

Greeting Coordinator:

The coordinator is in essence the manager of the greeting process. She will be in attendance at the office so that you can change prior to and after greeting the ship. She is normally out on the dock with the greeters, however on some occasions other duties may prevent her being available 100 per cent of the time on the dock.

The greeting coordinator is responsible for ensuring that the greeters are appropriately attired, have been supplied with pins, maps and have up to date information on events, transportation, venues. Some of this information may be communicated by e-mail, verbally or by written memo posted in the office, primarily beside the sign in book.

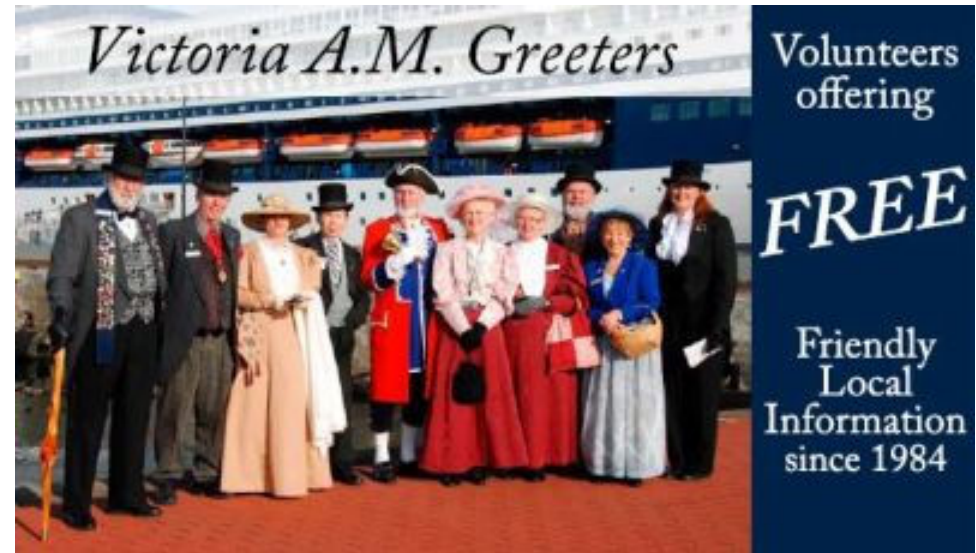
Should a ship be arriving early or late, the coordinator will attempt to contact you if you have signed the book to attend that ship.

The coordinator is available to assist you with information. Should there be a security or safety issue at the dock she will provide specific instructions that we expect all greeters to comply with.

The coordinator also looks after all record keeping, ie. Attendance at ships, keeps the clothing repaired. If you should notice clothing that needs attention please let her know.

We want this to be a fun and good experience for all of our wonderful volunteers.

Please keep your coordinator informed of any address, e-mail or phone number changes so that we are able to contact you.



Greeter Hand Book



Victoria A.M. Association

PO Box 1442
189 Dallas Road

Victoria BC

V8W 2X2

Phone: 250-381-1611 Fax: 250-381-1602

Email: victoriaam@shaw.ca Web: victoriaam.com

About Victoria AM Association

Victoria AM is a non profit society dedicated to promoting Victoria as a holiday and convention destination.

Greeters are volunteers who enjoy meeting people and promoting our city and its attractions. Greeters who volunteer for Victoria AM meet all cruise ships as they dock at Ogden Point or in the Inner Harbour. You will need to be familiar with the city, its destinations, attractions etc.

Greeters are to be dressed in period costume; Victorian/Edwardian era; and provide information give out maps and lapel pins. In addition Victoria AM sponsors or volunteers in many activities that take place in our city and from time to time greeters may also volunteer to participate in these activities dressed in their costumes.

What the Greeter Role Entails

Wearing Period Costume, Victorian or Edwardian Style for both Men and Woman.

Being able to provide information about the city, tours, venues, and give directions on getting to where passengers and crew need to go.

Hand out maps and pins.

It should be noted that this job does involve a certain degree of physical activity.

ie. Standing, walking, and being outdoors in various weather conditions.

Greeters also need to be aware that ships do not always arrive or depart on time, mostly due to weather and tide conditions or medical emergencies at sea. If you arrive and find there is a long wait and you are unable to stay you should not feel obligated to remain, just let the coordinator know that you are leaving.

Security

A criminal check record done through your local police department is required. The coordinator will provide you with the appropriate information and tools to have this done free of charge. This report must be filed in your file and the coordinator is responsible to provide dock management with this information. When you proceed to greet the ship we call this (ship side) in behind the security gate you must carry your drivers license or legal photo I.D. and you will be required to show id to the security personnel at the gate. If you do not have this expect to be turned away. A new procedure has been implemented and greeters will notice lines painted on the pavement ship-side. All greeters are required to stay behind or within those lines. This is a Transport Canada requirement and must be complied with. Failure to do so will result in the greeter not being able to proceed in the gate to the ship.

