

# Mad River Valley Rotary Club

## Procedures for Volunteering at the Visitors Center of the Mad River Valley Chamber of Commerce

Version 3

**Location:** The Visitors Center and Chamber Offices are located on Rt. 100 in Waitsfield in the General Wait House, 4061 Main Street (Route 100) across from the Valley Medical Building. This building is shared with the Mad River Path, the Historical Society, and others.

**Building Entry:** Entry is on the right hand side, through an old blue door in the portion of the building which connects the front main building to the rear “barn.” This door is always unlocked. Please do not broadcast that this is always unlocked. Upon entering the building you will be in an entry lobby with stairs going downstairs on your left and an elevator in front.

**Rest Rooms:** The rest rooms are on the right hand side of the lobby. They are unlocked.

**Put out the *Open Flag*:** The red/white/blue Open flag is furled up, to the right of the window, standing behind the easel in the front left corner of the lobby. Please hang this off the main sign alongside Route 100.

**Visitors Center and Chamber Offices:** The Visitors Center and Chamber Offices are through the locked door on the left hand side of the lobby. The key is on the basement level. Go down the basement steps and reach up to find the key sitting on the brown metal box (that contains the mechanism for the door swing) centered above the doorway just outside the basement doorway.

This is the only key to the office, for both volunteers and regular staff. Please make sure you return it to its basement storage position when you leave so that others can get into the office!

**Entering the Visitors Center/Chamber Offices:** The Visitors Center/Chamber share space with the Mad River Valley Historical Society: Historical Society space to the left, Chamber Office space immediately to the right behind a very large bi-fold door that hides a counter.

- Turn on the lights to the Historical Society space using the light switch on the wall to your left, within the wainscoting just behind the hanging tapestry.
- Pull/Push open the bi-fold door
- Turn on the light to the Chamber office, located on the wall immediately to the right just over the office counter.
- Walk thru the Historical Society space to the front of the building, into the “dining room.”
- If necessary, turn up the heat to the building by pressing the up arrow on the white thermostat located to the right of the kitchen door. Set the temperature to 69.
- Then enter the kitchen, and exit into the Chamber Offices via the right hand door in the kitchen.

(over)

## Your Duties

- You may sit at the desk just behind the service counter until guests arrive
- When guests arrive, go to the service counter and answer their questions to the best of your knowledge.
- The Chamber has an orange plastic binder labeled “Volunteer File.” Inside are blank pages entitled *Mad River Valley Chamber of Commerce – Visitors Log*. Enter today’s date in the space at the top and log the visitors and their questions. The purpose of this sheet is to help the Chamber better staff and answer their “customers” needs.  
A copy of these Procedures is kept in this binder, along with a list of Valley eateries.
- There are a pile of Discovery Maps (the semi-cartoon maps of the Valley) immediately under the counter. Pull one of them out and use them to help direct the guests. Give the map to the guest.
- The most common questions are:
  - Where are the Covered Bridges? You can circle them on the Discovery Map. There are three:
    - a. Bridge Street
    - b. North Road
    - c. Downtown Warren
  - Where can we eat? See the list of restaurants, or use your personal knowledge.
- All materials in the lobby or on the counter and below the counter are free for guests except:
  - The large Mad Path Map, which is clearly labeled \$5. Put the \$5 in the envelope provided under the counter.
  - The green hard cover book about Waitsfield (\$25) offered on the stand in the Historical Society main room. A few copies are located on the bottom shelf below the counter.
- Be friendly, wear a smile, and help your guests as best you can.
- Wi-Fi: Use the **MRV Free Wifi** access point, service provided by the phone company. Select that network and provide any email address to sign in. You will also see a Chamber wi-fi access point, but that is secured. Use the free one instead.

## Closing The Office ( Very Important! )

- Turn off the lights
- Turn the heat back down to 57
- Shut the bi-fold door to hide the Chamber Office.
- Bring in the Open flag, refurl and store behind the easel in the entry lobby
- **Lock the Chamber office door !!!!!!!**
- **Return the key to its over-the-door storage space in the cellar.**  
If another volunteer is taking over for you, be sure to hand them the key so that know where it is.
- I’ll say it again: Don’t forget to bring in the flag

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Thank you for volunteering.

October, 2016