



# Georgia Festival of Trees 2023 Guest Services Volunteer Training

## SWELL

Swell is our very active web-based chat platform. We need our guests to receive a quick response to their questions/concerns. Follow these guidelines when working with Swell:

- Using a laptop at the guest services table, access the Swell platform (username and password will be provided on-site)
- Answer questions to the best of your ability. Seek help from the guest services leader or a member of the executive team for questions you can't answer on your own.
- A list of Frequently Asked Questions will be available at the Guest Services desk.
- Festival tickets are NON-REFUNDABLE – this is well documented on all ticket purchases. We work to find other solutions for guests who ask for a refund, such as transferring tickets to a friend or family member.
- The Festival does not control the parking lots in or around the GWCC Please refer to the FAQ sheet for additional parking in the area. Refer guests to alternative parking lots if they are having difficulty finding parking or are upset by the cost of parking.
- Keep in mind – Excellent customer satisfaction is a priority; seek to provide a positive solution in every situation

## Guest Services/Office Telephone Support

The Georgia Festival of Trees office telephone line is very busy during festival operating hours. This phone must be answered, and the many important calls attended to. When answering the phone, please observe the following:

- Answer the phone professionally, “Georgia Festival of Trees, this is <your name> ”
- If the call is for a specific person who is not available to accept the call, take a detailed message and place the written message in the recipient’s designated message box.
- Check voicemail messages regularly to ensure important calls are not missed. Return calls that pertain to guest services and deliver messages to other recipients.





# GUEST SERVICES

## Email Monitoring

Two email boxes require monitoring during festival operating hours. Access to these email accounts will be through the Festival-supplied laptops at the guest services desk

- [info@gafestivaloftrees.org](mailto:info@gafestivaloftrees.org) & [volunteers@gafestivaloftrees.org](mailto:volunteers@gafestivaloftrees.org)

Important messages that cannot be easily managed will need to be reported to the executive team promptly. If an executive team member is not available in the office area, please use a radio to call for assistance.

To answer general questions, refer to the Frequently Asked Questions document in the Guest Services area.

## Guest Mobility Support

The Georgia World Congress Center is a large building, and it is a long walk to Building A from the Red Parking Deck. To help our guests who struggle with the long walk, we are positioning wheelchairs in the main lobby. Mobility volunteers will assist guests in transporting them to the ticketing area.

- Mobility volunteers will be stationed in the main lobby and near the ticketing area, allowing for easy retrieval of wheelchairs.
- There will need to be a minimum of one volunteer always located in the main lobby to monitor and account for the wheelchairs during our hours of operation.
- These guest mobility assistance wheelchairs are ONLY for transport from the Red Parking Deck to Ticketing. They are not to be used within the Festival hall.
- If a guest has a family member or friend who can transport them, this is highly encouraged. A mobility volunteer will need to return the wheelchair to the lobby once they have arrived at ticketing.

## General Guest Service Interactions

There will be times when volunteers interact with guests in person during the festival. Occasionally, frustration and anger may be present. Please observe the following:

- The goal is to resolve the issue promptly and positively.
- There are retail gift certificates available to guest service volunteers to help diffuse difficult situations and provide a positive outcome for guests who have experienced frustration or difficulties while at the event. These gift certificates must be approved by the Guest Services Chair or Shift Lead before being given to the guest. It is helpful to escort the guest to the gift shop and ensure the gift shop staff is aware of their presence and that they will use a Festival gift certificate.



# GUEST SERVICES

- Although we cannot provide refunds for ticket purchases, we can find other ways to satisfy the needs of guests who have experienced frustration.
- Need help? Contact the guest services chair shift lead, or any member of the executive team.