

# SEWMG

## 2023 State Fair Shift Captain Responsibilities

Shift Captains are volunteers designated one per shift for our major special events AND serve as the lead volunteer on their shifts.

### Shift Captains

- 1) Attend one of the two orientation sessions for the event. They will be on Tuesday, August 1 at 6:30 p.m. and Wednesday, August 2 at 10:00 a.m. at our garden in Exploratory Park (just northwest of the Exposition Center building).
- 2) Contact all volunteers on your shift before the day you are scheduled to work. Remind them of the date and time, location, parking, entrance/admission, what to bring, etc. Answer any questions they might have.

Ask them to contact you if they cannot attend at the last minute. Encourage them to switch with someone else on a different shift if possible or to find their own replacement MG. If this is not possible, you or they can contact Dawn Scherr at [scherrd@hotmail.com](mailto:scherrd@hotmail.com) to try to find a substitute from the waiting list.

- 3) At the beginning of your shift:
  - a. Get a verbal report from the previous shift captain if possible.
  - b. Assign volunteer duties:
    - i. Check the area for appearance and tidiness. Dispose of trash; straighten signage, sweep, rake, etc. as needed.
    - ii. Check plants for water and grooming.
    - iii. Check brochure displays and restock. Samples of all handouts that should be in supply at the event will be in a binder. Know where handouts are stored so you can restock as needed.
    - iv. Assign positions in the area. Someone could greet visitors passing by. Someone can be by the compost bin, and one person can be in the shed to answer questions and provide requested handouts. There should always be one person at the shed. There may also be other places to assign people.
  - c. Find the "Instruction" binder and clipboard.
    - i. On the Volunteer Schedule, check-off the volunteers who have reported for duty and note those that did not.
    - ii. Read the report from the previous shift captain unless you already talked with them.
- 4) During the shift, you are the lead volunteer:
  - a. You can assign and reassign duties as needed.
  - 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 Fair or to go eat. They should plan to do that either before or after their shift. We need all volunteers in the area as much as possible.
  - c. Volunteers should be engaging with visitors. If they are deep in conversation with each other, the visitors will be reluctant to ask questions.
  - d. Volunteers on the shift should bring problems or concerns to you (the shift captain) to handle.

## Shift Captain Responsibilities (*continued*)

- 5) Assign a volunteer to do a visitor count for each hour using the counter clicker. We want a count for the full hour, every hour. If you are unsure if you have counted someone, count them again. Record these counts plus any comments about the weather on the Visitor Count tally form on the clipboard. (Weather often affects number of visitors.)
- 6) Aprons – Encourage your volunteers to wear the aprons that are stored in the shed. It assists with easy recognition and provides a pocket to hold “gardening resource cards” to show or hand out when talking with our visitors.
- 7) Handout supply:
  - a. Check supplies of displayed brochures and handouts throughout your shift. Restock from plastic bins as needed.
  - b. There will be no restocking of handouts. What we have for the full fair is in the bins.
  - c. **If the last copy of a brochure is given out**, direct your volunteers to show the “master” copy to a visitor (they can take a photo with their phone) or direct them to contact the Milwaukee County Horticulture Helpline to request answers to their specific gardening questions. **Do not give out the “master” copy** that is in the binder. Make a note in the shift captain report, and relay this information to the next shift captain so they are aware that the handout for that topic is depleted.
  - d. Remind your volunteers to spend a few additional minutes sharing information from the “Gardening Resource Card” if a specific handout is no longer available. That way they will know how to get additional questions answered after they return home from the State Fair.
  - e. If we run out of Gardening Resource Cards, encourage visitors to take a photo of our large Resource Card sign on the A Frame.
- 8) At the end of your shift:
  - a. Write notes in the Shift Captain Report found in the "Instruction" book or on the clipboard.
  - b. Report verbally to the shift captain of the next shift. Last shift should call the next day's shift captain when they get home *if there is anything urgent to relay*.
  - c. Unplug the electricity and lock the shed with the padlock before leaving.
- 9) For true emergencies (injury, fire, etc.) – **after all necessary steps have been taken to contact Fair Park Emergency personnel**, notify Valorie Sangsland at 414-791-2082 or Dawn Scherr at 262-370-5768.
- 10) Attend the event follow-up meeting if possible. This is the time to plan for next year and improve things because of our experiences this year.

**Thank you for volunteering as a shift captain!**