

## **2010 BIG E SUPERVISOR DUTIES**

Division of Travel & Tourism Development and the Granite State Ambassadors work collaboratively to manage all aspects of running the NH Booth in the NH Building at The Big E each year.

We have developed a “Team” approach with Event and Booth Managers, Booth Supervisors, and a host of talented volunteer travel counselors to help run and staff the booth. Below is a list of Supervisor Duties:

### **Supervisor Duties**

- Work closely with Booth Managers to ensure all details of the event are working smoothly while you are on duty.
- Supervise volunteers during event no longer than 10 consecutive days (unless previously approved)
- Received daily volunteer schedule from manager
- Welcome volunteer to booth and complete the volunteer hours form (time in/out)
- Complete on-site volunteer orientation check list at each shift with volunteers for each 1<sup>st</sup> shift they staff the booth.
- Collect signed “Volunteer Service Agreement” and file accordingly
- Ensure volunteers and all booth staff wears the approved aprons and name tags.
- Ensure all volunteers receive appropriate breaks as needed
- Support volunteers as they answer guest questions
- Support Booth Manager/Backroom Czar if needed. Remember, volunteers are NOT to stock literature. Only the Backroom Czar should stocking... or soliciting support.
- Communicate literature re-order needs with manager on duty
- Work through “in-booth” situations/problems (i.e. volunteer issues and questions)
- Vacuum and keep booth and backroom tidy & orderly.
- Ensure all food, cell phone, and booth activity rules are followed so the guest experience is free from distractions.
- Make volunteering at the Big E a fun and enjoyable experience for all!
- Create a Celebrity Volunteer display for each shift soliciting from volunteers on duty or volunteers who specifically sign up to be “Celebrity Volunteers”
- Responsible for submission of “Volunteer of the Day” to the manager (then on to the Big E staff)
- Help new volunteers assimilate and seasoned volunteers appreciate change
- Support management team
- Take breaks as needed, inform and coordinate with manager and ensure all volunteers are ok before leaving.
- Be an agent of DTTD and their programs by helping to support volunteers as they answer guest questions
- Be an agent of the state, supporting all departments and divisions within state government
- Attend and participate in post-event debriefing to help better the experience of the Big E for guests, volunteers, the NH Tourism Industry and DTTD