



ORIGINAL
Sewing & Quilt
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Ambassador Handbook

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Welcome and thank you!

Welcome to the Original Sewing & Quilt Expo team and thank you for becoming an Ambassador. We appreciate your participation and want your experience to be pleasant and rewarding.

As an Ambassador, you become part of Original Sewing & Quilt Expo in the eyes of the public. We want you to feel comfortable and confident as you help our guests enjoy the Expo.

This booklet will help familiarize you with Original Sewing & Quilt Expo. You'll find the information needed to answer questions and learn how to identify and help with more complicated situations or questions requiring the attention of a staff member.

If you have questions, do not hesitate to ask the Elite Ambassador or another staff member.

Do I need to read all of this booklet?

Please familiarize yourself with the General Information... then you will have a good understanding of the specific job you've volunteered to do. If you are a "float" or an Elite Ambassador, then yes, please **DO** read the entire booklet – your knowledge is invaluable to us! Otherwise, a general overview is helpful.

You may wish to bring your Handbook with you to the Expo as a reference. Your assistance is vital to the Expo. Well-informed, helpful Ambassadors allow everyone to enjoy the Expo more, and we could not do it without your help!

General Information

What should I wear?

Please wear comfortable walking shoes and dress in layers. The dress code is "business casual". Because temperatures vary, it is best to bring a sweater or light jacket.

How do I start my day?

Please arrive at the time listed on your schedule. Sign in and pick up your daily assignments and name badge at the Ambassador Desk. Review this handbook before you begin your day.

Where do I put my purse, etc.?

You may check your belongings (coat, backpack, shopping bags, etc.) at the Expo coat and bag check or at the Expo Information Desk or keep it with you.

"Lost & Found"

Lost & Found is located at the Expo Class Registration Desk. Please take found items there and advise people to go there to check for anything missing.

What do I do in an emergency?

DON'T PANIC. Medical emergencies are rare, but may happen in any large group. Your first duty is to leave the room and notify any member of the Expo Staff. If you feel you can be of more help staying in the room, ask a guest to locate a staff member. They can always be found at the Registration Desk or by radio located at the Ambassador Desk.

What do I do at the end of my work day?

If you would like to continue shopping after your shift has ended, use your badge to enter the Exhibit Hall. When you are ready to leave for the day, please turn in your name badge and sign out at the Ambassador Desk.

Super Prize Drawing

Each Ambassador receives a Super Prize Drawing Ticket when checking in to work each day you are scheduled. The time of the drawing is printed on the ticket. All tickets should be placed in the gold drum near the Super Prize Drawing table (see floor plan in the Expo Program once you arrive). Attendees must be present to win prizes on the display table but do NOT need to be present to win Value Packages of class tickets and general admission given away for next year.

"It's hot..." , "I'm freezing..." – Temperature

If the classroom or exhibit hall has become uncomfortably hot or cold, please notify a staff member. It is possible to regulate temperature, but temperature changes are not instant. "Too warm" and "too cold" mean different things to different people, too, so guests are advised to bring a sweater or jacket.

What about rolling totes?

Rolling tote bags are allowed in the classroom, but not inside the Exhibit Hall. Please advise those with totes they may check them at coat and bag check. Rolling totes are not allowed inside the Exhibit Hall for safety reasons, but guests may check their tote in and out throughout the day as needed.

Suggestions, Comments, Evaluations

We welcome all thoughts, ideas, and class evaluations. Survey forms may be found on the prize drum table or at Class Registration. Forms may be signed or submitted anonymously. All comments are read and considered. Please encourage attendees and students to be as specific as possible with their comments so we can put their ideas into action.



Ambassador Roles...

~ BREAK DOWN ASSISTANT ~

Assist the break-down team in repacking quilt displays, classroom supplies, and other materials to be shipped.

~ CLASSROOM ASSISTANT ~

When you are assigned to a classroom, it becomes "your" room. You may be the only constant as teachers and students rotate in and out. Please remember you are there to help the teacher and students. You will be able to listen in on the class but please do not expect a kit or handout from the teacher.

Arrive 30 minutes before class begins.

You'll want to be completely familiar with classroom policies and procedures and the language we use to communicate them to our students. The Elite Ambassador will help orient you.

Where can students get class tickets?

Class tickets can be ordered in advance or purchased at the Registration Desk at the Expo. **Bring-A-Friend** tickets or **Courtesy Vouchers** are *not* class tickets. They cannot be accepted at the classroom door, but they may be exchanged at the Registration Desk for an actual class ticket. **Bring-A-Friend** tickets are available with advance class registration and **Courtesy Vouchers** are given to bus groups.

Who needs a class ticket?

