



## *Volunteer Greeter/Guest Services*

### **Mission:**

Honour House Society is an independent registered charity whose objective is to provide free interim accommodation for the families of Canadian Forces and first responders (ambulance, fire, law enforcement) while members of these services are receiving medical or other care in Metro Vancouver (<http://www.honourhouse.ca/>). Our Greeter/Guest Services volunteer will help create a warm and inviting environment by maintaining a high standard of excellence in greeting, briefing, and checking in/out guests of the Honour House residence, which will help demonstrate to our guests that they are highly valued and cared for.

### **Qualifications:**

- ♣ Preference will be given to applicants with previous experience giving instructions and safety briefings
- ♣ Respect for others, and a willing spirit.
- ♣ Personal initiative in ensuring that our residence is always ready to receive our valued guests.

### **Time Commitment:**

- ♣ Preference will be given to applicants who are willing to:
- ♣ Sign-up for a volunteer schedule a week or more in advance
- ♣ Commit to one or more two-hour time blocks per week, or as arranged with the House Manager.
- ♣ Trade volunteer times with others to accommodate changes in personal circumstances
- ♣ Commit to volunteering for a period of six months or other period as arranged with the House Manager.

### **What a Greeter/Guest Services volunteer will do:**

- ♣ Conduct all activities in accordance with the Volunteer Orientation Manual
- ♣ Keep a running log of all activities, calls, visitors, etc
- ♣ Answer phone, provide information, and/or take messages
- ♣ Greet and check guests in/ check guests out
- ♣ Brief guests on house rules, and show them the guest information binder
- ♣ Brief guests on fire procedures and other emergencies, evacuation procedures, and emergency contact numbers
- ♣ Conduct a brief tour of house facilities for guests and assign them to a room
- ♣ Operating the building systems similar to your own home, conserving energy where possible
- ♣ Take pride in Honour House as if it was your very own. When finding anything out of place outside or inside the building, you will take corrective action on your way past, or report anything requiring more significant action to the House Manager.
- ♣ Other duties as assigned by the House Manager

**Accountability:**

Receptionist/Administrative Assistants are responsible to the House Manager for all matters.

**Benefits:**

As an Honour House Volunteer you will gain invaluable experience in providing excellent hospitality service comparable to what may be found in a quality hotel or guesthouse. You will work in a positive environment with other highly motivated people like you, who share a common mission to provide caring service to the highest standards of excellence.

**Recognition:**

- ♣ The contributions of volunteers will be regularly acknowledged with formal and informal recognition methods.
- ♣ Although we cannot offer you a salary for your service, Honour House will be pleased to offer you coffee and tea at coffee breaks and meal breaks
- ♣ If your employment requires you to provide proof of volunteer service, an official letter quantifying and acknowledging your service will be provided.
- ♣ If you are faithful in helping us maintain a high standard of excellence, if a day comes when you choose to move on to other activities, the House Manager will be pleased to write you a letter of recommendation to help you in your next course of action.

**Contact:**

If this sounds like the kind of team and team spirit that you would be pleased to be associated with, please contact (if you have a resume, please forward to):

Mr. Alan P. Fetherstonhaugh, House Manager

T: 778-397-4399 [Alanpf@honourhouse.ca](mailto:Alanpf@honourhouse.ca)

Dated: 110907