

UCR Commencement Guide

Team 4: Guest Relations

Below you will find the expectations and procedures for volunteers assigned to the **Guest Relations Team (Team 4)** throughout commencement weekend. Please familiarize yourself with the following and let your **Team Coordinator** know if you have any questions or concerns.

Team Coordinator: Each ceremony will have an assigned Guest Relations Coordinator and Assistant Coordinator who will coordinate the team and assign specific responsibilities. If you have questions throughout the ceremony, please direct them to your Team Coordinator.

Mission: Serve as greeter and provide ceremony programs to guests at entrances (if applicable), staff simulcast locations, provide info and directions, monitor the audience and provide general assistance, monitor the simulcast rooms, assist with water distribution area, and staff the balloon/sign check-in tent

Pierce Lawn Ceremonies Volunteer Check-in Location: HUB 191

SRC Ceremonies Check-in Volunteer Location: SRC North, Conference Room

Pierce Lawn Ceremonies Parking: Lot 19 (Arm gate will be open) or Lot 1

SRC Ceremonies Parking: Lot 23

Arrival Time: **Coordinator** arrives 2 hours and 30 minutes before ceremony start time and **Rest of Team** arrive 2 hours and 15 minutes before ceremony

Dismissal Time: Approximately 15 to 30 minutes after ceremony has concluded

TEAM POSITIONS	RESPONSIBILITIES
Guest Relations Coordinator:	Manage the Guest Relations Team; assign positions and tasks; address guests' needs
Guest Relations Assistant Coordinator:	Assist with managing the Guest Relations Team
Guest Relations Team	Greet and welcome guests as they enter onto campus; hand out ceremony programs at entrance (if applicable); assist guests in finding venue and open seats; respond to Team Coordinator as needed; monitor the simulcast room; oversee water distribution area; staff the balloon/sign check-in tent

TEAM DUTIES

ALL OF TEAM 4:

- Be warm, welcoming, courteous and helpful to guests
- Answer all questions, direct guests to restrooms, provide directions, etc.
- Inform First Aid if someone needs assistance

GENERAL INFORMATION

TICKETS: All guests need a ticket to gain entrance into the Commencement venue. Children 2 and under do not need a ticket but will need to remain on a parent's lap for the duration of the ceremony. If a guest arrives without a ticket, please direct them to the Ticket Information Booth outside of the venue. Any unclaimed tickets will be distributed 15 minutes prior to the ceremony start time.

BALLOONS/SIGNS: Balloons and signs of any size are not permitted inside the Commencement venue. All guests with these items will need to check them in to the balloon/sign check-in tent by the entrance to the venue.

INDOOR SIMULCAST (PIERCE LAWN ONLY): A live video feed of the Commencement ceremony will be broadcast in Watkins 1000 and UNLH 1000. These are no-ticket venues that are indoors and climate-controlled. These options are meant for guests who are sensitive to heat and sun and the elderly.

DISABLED SHUTTLE SERVICE: Shuttle service is available at specified lots for guests who are disabled. Only the guest in need and one attendant may ride the shuttle.

WHEELCHAIR AND SCOOTER PARKING: Wheelchair cutouts are located inside the venue and are marked with disabled signs. Individuals who have their own wheelchair or scooter may utilize these spaces. Stroller cutouts may be used for wheelchairs if all disabled cutouts are occupied. If there is no availability, the Guest Relations Coordinator will contact the Volunteer Coordinator who will have chairs removed to create a cutout.

WALKERS and CANES: Guests who use walkers or canes may sit in any seat, provided their walker or cane can be stowed without blocking an aisle. Guests with walkers may use a seat beside a disabled cutout if one is available and they can leave their walker in the cutout.

STROLLER PARKING: Strollers may be brought into the Commencement venue, but may not be parked on the main walkways, aisles, or cutouts reserved for wheelchairs.

Guests may park their strollers in the following areas:

- Stroller parking area on the grass by Pierce Hall.
- Any unmarked cutout located within the seating area. Cutouts designated for disabled seating are for wheelchairs and scooters only.
- On the grass behind the last row of chairs in the guest seating area.
- Ticket Information Booth outside of the venue.

GUEST RELATIONS TEAM AT BALLOON/SIGN CHECK-IN TENT

- Guest Relations staff at the Balloon/Sign Check-in Tent will check-in any balloons or signs and return them to guests at the end of the ceremony
- If you are staffing the balloon/sign check-in before the ceremony, take the balloons or signs, attach a ticket to the item with tape, and give the other matching ticket that says, "Keep This Ticket" to the guest; Take the item and tape to the table (balloons) or place on table (signs) in order and as close as possible.
 - **It is important that you tell each guest to not lose their ticket.** If they lose their ticket, they will have to wait until after every item has been returned after the ceremony.
- If you are staffing the balloon/sign tent after the ceremony, two volunteers will stand at the front of the tent and take the guests' tickets, call out the number on the ticket, and the rest of the volunteers will staff the items and look for the numbers being called out. If you are in the front assisting the guest and calling out the number, once you have the item, compare the two tickets to make sure they match, take off the ticket from the item, and hand it to the guest.
- DO NOT check in any items that are not balloons or signs

