



TICKET BOOTH INSTRUCTIONS

Thank you for volunteering to help with our Annual Willo Home Tour!

Below are your “job duties” and some questions you might get asked by one of the many visitors to our neighborhood! If you have questions, please contact Lisa Naccarato at (480) 271-1683 or Tom Doescher at (480) 695-3506.

Before Arriving:

- If possible, download these two apps. We'll give you a username and password when you arrive. Most of us will need to use the app to collect credit card payments or check-in people who purchased ahead of time online. We'll have WiFi available at the ticket booth.

APPS TO DOWNLOAD

1. **Square Point of Sale (POS)**
 2. **Eventbrite**
- If you aren't comfortable downloading an app, please **still come for your shift!** We will have other things for you to help with that don't require using a phone.
 - Please arrive at Walton Park (3rd Avenue & Monte Vista) 15 minutes before your shift.
 - Ask for Lisa or Tom, and we will assign your position and make sure you know what to do!

Your Duties:

- We will pair you with another Willo neighbor to have fun with during your shift! One person will accept payments or check people in on the apps. Another will provide guests with (1) a bracelet they'll need to get into the homes – it must be on their wrist, (2) a brochure.
- You will show them the map located in the middle of the brochure. The map shows them where the homes are on tour, where to find bathrooms and where they can get on and off the trolley.
- You are an ambassador of Willo! Be the friendly, welcoming person that you are and answer any questions our guests have. Many of our neighbors have volunteered at Home Tour in various capacities over the years – so if you get asked a question you don't know the answer to, it should be easy to find someone who knows how to help.

Leaving Your Shift:

- You're welcome to stay as long as you'd like and as long as you think you're being helpful! But when you are ready to leave, please see Lisa or Tom – we have a small gift for you!