

Volunteer Role Description – Events Volunteer

2020 Festival of Trees: Tour Guide

Role Title:	Festival of Trees Tour Guide
Department:	Events
Responsible to:	Director of Programs, Allison Dush FOT Volunteer Supervisor, Holly Perry
Where (Location):	Elm Bank Garden, Wellesley, MA
Time commitment:	<p>Minimum: 2 hour induction and training 4x 3hr shifts</p> <p>Schedule: Wednesday- Sunday, 10am- 8pm Dates: November 28 to December 23, 2020</p>
Role description:	<p>The 2020 Festival of Trees will operate as a guided tour at Elm Bank Garden. The role of the tour guide is to lead a group of up to 22 guests through a series of 4 large rooms and an outside fire pit location on a strictly timed schedule. This is a critical role ensuring a positive guest experience, the smooth operation of the event and total separation of guest groups through accurate time keeping. Full training and support will be given for this role.</p>
Main tasks:	<p>Attend training (zoom and /or in person) to learn route, content and safety protocols</p> <p>Greet and converse with groups of up to 22 guests as a key part of their Festival of Trees experience</p> <p>Guide your designated group to rotate through rooms on a strict timed schedule as directed by central walkie-talkie system</p> <p>Remain with your designated group at all times</p> <p>Enforce timing, keep group together and monitor covid safety protocol observance for your designated group</p>
Required skills, qualities and experience	<p>Confidence in following and enforcing event rules for health and safety</p> <p>Cheerful and friendly disposition, comfortable interacting with guests and family groups of all ages, creating a special holiday experience for all.</p> <p>Complete reliability and dependability in fulfilling shifts as scheduled</p> <p>Willingness to undertake tasks exactly as requested to ensure tightly coordinated rotations of guest groups</p> <p>Comfortable interacting with 2 groups of 22 guests per shift, all following strict masking and social distancing protocols at all times.</p>
Training and support	The tour guide role is critical to the delivery of the 2020 Festival of Trees

available:	<p>as it ensures that we are able to keep guests entirely separated into groups, guaranteeing no large gatherings of guests and 100% traceability of attendee contacts.</p> <p>Tour guides will be supplied with full written protocols for each aspect of the role; a zoom meeting (various times available) and a route walk through prior to their first shift.</p> <p>Tour guides will also be invited to participate in a weekly team review for refresher training and additional support.</p> <p>At all times during Festival of Trees there will be a named supervisor available to address any concerns arising, and respond as needed. Tour guides will have walkie-talkie connection to staff throughout.</p>
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