



## Master Gardener Volunteers

# Special Events Shift Captain Responsibilities

Shift Captains are volunteers designated one per shift for our major special events (Realtors' Home & Garden Show and State Fair.) They serve as the lead volunteer on their shifts. This system has helped immensely to keep things running smoothly throughout the length of the event. Listed below are some of the main duties of Shift Captains. If you have any questions or suggestions for improvement, please do not hesitate to let us know. THANK YOU.

MGV Valorie Sangsland & MGV Heide Burns, Special Events Committee Co-Chairs

1. Attend the orientation session for the booth. THIS IS VERY IMPORTANT! If you cannot attend, please designate someone from your shift to attend. Then, contact them before the shift to obtain the information. There is only one orientation session for the Realtors' Home & Garden Show on Thursday, March 20, 2025, at 1:00 p.m. at our booth #1234 located across from the west entrance of the Expo Hall next to Garden #3 (Badgerland Lawn & Landscaping) in the Garden Promenade. For orientation, parking is free in the Exhibitor Parking lot, accessed through Gate 1 at 79<sup>th</sup> and Greenfield. Then walk in the loading dock entrance on the east side of the building.
2. Contact all volunteers on your shift at least one day before your scheduled work shift. Remind them of the time (first shift: 9:45 a.m. arrival for set-up, 3:45 p.m. on Wed.-Thurs.), date, location, parking, entrance/admission, what to bring, etc. We have very limited storage in the booth for coats/boots; please use the coat check. If you are working first shift, you must enter the show through the loading dock on the east side of the building, using your Exhibitor Pass; please remind your teammates of this when you call them. First shift volunteers will not be allowed to enter through the north or west entrances with an Exhibitor Pass. Volunteers on all shifts other than the first shift each day will pick up their entry pass at Will Call and will not receive a mailing from Special Events. Those volunteers will get their information from the website, **SEWMG.org**.
3. Ask volunteers on your shift to contact you immediately if they cannot attend at the last minute. Encourage them to switch with someone else on a different shift if possible, so ticket exchange is not necessary (applies to first shift only) OR ask them to find their own replacement MGV. If this is not possible, you or they can contact Heide to find a substitute.
4. At the beginning of your shift:
  - a. Get a verbal report from the previous shift captain, if possible.
  - b. Assign volunteer duties:
    - i. Make certain all SEWMG volunteers in the booth wear a blue apron to present a unified professional appearance, even if they wear other clothing items with our logo.
    - ii. Check the booth for appearance and tidiness. Dispose of trash, straighten signage, sweep, dust, etc. as needed. Reorganize free seeds if they have been left messy.
    - iii. Check and water live plants in the booth to keep them healthy. Do not overwater.
    - iv. Check brochure rack and restock. Samples of all handouts that should be in supply at the event will be in the Literature Master binder.

- v. Assign positions in booth – someone to greet visitors passing by; someone to look up answers to unknown questions; some to count all visitors (100% count). Switch out tasks every hour so each MGVS has opportunity to interact with the public.
  - c. Find the "Shift Captain Report" (clipboard).
  - d. Check-off the volunteers who reported for duty and note those that did not on the volunteer schedule.
  - e. Read the report from the previous shift captain.
5. During the shift, you are the lead volunteer:
- a. You can assign duties.
  - b. Volunteers should advise you when they need to leave the booth. This should only be for bathroom breaks and only one at a time. They should not leave to see the show or get a snack or beverage. They should plan to do that either before or after their shift. We need all volunteers in the booth as much as possible.
  - c. Volunteers should be talking to visitors and not in deep conversation with each other or on their phones for personal reasons; if so, visitors will be reluctant to ask questions. Remind MGVSs not to do this. Phones are great for looking up information that we don't have available for visitors or to take and share photos for social media encouraging folks to visit us at the Home & Garden Show!
  - d. Volunteers on the shift should bring issues of concern to the shift captain to handle. If you are unable to resolve the issue, contact Valorie for help.
6. Conduct visitor counts continuously during each hour using the counter clicker. Record these counts and any comments about the volume in your shift report or on the Visitor Count Tally form on the clipboard, if provided.
7. At the end of your shift:
- a. Write any notes on the "Shift Captain Report" located on the clipboard. Move your report to the bottom of the pile so the next shift's blank report is on top.
  - b. Report verbally to the shift captain of the next shift. Last shift of the day should call the next day's shift captain to relay any important messages.
  - c. If working last shift of the day, make certain to empty any trash from the booth into one of the many show waste receptacles and turn off the lights on the pop-up display.
8. IMPORTANT – Restock supplies of brochures and handouts as needed. Additional copies are alphabetically organized and stored in bins under the cabana bar.
- a. Valorie will have some extra literature at her home should we run short. If you are out of a specific handout, text Valorie at 414-791-2082 with the name of the handout in low supply and note that you have done so on the Shift Captain Report, so others know it has already been done.
  - b. Encourage people to snap a photo of the handout if we are getting low. People may prefer to take a photo instead of a paper copy, so please offer this option. You can also have them take a photo of the site where they can find the handout.

9. **Contact information:**

Valorie Sangsland	Phone: 414-791-2082	Email: <a href="mailto:VJSLAND@GMAIL.COM">VJSLAND@GMAIL.COM</a>
Heide Burns	Phone: 630-334-1876	Email: <a href="mailto:HBURNS0110@GMAIL.COM">HBURNS0110@GMAIL.COM</a>

# 2025 Realtor's Home and Garden Show

March 21 – March 30, 2025

## Shift Captain Report

Day \_\_\_\_\_ Date \_\_\_\_\_ Shift Time \_\_\_\_\_

Name of Shift Captain: \_\_\_\_\_

Names of MGV's working the shift:

Your comments on number of volunteers for this shift:

Notes on brochures and quantities:

What was the visitor response on the booth arrangement?

The subject this year is **Container Gardening**. Did it attract the attention of visitors?

Points of interest:

General Comments:

Number of visitors counted during shift: \_\_\_\_\_

Signature of Shift Captain: \_\_\_\_\_