

## **FLOWER FESTIVAL: DECK THE HALLS** Stewarding Notes

- Pick up a programme and familiarise yourself with the titles, chapel layout and route through the exhibits. Fire exits are marked.
- Smile, engage with the public and be very welcoming!
- Tactfully ask visitors not to touch or get too close to the exhibits.
- <u>If overcrowding occurs</u> tactfully encourage visitors to move on they can return to that area (via the one-way system) when less crowded. Inform one of the committee (red sash) if this becomes a problem.
- Encourage visitors to donate near the post-box (no 4) as they leave.
  Information on how to do this is on the back of the programme:
  - Put cash, cheques and gift aid envelopes in the post-box.
  - $\circ~$  Donate via credit/debit card at the desk near the post-box.
  - Scan the QR code on the programme to donate via JustGiving.
- If stewarding in the foyer:
  - Hand out programmes, children's quiz and auction forms.
  - Tell visitors donations should be made on leaving.
  - Direct visitors upstairs by the stairs near the post-box (no.4).
  - Direct visitors coming down the stairs (near the Snowman and Rudolph) into the main chapel.
- Advise visitors to take care walking up/down steps to the raised dais to view exhibits 23a-e, and upstairs near exhibits 5a, 5d, 9 and 10.
- Toilets are in the school building opposite the chapel.
- Refreshments available in the college café. Turn left as you exit.
- For any queries or emergency speak to committee (red sash).
- Report injury/illness to the Donations desk near exhibit 30.









