

Park Hill
HOME TOUR
& STREET FAIR

Home Captain Volunteers

Brief overview of your role:

The Home Captain is the lead volunteer for their shift. You will check in the other volunteers as they arrive and assign them to their places. You will check in with volunteers throughout the shift and assist where needed.

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

- Please attend the 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 where you should place volunteers, and receive details and facts about the home.
- We strongly request that our Home Captains attend the meet & greet, but if you are unable, please let us know as soon as 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.

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 **HOME CAPTAIN**. The times for this shift are **10:30 AM - 2:00 PM** and **1:30 PM - 5:00 PM**. Please refer to your sign-up confirmation or contact us to confirm your shift time.
- Your volunteer nametag is your pass to tour the homes before or after your shift.

Morning Shift 10:30 AM - 2:00 PM

Check-in:

- Your Home Coordinator will meet you at the home at the beginning of your shift.
- Walk through the house to review the traffic flow and volunteer placement.
- Ensure the ticket table is set up as well as chairs or a bench for guests to sit and put on their booties.
- Ask your Home Coordinator which restroom should be used for *volunteers only*.
- Greet volunteers as they arrive (11:00 AM) and check them off the list. Give them their name tag and show them their assigned position.
- If you have any no-show volunteers, do your best to distribute the volunteers you have. If you have any concerns or are missing too many volunteers, alert your Home Coordinator or contact the Volunteer Coordinator.
- Be sure to accommodate those volunteers who have special needs and let volunteers know they may trade places throughout the shift, if special needs allow.

Throughout the Shift:

- Monitor that traffic is flowing smoothly and volunteers are being attentive to their duties. Remember, volunteers may trade places.

End of Shift:

- Transition to the afternoon Home Captain by giving them any pertinent instructions and updates.

Afternoon Shift 1:30 PM - 5:00 PM

Transition to Afternoon Shift:

- The morning Home Captain will update you on any instructions or changes made.
- Greet volunteers as they arrive (2:00 PM) and check them off the list. Give them their name tag and show them their assigned position.
- If you have any no-show volunteers, do your best to distribute the volunteers you have. If you have any concerns or are missing too many volunteers, alert your Home Coordinator or contact the Volunteer Coordinator.
- Be sure to accommodate those volunteers who have special needs and let volunteers know they may trade places throughout the shift, if special needs allow.

Throughout the Shift:

- Monitor that traffic is flowing smoothly and volunteers are being attentive to their duties. Remember, volunteers may trade places.

End of Shift:

- Make sure everyone is out of the house by 5:00 PM. The line should be cut off/closed by 4:50 PM. Please inform anyone arriving after 4:50 PM that the homeowners will be taking the house back at exactly 5:00 PM and unfortunately we cannot allow any more visitors.
- Assist the Home Coordinator with taking down signs, ribbons, removing trash, and packing up the table and chairs.

Please ENSURE:

- First and foremost, that everyone has a GREAT TIME! Remember to smile and be friendly!
- The flow of visitors runs smoothly and follows the established pattern.
- Visitors only go to the parts of the house where the homeowners have granted access.
- The homeowners' privacy is respected
- No damage comes to the home.
- No theft occurs
- Interesting information about the home is passed on to visitors

Please advise visitors that they **CANNOT**:

- Take food or drink into the homes (water bottles, snacks, etc. can be left out front)
- Take photos
- Sit on furniture
- Use bathrooms in the home (portable toilets are available at the Street Fair)
- Open drawers, doors, refrigerators, closets, etc.
- Let children tour unattended or be unruly
- Wear shoes in the homes. Visitors may either wear shoe covers or socks. Shoe covers will be available at the ticket table. 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.

Please **DO**:

- Have fun interacting with the visitors!
- Arrive on time
- Wear your name tag (provided at each house)
- Move around in your area of the home to monitor what is happening
- Bring water
- Dress comfortably (especially your feet)

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

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