GUEST RELATIONS TEAM IN VENUE

- **The Guest Relations Team** will be posted in visible areas inside the Commencement venue and will be responsible for greeting and welcoming guests as they enter and passing out the ceremony program (if applicable).
- Be prepared to provide directions and general information on the ceremony.
- You will have a general information sheet, a map of the Commencement area (including first aid, restrooms, food service, etc.) and a map of the student seating area so that you can assist guests with the location of where their graduate may be seated during the ceremony.
- Before the ceremony, go to the venue and help Facilities Services place water bottles under the Graduates' seats if needed.
- Once the ceremony starts, remain in assigned area to assist late arrivals.
- Stagger breaks and notify Team Coordinator when you are on break.
- After the ceremony, proceed to your station to direct guests and provide assistance. Advise **CSC** regarding any guest who needs wheelchair transportation.
- **ALL** guest relations team members will **NEED** to assist with dismissal of graduates and participating faculty procession.
- Once dismissed by the **Team Coordinator**, return to Volunteer Check-In to check-out with **Volunteer Coordinator** and return all equipment.

GUEST RELATIONS AT SHUTTLE STOP & SIMLUCAST (PIERCE LAWN ONLY)

- **Guest Relations** will be responsible for meeting the mobility assistance shuttle at the shuttle stop, welcoming the guests to UCR's Commencement, providing directions and information, and escorting elderly and/or disabled guests who need assistance into the venue.
- Guests who are getting off the cart may need to have a seat and wait a few minutes for the rest of their party who are walking to arrive.
- Keep open communication with **CSC staff** to advise them of guests who need assistance in wheelchairs to venue.
- If a guest arrives who has a hearing impairment and needs to be seated close to the ASL interpreter, they may be seated in the Reserved Seating section with one of their family members if space permits. Please contact the **Reserved Seating staff** member who will advise whether seating is available.
- Once the ceremony has begun, remain at shuttle drop off location to assist late arriving guests.
- Stagger breaks and notify Team Coordinator when you are on break.
- Have someone report to Simulcast to give **Simulcast monitor** a break
- After the ceremony, proceed inside the venue to locate those that need wheelchair assistance and then contact CSC to direct these guests back to shuttle.
- Once dismissed by the **Team Coordinator**, return to Volunteer Check-in to check-out with **Volunteer Coordinator** and return all equipment.

SIMULCAST MONITOR

- Welcome and provide information to guests who arrive to watch the simulcast
- Monitor the room during the ceremony simulcast to ensure an enjoyable viewing experience for all:
 - Guests should not talk excessively during the ceremony
 - Children should not be allowed to run around the room and be disruptive
 - Check in with guests who have come to the simulcast because they are not feeling well (too hot, too much sun). If requested, or if you feel it is necessary, contact First Aid or the Volunteer Coordinator to contact First Aid.
 - Contact Multimedia Services if simulcast feed is not playing

- Stagger breaks and notify Team Coordinator when you are on break.
- After the ceremony, direct guests as needed (to the restrooms, disabled shuttle pick up area, parking lots, etc.)
- Check-in with **Team Coordinator** and assist as needed.
- Once dismissed by the **Team Coordinator**, return to Volunteer Check-In to check-out with **Volunteer Coordinator** and return all equipment.

GUEST RELATIONS AT WATER STATION

- One team member is to monitor water station at all times and retrieve more cups if needed.

TEAM EXPECTATIONS AND ADDITIONAL NOTES

ATTENDANCE AND PUNCTUALITY:

- Please arrive on time and plan to stay until the end of the ceremony unless you have been notified otherwise.
- If you are going to be late or something has come up and you will be unable to volunteer, please notify the **Volunteer Coordinator** as soon as possible at (951) 827-3144.

ATTIRE:

- Business casual (no shorts, jeans or flip flops)
- Wear comfortable shoes
- Dress comfortably for hot, sunny weather
- Sunscreen, sunglasses and hats are recommended

ATTITUDE:

- Keep in mind that this is a big day for our students and their families

ADDITIONAL NOTES:

- Snacks and water will be provided. Stay hydrated!
- Coffee Bean and Tea Leaf, Subway, The Habit, and the Campus Store will be open

Team 4: Detailed Chronology

Parking for Pierce Lawn Ceremonies: Lot 19 or Lot 1

Parking for SRC Ceremonies: Lot 23

Check-in Location for Pierce Lawn Ceremonies: HUB 191

Check-in Location for SRC Ceremonies: SRC North, Conference Room

TIME	ASSIGNMENT
2.5 HRS PRIOR TO CEREMONY	Team Coordinator check in at Volunteer Check-In to pick up ID badges and radios to hand out to assigned team members
2 HRS 15 MINS PRIOR TO CEREMONY	All Team 4 check-in at Volunteer Check-In to pick up equipment, receive instructions and assignment from Team Coordinator
1.5 HRS PRIOR TO CEREMONY	Must be ready and in assigned position. Help guests that need assistance as directed by Team Coordinator .
CEREMONY START TIME	Ceremony begins. Remain in place to assist guests as needed.
DURING CEREMONY	Stagger breaks and notify Team Coordinator when you are on break.
AFTER NAME READING CONCLUDES	All Team members should be in place and prepared to assist guests as the ceremony concludes.
CEREMONY END	Ceremony concludes; All team members will help control dismissal area
15-30 MINS AFTER CEREMONY ENDS	Team members check-out with Team Coordinator and then Volunteer Coordinator and are dismissed