Street of Dreams - Greeters Instructions

Arrival: 5:30pm
Team Leader escalates issues to: Jamie Jo Friederick (Guest Relations)

SETUP FAMILIARIZATION

- **Review table layout** and locations
- **Understand seating types:**
    - Special/Reserved Tables (specific assignments)
    - General Seating
- **Know check-in flow** to guide guests properly

PRIMARY RESPONSIBILITIES

Door Management (5:45pm onwards)

- **Guide guests** to correct check-in side:
    - **General guests:** Standard check-in stations
- **Main host:** Station at bottom of stairs directing traffic upstairs
- **Other hosts:** Greet guests at top of stairs

GUEST GUIDANCE PROCESS

At Top of Stairs

1. **Greet guests** warmly
2. **Check their paddle** for table assignment (written on back)
3. **For specific table assignments:**
    - Lead or direct guests to their named/reserved table
4. **For general seating:**
    - Guide to general seating area

    - Help them find available seats

GUEST RELATIONS

- **Answer basic questions** about:
    - Event timeline
    - Location of restrooms, bar, silent auction areas
    - Program highlights
- **Escalate to Jamie Jo** for:
    - Seating complaints
    - Special accommodation requests
    - Guest satisfaction issues

TRAFFIC FLOW MANAGEMENT

- **Keep guests moving** from check-in area
- **Prevent bottlenecks** at stairs and entrances
- **Coordinate with check-in team** if flow issues develop
- **Monitor general seating** capacity

QUICK REFERENCE

- **Table assignments:** Written on back of paddle
- **Guest issues:** Jamie Jo Friederick (Guest Relations)
- **Your role:** Smooth guest flow and positive first impression