

Gallery of Hope



Area	Important Info
Volunteer Requirements	<ul style="list-style-type: none"> • Volunteers must be 16 years or older to volunteer.
Volunteer Responsibilities	<ul style="list-style-type: none"> • Greet all staff, families, volunteers, and visitors as they enter the Gallery of Hope • Encourage all who enter to sign the guest book • Use a reference book to answer questions about Give Kids The World and the Village • If desired, escort families around the Gallery • Assist with additional Volunteer Services needs, as necessary
Starting Your Shift	<ul style="list-style-type: none"> • Place the “open” sign in front of the Gallery. • The control panel behind the front desk controls all of the monitors in the Gallery. • Press the “Start of Day” button to turn on the lights. • Press “Family Mode” to turn on the monitors.
Greeting Volunteers	<ul style="list-style-type: none"> • Warmly welcome all volunteers into the Gallery Of Hope. Ask them how their day is going, what theme parks they have visited, how is their volunteer shift, etc.
“Family Mode”	<ul style="list-style-type: none"> • “Family Mode” is the general mode for the Gallery. It plays our GKTW video on loop in the main room, across from Henri’s statue. It brings up the “Hall of Heroes” monitors in the back room, which displays the Village’s corporate sponsorship.
“Corporate Mode”	<ul style="list-style-type: none"> • “Corporate Mode” was designed to show specific corporations how their company’s donations are affecting the Village. These groups are typically escorted into the Gallery by a GKTW staff member. • If one of them asks for their presentation, press “Corporate Mode.” Then, locate the appropriate company and push their button to begin the presentation. • After the presentation, return to “Family Mode.”
“Presentation Mode”	<ul style="list-style-type: none"> • “Presentation Mode” is used for when we have PowerPoint presentations in the side room – the one with the Castle model. This mode allows us to use the PowerPoint screen. • If a staff member asks you to go into “Presentation Mode,” press “Presentation Mode.” The monitors will all go black, but you will still hear the audio. Press the red “mute” button to turn off the audio. • If you are still there after the presentation is finished, return to “Family Mode.”

Ending Your Shift	<ul style="list-style-type: none"> • Bring the “open” sign in from the front of the Gallery of Hope. Place in the front lobby. • Press “End of Day” to turn off the lights and monitors. The lights will automatically shut off in three minutes. • Lock the front doors by pulling the left door closed and turning the lock to the right twice, until it clicks. • Exit the Gallery using either of the two side doors.
Phone/Emergency #’s/Contact Entertainment	<ul style="list-style-type: none"> • Dial 9-911 for an emergency. The Manager On Duty is alerted and will come over to assist the volunteer. • Other questions? Contact Volunteer Services at x4290.

Thank you for Volunteering!