With the exception of you and the teacher (and the rare need for an interpreter), *everyone* entering the classroom must have a ticket. ***The ticket must be for the class being offered.*** Ticket exchanges are handled only at the Registration Desk.

When can students enter the classroom?

On some occasions, classroom doors will be closed until 5 minutes before class begins so the teacher can set up the room properly. You may be either helping the teacher or outside greeting students and visiting. If an instructor has not arrived 5 minutes before class is to start, please notify Expo staff.

Collecting class tickets

Please do not collect and/or scan tickets until students are ready to enter the classroom. *Ticket verification is one of the most important parts of your job.* **Carefully check** each ticket as you take it to be sure it is the **correct ticket** for the class. Failure to check tickets can cause disruption of the class and embarrassment to attendees. Please make every effort to avoid this in your room. Count all tickets after they have been collected. If the class ticket has a **Materials Fee** the teacher will want to keep those tickets otherwise give the tickets and ticket count to the Elite Ambassador when she comes to pick them up. Keep any tickets with notes on them at the top of the pile. If the Elite Ambassador does not come to pick up the tickets just turn them in to the Ambassador Desk when you are done.

Can children attend class?

Children age 8 and above with an interest in class topics are welcome to attend Expo classes as long as they have a ticket and an accompanying adult with their own ticket. Children age 7 or under are not allowed in the classroom. Refer the family in question to the registration desk.

If you have an adult student accompanied by a child who does not have a ticket, please send both to the Registration Desk to get the child a ticket. It is the responsibility of Expo staff at the Registration Desk to determine the age of the child and/or discuss the age policy with the student.

Late students

Please sit near the door of the classroom to collect late tickets. Accept the ticket with a smile and ask the student to quickly take a seat so as not to disturb the teacher or other students.

What do I do after class?

Help as the teacher asks to gather classroom supplies and prepare for the next class. Please ask any lingering students to clear the room about *10 minutes after class has ended*. Even if a student has their next class in the same room, they should leave the classroom between class sessions. Assure that the room is empty when you start to collect tickets for the next session to make your job easier and more accurate.

To help clear your classroom, you may say: *"Ladies (or ladies and gentlemen), we need to let (teacher's name) clean up now. And we need to clear the room now, thank you."*

If the teacher will remain in the room for the next session, say: *"Ladies (or ladies and gentlemen), we need to let (teacher's name) prepare and gather her/his thoughts for the next class. Please clear the room now, thank you."*

You and the outgoing and incoming teachers need adequate time to clean up and prepare for the next session. Each teacher is to have 15 minutes to clear a room and 15 minutes to set a room up which equals 30 minutes between sessions. Clearing students from a room is an important part of this process.

Cell phones in class

For the enjoyment of everyone, we ask that all cell phones be **turned off** during class. Sitting near the back of the room while on "vibrate" is an option for someone expecting an important call, so they may exit class prior to answering the call.

Can students tape record a class?

This is entirely up to the teacher. Ask her/him directly if she/he has any objection. Teachers are not to be pressured to allow tape recording, and students must respect their decisions.

Priority Seating

Please accommodate hearing or sight impaired students. If the Elite Ambassador indicates priority seating for a guest in your classroom, please reserve seats at the front of the room for the guest and anyone who may be assisting them. When the guest arrives, please escort them to their seat.

Wheelchairs, walkers or scooters

Please welcome all students with wheelchairs, walkers or scooters and allow them to choose their seats. *It is important that aisles are not blocked by these items.* You may remove a chair or two from the rows to allow students to remain in the wheelchair or scooter, or you may move the walker, wheelchair or scooter to another spot once your student is seated. Remember to return the wheelchair/walker/scooter to them at the end of class.

~ CLASSROOM ORGANIZER ~

Sewing studios need to be refreshed after each class, removing threads or fabric scraps from tables and paper bags, straightening cutting and ironing stations, and tidying the general appearance of the room.

~ ELITE AMBASSADOR ~

Elite Ambassadors take the lead directing the Ambassador Team and support Expo staff by keeping classrooms and administrative areas running smoothly. They check in and out volunteers, collect, scan and record classroom tickets, and distribute supplies to classrooms as needed. Elite Ambassadors assist and support teachers, Ambassadors, and guests to assure a quality experience for all. Elite Ambassadors work one, two, or three full days from 8:00 AM to 6:00 PM and remain at the Ambassador desk near the classroom area throughout the day. Breaks are planned for mid-morning, lunch, and afternoon.

Check-In

Please greet Ambassadors and give them their daily Ambassador packet. Then check off their name in the daily log and ask them to sign their name on the check-in sheet.