When you return from ship-side you must go through the customs and immigration area, you may be required again to show your identity and if you are carrying any items these can be searched, ie your purse, or a bag, etc. This is for everyone's safety and we must comply with all requests. If in doubt ask the coordinator to assist you.

When you are ships side on the pier you must promptly obey all instructions given by all dock personnel including, ships agents, long shore, security and your coordinator. Failure to do so could eliminate you from going out to the greet at the inner pier.



Dress Code

Expectations for greeters:

Upon being accepted as a volunteer for this job consult with the coordinator on clothing, she will help you find a costume or give advise on what you may bring to wear.

Sign up for the ships you anticipate greeting. Failure to sign up in the book means that you may arrive late or early as ships are not always on time and the coordinator cannot notify you of changes if you are not on her list and it is simply a matter of erasing an entry if you cannot attend. Please have the courtesy to let the coordinator know if you are not coming and have signed the book. When you arrive to greet the ship please check your name off. It is important that the coordinator knows who has checked in so that if any emergency arises she can account for everyone in attendance.

Arrive at least 30 to 45 minutes prior to the ships ETA if you need to change. This also provides sufficient time for the coordinator to update or brief you on any changes that may have been made to ships schedules, venue closures, price changes etc...

It is mandatory that you are respectful to all passengers and people working at the dock in all capacities. It is expected that you will greet the passengers with a smile and enthusiastic approach to all questions asked and provide as much information as you can to make their time here an enjoyable experience. If you do not know the information ask the coordinator or a fellow greeter, avoid incorrect information.

It is expected that you will dress according to the information given, failure to do so may result in the coordinator having to ask you to adjust your outfit or wear one provided for you.

The coordinator may give you an instruction or ask you to attend a ship at another pier. . Some of these instructions may be given for your safety or for security reasons and to allow for efficient and effective greeting to take place at multiple piers.

Note that there are costumes for both men and women available at the Victoria AM office. The men do wear their own trousers. Some of the greeters make and wear their own costumes and hats. Provided these meet the criteria of the fashion era we wish to portray this is acceptable. If in any doubt consult with the greeting coordinator.

Gentlemen:

Shirt: White Dress, or Tuxedo style

Pants: Your own Black or Dark Grey dress Pants

Vest: Brocade fabric with or without cumber band bright attractive colors

Shoes: Black shoes, no obvious runners; laces must be tied

Socks: Are a must black or gray

Tie or Cravat: tie can be your own cravats are available at the office

Pocket Puff: supplied

Gloves for cold weather optional

A jacket or cape along with an umbrella may be necessary in inclement weather.

A walking stick makes a fine finish to the look if you like to use one.



Ladies: A dress or suit depicting the appropriate period of Victorian/Edwardian style. A good variety of outfits along with hats is available for you to wear. Should you choose to wear your own outfit the following applies:

Dress: Fabric and style must blend with the period being depicted

Suit: Again fabric and style must meet the period style and will consist of a skirt & jacket either matching or complimentary to the skirt.

Hems: are to be ankle length, jackets are to have long sleeves

Blouse: White or cream preferably with a high neck and frills, and sleeves with frilled or lace cuff.

Gloves: White or black (not mandatory but great when it is cold.)

Hat: Available at the office or your own made and decorated in a fashion that meets the designs used in Victorian days. Keep in mind that the ladies hats are the one item that catches everyone's attention. They can be fairly simple or very ornately decorated.

Footwear: Comfortable sensible walking shoes. Please no runners or open toes/sandals. Boots are great Black Beige (white on a hot dry summer day) are acceptable Panty Hose is not a requirement, however socks were not worn in that period.

Makeup: Looking great; feeling great is what it is all about. Keep in mind that you may wish to use sunscreen on those hot summer days.

Jewelry : Simple is better, in that period long earrings and hair ornaments were worn, along with choker style necklaces, or a pin at the center of the blouse neck was most often used.

Parasol: available in the office. (on rainy days bring your umbrella)

Identification: A magnetic name tag is worn by all volunteers stating that you are a volunteer greeter for Victoria AM

The coordinator will be pleased to assist or make suggestions with regard to costuming. From time to time during the year there may be creativity sessions where you can work on constructing your own hat or outfit. Chat with the coordinator for more information.

If you are wearing your own apparel please discuss the outfits with the coordinator **prior** to wearing. This will enable us to keep our image looking smart and we will all appear with the outfits as befitting the era we are portraying.

