and **2:00 PM - 5:00 PM**. Please refer to your sign-up confirmation or contact us to confirm your shift time and shift location. Note the Ticket & Info Booth at the Street Fair will be at Montview and Forest Parkway.
- Your volunteer nametag is your pass to tour the homes before or after your shift.

Greet Visitors

- Please greet all visitors. You are the first contact that the visitor will have at the home and can set the tone for their visit. Sometimes the lines can be long and visitors can be irritable.

Take Tickets

- You will be situated at a table and chairs. If the area becomes sunny, please feel free to move into the shade.
- Punch off your featured home on the ticket using the hole punch and return the ticket to the visitor.
- Give them a tour brochure if they do not have one. For groups, ask if they want to share a brochure.

Sell Tickets

- Prices and a sales tracking sheet will be provided to you.
- Cash and checks will be accepted at all featured homes. Please make sure the check has name, address, phone number and driver's license number.
- Credit cards will be accepted at the Ticket & Info Booth at the Street Fair. There will also be an ATM at the Street Fair.
- If someone presents an online purchase receipt (hard copy or on their mobile devices), mark it on the tracking sheet and provide them with a ticket.

Track Visitors

- Please keep a count of visitors using the provided click-counter and ticket sales tracking sheet.

Provide Shoe Covers

- Visitors may either wear shoe covers or socks. Bare feet are not allowed. Ask guests to keep their shoe covers for the duration of their tour. Once they have reached the last house, they should recycle them in the provided container. If visitors remove shoes and walk through with socks, please have them carry their shoes with them. The exit is typically not the same as the entrance.

And lastly, please:

- Have fun interacting with the visitors!
- Arrive on time
- Look to the Home Captain for direction and to answer questions
- Wear your name tag (provided at each house)
- Bring water
- Dress comfortably (especially your feet)

For any questions or concerns on the day of the home tour, please contact your Home Captain. For any questions prior to the day of, please see contact information below.

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