

## **VRC Staff Tasks – Greeters**

(Station #1 Registration)

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance. **Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.**

- **If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a registration form. When the form is completed, direct them to the next available interviewer at Station #2.**
- **If they are media personnel, direct them to the Public Information Officer.**
- If they are disaster survivors needing assistance, refer them to the appropriate relief organization and, if appropriate, the FEMA registration process.
- If they are bringing cleaning supplies, nonperishable food, etc., to donate, refer them to an agency that is accepting donated goods.

If there is a long wait, some volunteers may not understand the reason and may become impatient. **Please thank everyone for volunteering**, briefly explain the process and ask everyone to be patient or, if they prefer, to come back later.

### **Items needed:**

- ID badges
- Sign (Station #1 Registration)
- Table or clipboards and chairs for volunteers to use for filling out their forms
- Supply of “Volunteer Instructions” handouts
- Supply of Disaster Volunteer Registration Forms
- Pens
- Flag or hat to summon runners