

DAY MANGER AND HOST GUIDELINES

DESIGNER SHOWCASE 2016

HIDDEN HARBOR

MARCH 11, 12 AND 13, 2016

Dear SWFSS Friend,

This year's Designer Showcase features four (4) luxury homes at Hidden Harbor located at 17270 Hidden Estates Circle, Fort Myers, FL. To get to Hidden Harbor take U.S. 41 South. Immediately after the traffic light at the intersection of U.S. 41 South and Alico Road, take a right-hand turn when you see the Sandy Parrot Restaurant. Follow the road past the front of the Sandy Parrot Restaurant to the entrance to Hidden Harbor. Continue through the gate as there is no guard on duty.

The houses will be open for tours from 11AM to 4PM on the above dates. Each style house has been assigned a name which is posted on a sign outside the respective house. We are asking you to arrive at Hidden Harbor no later than 10:30AM.

PARKING OPTIONS: After you enter the gate, turn left and drive a very short distance to the parking area which is on your left. The empty lot to be used for parking is located directly across from the "Sanibel" house. Please park your vehicle in that lot. This lot will also be the parking area for all guests touring the houses.

DAY MANAGER : PLEASE CALL HOSTS PRIOR TO THE SCHEDULED DAY TO CONFIRM ATTENDANCE.

You should meet the hosts at the front of the "Sanibel" house. There will be a reception desk/table at the front of the "Sanibel" house to greet our guests and collect money. Please remember to assign a house, to discuss areas that need coverage, and work out schedules with the hostess as to break times, times to eat lunch, etc.

GENERAL INFORMATION: We are issuing tickets this year to each of our guests. We will have the people at the admissions table date stamp each ticket. The reason for the issuance of tickets is because the Sandy Parrot will be advertising on the radio the weekend of the event (they are considered a sponsor and their name will appear on the ticket.) Their advertisement will state if people stop by the restaurant after the house tour and show their ticket stub, they will get a free appetizer. We also will issue a paper bracelet to each guest so it will be easy to identify that they have paid their admissions fee. People may start at the first house without paying at the "Sanibel" house. You need to be aware of the bracelet worn by each of our guests. If someone is not wearing a bracelet you should ask them to sign in at the "Sanibel" house. Cost of admissions is \$20 to tour the house. You can pay for your admission at the door on the day you work as a hostess.

- Suggested attire is dressy casual. COMFORTABLE SHOES are recommended. We ask you to refrain from wearing heavy fragrances due to allergies of some guests.

- Please wear your Symphony Society name badge. Non-Symphony Society members who have graciously committed to serve, will receive a blank nametag to fill out with their name. We will determine the location of these name tags and will inform you on the day you are working. Please have these non-Society volunteers return the name tags at the end of the day for use the next day.
- There will be no BREAK ROOM. You can take a break and sit for a period of time in the house where you are assigned or tour the other three houses. One of the bathrooms in each house will be designated to be used by our volunteers. Make sure you lock the door when using the bathroom. Please bring your lunch and beverage. You can store your food and beverage in the refrigerator in the house. You can eat your lunch on the lanai of the home in which you will be working. Please remember to clean up the area after you finish your lunch/break.
- Please bring your cell phone and keep it on your person should you need to contact each other.
- There will be a Day Manager “information box” in one of the homes. A copy of these instructions, emergency numbers, incident reports, a first aid kit and other pertinent information will be located there.
- Some cleaning supplies will be left in the house. Please be sure the unit is in good order at end of day. Trash must be put in the garage in the respective house.
- In the event of a problem in the house (e.g. burned out light) call the event chair. In the event of an injury, be sure to fill out an incident report form, have the injured person and Day Manager sign it. Call the event chair as well. If there is a medical emergency, call 911.

Duties of Hosts:

- Please wear your Symphony Society name tag.
- Greet our guests with a pleasant and welcoming smile. Provide a friendly environment in which our guests feel welcome and comfortable.
- Be sure to thank our guests for their support of the SWFL Symphony.
- For guests’ questions regarding the unit, direct visitors to the sales literature displayed there or to the sales representatives on site.
- Please report any problem or incident to your Day Manager.
- Please report your volunteer hours on the Volunteer sheets provided online. If one is needed, please contact the member responsible for Volunteer Records.
- Please remember to bring your cell phone, lunch, wear dressy casual attire and comfortable shoes and enjoy yourself.

Thank you for volunteering your time and effort toward the success of our 2016 Designer Showcase to support the Southwest Florida Symphony.