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Sewing & Quilt  
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## **Ambassador Handbook**

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. We want you to feel comfortable and confident as you help attendees enjoy the Expo.

If you have questions, feel free to ask the Elite Ambassador or another staff member.

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.

### **General Information**

#### **What should I wear?**

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

#### **How do I start my day?**

Arrive at the time listed on your schedule (please do not arrive any earlier than 8am on days the Expo is open. Sign in and pick up your daily assignments and name badge at the Ambassador Desk.

#### **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 keep it with you.

#### **Lost & Found**

Lost & Found is located at the Expo 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, however 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, your badge is your ticket into 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 attendees 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**. 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 the Registration Desk. Forms may be signed or submitted anonymously. All comments are read and considered. Please encourage attendees to be as specific as possible with their comments so we can put their ideas into action.

# Ambassador Roles

## **~ 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.

### **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?**

Except for 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**

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.** Please do not collect and/or scan tickets until students are ready to enter the classroom. 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. 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 aged 8 and above with an interest in class topics are welcome to attend Expo classes if they have a ticket and can handle themselves in the classroom. If an accompanying adult is needed with a child, they must also purchase 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 that is accompanied by a child who does not have a ticket, please send both to the Registration Desk to get the child a ticket (providing they are over the age of 7).

**Late students**

Please sit near the door of the classroom to collect late tickets. Have the student quickly take a seat so as not to disturb the teacher or other students.

**What do I do after class?**

Help the teacher to gather classroom supplies and prepare for the next class. 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.

**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 record a class?**

This is entirely up to the teacher. Ask the teacher before class if she/he allows recording of class instruction.

**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 student and anyone who may be assisting them. When the student 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.

## ~ 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, and record classroom tickets, and distribute supplies to classrooms as needed. Elite Ambassadors assist and support teachers, Ambassadors, and attendees to assure a quality experience for all. Elite Ambassadors work one, two, or three full days from 8:00 AM to 5:00 PM and remain at the Ambassador desk near the classroom area throughout the day. Breaks are planned for mid-morning, lunch and afternoon.

### *Check Ambassadors In and Out*

Please greet Ambassadors and give them their name badge, schedule if they need it, tell them where they are to go. On the daily sign-in sheet have them sign in next to their name. At the end of their day, they are to sign out and return their name badge even if returning another day.

## ~ STUDIO SPRUCER ~

Sewing studios need to be refreshed after each class. You will accompany a staff member and remove threads or fabric scraps from tables and paper bags, straighten the cutting and ironing stations, and tidy the general appearance of the room.

## ~ 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. You will also put wristbands. **Complimentary General Admission tickets must be filled out completely on the back** of the ticket to be exchanged for a wristband.

The wristband color will change each day. Check which color is current before you begin. Bus groups often have a special wristband color.

**Rolling totes are not allowed inside the Exhibit Hall.** For special circumstances, send guests to the Registration or Ambassador Desk for a special pass.

## ~ INFORMATION DESK ~

You will help direct guests around the Expo. Please familiarize yourself with the “Expo Guide”. It contains a map of the Expo, listing of vendors, stage presentations as well as quilt displays. Ask the Elite Ambassador or Expo staff member for additional questions.

Not all Expos have a Coat and Bag Check, if there is one there is a nominal fee. The items may be retrieved and rechecked throughout the day. Coats and bags must be claimed immediately upon the Expo closing time.

### **~ 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.

### **~ SET-UP DAY ASSISTANT ~**

Upon arrival, please locate any Expo staff member for check in. You will be assisting staff members to hang garments or quilts and/or other duties as necessary. Please wear clothing you don't mind getting dirty and wear comfortable shoes.

### **~BREAK DOWN ASSISTANT~**

The Breakdown Assistant helps with folding, and packing the quilts, taking down signage, and other duties as necessary. Please wear comfortable shoes and clothing that you don't mind getting dirty.

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### **Ambassador Coordinators:**

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