

Open House Melbourne Volunteers Day on a Page

On your assigned day, you will be the main point of contact for all Open House visitors, it is your responsibility to ensure all visitors enjoy a friendly and welcoming experience and that you proactively assist all Open House visitors through ticket scanning and head counting, booked tour and queue management and providing up to date information where required.

Before/at the start of your shift:

- Arrive at your shift on time
- Ensure you are wearing your Open House Melbourne pink vest
- Start your shift in deputy to let your Precinct Manager know you have arrived
- Locate and introduce yourself to the Building Host/Collaborator and fellow Volunteers.

Ask the Building Host/Collaborator for a briefing, be sure to cover the following:

- Where is the Open House flag/a-frame or any other material for the building (if applicable)
- Where is the best location for the Open House signage
- What are the operations and logistics for the Building or Program?
 - Where is the best place to form a queue?
 - How many people are expected to attend?
 - How frequent are tours?
 - Are there any special requirements? (age, close shoes, etc.)
- What is the building's Emergency or Evacuation Plan?
 - Who are the wardens on site?
 - Where is the emergency assembly point?
- What are the amenities and where are they?
 - Where are the nearest bathrooms?
 - Is there somewhere nearby to get coffee or food?
- Are there any accessible entries or accessible routes for attendees?
 - This may include ramps, step free pathways, etc.

During your shift:

- Amongst your fellow volunteers, assign someone to manage the clicker (counting attendees)
- At the request of the Building Host/Collaborator:
 - Greet Open House Melbourne visitors and assist them throughout their Open House experience
 - Manage queues, assist with wayfinding, help with checking tickets
 - Inform visitors of nearby programs/buildings and provide relevant information when requested

Towards the end of your shift, another shift of Open House Volunteers may be starting. Be sure to introduce yourself and the Building Host/Collaborator and provide a short handover briefing. Be sure to cover all relevant information about the building operations and logistics, as well as any issues or other relevant information you have learnt throughout the day.

At the end of your shift:

- complete a brief 'Volunteer End of Shift Report'
- Assist with packing down signage if the day's program has concluded
- Let the Building Host/Collaborator know that you're finishing up
- Let your Precinct Manager or Assistant Precinct Manager know that you have concluded your shift and conducted a handover with the next shift of volunteers (if applicable)
- End your shift in deputy.
- Pat yourself on the back for a job well done and go see some buildings!