Check-Out

Ambassadors should turn in their name badge at the end of their day, even if they will be working another day. Log their check-out, and have them sign their name. If they would like to continue shopping after their shift, they may turn in their badge when the Exhibit Hall closes and they leave for the day.

~ FASHION SHOW ASSISTANT ~

Assist in organizing garments for Fashion Show, hanging clothing on garment racks as they come off stage. Help keep the show moving quickly and smoothly. It's fast, hectic, and fun!

~ FLOATER ~

Floater help wherever needed – you may fill in for another Ambassador who could not come or help with an especially busy activity at the Expo. The Elite Ambassador will let you know your assignment when you check in.

~ GREETER ~

The Greeter at the Exhibit Hall Entry Door is the gatekeeper to the Expo. Your primary responsibility is to make sure everyone entering the Exhibit Hall has the correct name badge (Staff, Exhibitor, Instructor, or Ambassador) or the correct wristband.

The wristband color will change each day. Check which color is current before you begin. Bus groups often have a special wristband color, so be sure to ask about that, too.

~ INFORMATION DESK ~

At the Info Desk, Original Sewing & Quilt Expo staff will always be close at hand. You will help direct guests around the venue and the Expo. Please be sure you know everything you can about the Expo and the building, including all the items in this booklet. You will be asked about nearly everything, so be prepared.

Ask the Elite Ambassador or Expo staff member for confirmation if you are unsure of anything. It is important to give guests accurate information, so take the time to verify the answer if needed.

Expo Shopping Bags

Guests who have pre-registered for a Value Package will have a ticket to exchange for an Expo Shopping Bag. This is included with their Value Package. If there are questions, refer them to an Expo staff member.

Bags can also be purchased at the Expo. Check with an Expo staff member for pricing.

Coat and Bag Check

The cost is typical, and coats and bags may be retrieved and rechecked throughout the day. Coat & Bag check is closed in the evening. Coats and bags should be claimed immediately upon the Expo closing time.

General Admission Tickets

Daily admission tickets from pre-registered attendees need to be scanned before they can be exchanged for wristbands and prize drawing tickets. They can be scanned at the door to the Exhibit Hall, at General Admission, or at the Registration Desk.

Complimentary General Admission Tickets must be filled out completely to be exchanged for a wristband.

~ LOBBY HOST ~

The Lobby Host welcomes guests in the main lobby, helps

direct them to the entrance, Super Prize Drawing drum, classrooms, restrooms, and other locations in the venue. The Lobby Host distributes programs and provides guests with a friendly point of contact as they arrive at the Expo.

~ SET-UP DAY ASSISTANT ~

Upon arrival, please locate an Expo staff member for check in. You will be assisting the Expo staff in setting up classrooms and/or hanging garments or quilts. You may wish to wear jeans for set-up day – it is more casual. There is a lot of walking when setting up the Expo – comfortable shoes are important.

~ TICKET SCANNER ~

You will scan General Admission tickets, put wristbands on guests' wrists, and hand out prize drawing tickets and Expo Programs.

Complimentary General Admission tickets *must be filled out completely on the back of the ticket* in order to be exchanged for a wristband.

Be prepared to have answers for the many frequently asked questions about the building or the Expo. Learn the location of the Expo Stage, classrooms, restrooms, elevators, escalators, and concessions. The Expo Program will have most of the information you need.

Rolling totes are not allowed inside the Exhibit Hall or on escalators for safety reasons. There are signs posted reminding guests, but you may also have to politely remind them to check roller bags at Coat and Bag Check and to use elevators instead of escalators when taking roller bags to/from class. For special circumstances, send guests to the Class Registration Desk.

Elite Ambassadors and Expo staff can answer additional questions.

~ WHITE GLOVE AMBASSADOR ~

The White Glove Ambassador assists attendees viewing displays in Expo Display Galleries and politely monitors activity there. It is important to protect all of the beautiful displays at the Expo.

White Gloves

We will provide you with a pair of white gloves to wear if you need to touch the displays. You may provide a look at a quilt back or a close up of a display, if a guest requests. Please ask guests not to touch displays.

Location of Displays

Pick up a copy of the Expo Program before you begin your shift. It will have a complete list of displays, a description of each, and a map showing the location of the Display Galleries. Familiarize yourself with each individual display. Sometimes there are multiple locations for Display Galleries.

Photography Policy

Photographing displays is permitted unless otherwise indicated. If a "Please, No Photography" sign is posted, please kindly ask guests who may want to take pictures not to do so. Be aware of cell phone cameras, too. Let guests know they may take pictures of displays that are not restricted.

"No Touch" Policy

Touching displays is not permitted, except for your white glove. Please kindly remind guests if needed. There will be signs posted near displays to let them know.

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