

Front Desk



Area	Important Info
Volunteer Requirements	<ul style="list-style-type: none"> • Volunteers must be at least 18 years old with a valid driver's license. Training is required before picking up a shift. More than one training session is usually required. Volunteers are subject to the Front Desk dress code policy.
Family Requirements	<ul style="list-style-type: none"> • Guests must be 16 yrs. or older to be unaccompanied by parents. If the children are 15 and younger, children need to have parent/guardian with them at all times.
Responsibility of Front Desk Angel	<ul style="list-style-type: none"> • Greet all visitors who enter the House of Hearts • Answer the phones and respond to requests • Answer and respond to radio requests • Interact with staff members, families, and other volunteers • Provide family check in's and check out's • Must be comfortable driving a golf cart • If desired, present a family orientation • Assemble generic information packets for families • Maintain the cleanliness of the House of Hearts • Make reservations for theme parks, tuck-ins, and other events
Session One Agenda	<ul style="list-style-type: none"> • Dress Code • Parking • Schedule • 911 Calls • Fire/Emergency Procedures • First Aid • Golf Cart Safety and Usage
Session Two Agenda	<ul style="list-style-type: none"> • Telephone Etiquette and Usage • Radio Etiquette and Usage • Family Etiquette
Session Three Agenda	<ul style="list-style-type: none"> • Guest Arrival Package • Check In Procedure • Villa Tour
Session Four Agenda	<ul style="list-style-type: none"> • Shuttle Families • Hotel Families • Birthdays
Session Five Agenda	<ul style="list-style-type: none"> • Complimentary Tickets • Village Idol • Tuck In's
Session Six Agenda	<ul style="list-style-type: none"> • Orientation Package

Session Six Agenda (cont.)	<ul style="list-style-type: none"> • Star Program • Magic Pillow Program • Orientation presentation • Complimentary items available at GS
Session Seven Agenda	<ul style="list-style-type: none"> • Departure Package • IAAPA Program • Check Out Procedure
Session Eight Agenda	<ul style="list-style-type: none"> • Media Center Overview
Additional Projects Agenda	<ul style="list-style-type: none"> • Make generic packets (arrival, orientation, departure) • Straighten movie area and/or merchandise area • Clean/straighten the lobby • View activities taking place in the Village (character pictures, parties, etc.)
Phone/Emergency #'s	<ul style="list-style-type: none"> • Dial 9-911 for an emergency from the main phone, located next to the controls. The Manager On Duty is alerted and will come over to assist. • First Aid Kit is located behind the front desk.
Family Interaction Tips	<p>Do's of Affection:</p> <ul style="list-style-type: none"> • Patting children on the head, back or shoulder • Side hugs • Fist bumps and high fives • Sitting close • Holding hands while walking (young children) • Verbal praise or recognition

Thank you for Volunteering!