

# Georgia Festival of Trees 2023 Photos w/Santa Volunteer Training

Join the Santa Photo team for an exhilarating and dynamic work environment. Make memories as families meet Santa and capture unforgettable moments. Plus, enjoy the ultimate perk of spending the day with the jolly man himself. It's an experience filled with joy and excitement!

## Greeter/Appointment Checker

- **Appointments:**
  - Many families will book their photo experience ahead of time through our ticket portal. The scheduled is accessed on a tablet and will update automatically if new appointments are made.
  - Verify their appointment time, email address, and phone number to ensure we can easily contact them. This is the most important step!
  - Notify Shift Supervisor that the family has arrived.
- **No Appointment:**
  - If a family does not have an appointment, provide them with the appointment instruction card w/QR code and have them purchase their Santa Photo Experience online.
  - There will also be signs with the QR code in the Santa Photo area to assist guests with their appointments.

## Sleigh Loader

- Assist children and parents, if participating, into the sleigh. Remind them to watch their step and assist them as needed to avoid any mishaps or falls.
- After photos are taken, help the family descend the stairs as well. Offer a helping hand as there is no handrail available.

## Picture Taker

- You do not need to be a photographer to do this job!
- We will have the photo experience and the photo shoot equipment set up by a professional photographer. There will be markings on the floor to ensure the tripod and lights remain in the correct position, and a secondary position for a wider group shot will also be marked.
- Pictures are taken using a remote control. After shooting a picture, check the view screen to see the quality of the shot. Shoot a minimum of 10 shots to ensure there is a good selection available to the family. Include several posed and some candid, if possible.





- Use provided rattles, toys, and other distractors to help keep children's eyes on the camera, but remember that capturing the memory, even if it's not perfect, is still appreciated and valued by the family.
- If there is a guest who is in a wheelchair or otherwise unable to get in the sleigh, Santa will come down and have photos taken with them. Adjust the camera to the marked spaces for this shot.
- If there is a guest who is in a wheelchair or otherwise unable to get in the sleigh, Santa will come down and have photos taken with them. Please handle these situations with positivity and care to ensure they have the best experience.

### **Photo Management**

Two volunteers will work together to ensure photos are received and uploaded correctly and then sent to our guests. This is not a difficult task, but it requires some computer savvy. We will train you on the job!

### **Volunteer #1**

- Photos are received directly from the camera through a Bluetooth connection.
- Pull photos from the download folder and cull them to select at least 5-6 great photos.
- Upload them to the family folder in the Dropbox Family Photo folder following this pattern: For the Smith Family getting photos on Nov 18th at 9:16, the folder would be called 11-18 Smith 916

### **Volunteer #2**

- In the Photo Gallery site, create a folder for the family using the same name as the Dropbox folder (11-18 Smith 916)
- Upload the photos from the Dropbox folder. Ensure all photos are successfully loaded
- Be sure to enter the family email address correctly. Check and recheck it!
- Send the Pass Gallery link via email to the family's email address.