

CHGC GARDEN TOUR **HEAD GARDEN GUIDE** JOB DESCRIPTION

Each Head Garden Guide (HGG) is “in charge” of the Garden Guides (GGs) in their assigned garden and should also assist in recruiting members to act as guides. The HGG is encouraged to invite family and friends to help in their assigned garden as well. If a GG is not a member of CHGC, the HGG shall notify the Garden Guide Committee Chair(s) of their names in advance of the Tour so that every person working in the garden has a nametag. HGG’s are being asked to assist the Ticket Chair(s) with member ticket sales at the general meetings leading up to the Tour. A second training date for Eventbrite is TBD. HGG’s and their Entrance Partners must attend this second training date.

Duties and Procedures

A mandatory meeting with all HGGs will be held in the early spring prior to the Tour so that procedures and protocols can be reviewed and coordinated for the Tour days.

Tour Week Training Days

Meetings will take place at each HGG assigned garden. The GGs assigned to each garden are expected to attend the meeting for that garden. HGG’s will communicate dates and details out to its GG’s in advance of this meeting. The property Hosts are encouraged to attend as well. The HGG will lead the meeting which should include a tour of the garden, a review of the tour route, ticketing and parking procedures, and such instructions as severe weather protocol and incident reporting. HGG’s should plan to check phone connectivity at their garden and review their garden sketches/notes either prior to or at Tour Training Days.

Tour Supplies

Large supplies to be delivered to each garden prior to the start of the Tour and secured at each Host garden by the HGG Saturday night; Garden entrance table(s), umbrellas, garden directions signage, table cloths, flowers for each entrance. Logistics garden vests will also be left with and held overnight by each HGG for Tour daily parking attendants. Sponsor brochures may also be left for display by HGG.

General Bagged Supplies to be delivered to each HGG/garden prior to the Tour weekend, most likely on the garden training days; A garden bag for each HGG/garden, garden sketches showing placement of GG’s and signage, clipboards and pens, information stands and CHGC information cards, an emergency contact sheet, instructions for HGG’s and GG’s (for hand out), a schedule of GG shifts and contacts, ticket sale instructions, ticket sale log, and visitor tally forms, severe weather plan, incident forms, CHGC calling cards and CHGC interest forms. Name tags will also be placed in HGG bag by GG first shift garden.

Ticket Sales Supplies to be delivered to each HGG on Tour Training Day and picked up by the Ticket Chair(s) at the end of the Tour on Sunday; Charged square readers and cables, ticket booklets and a plastic expansion folder to hold cash and checks. This will have an envelope with \$100 (10 ten-dollar bills). HGG will need to safely secure these supplies Saturday night for use on Sunday.

HGG Supplies to be brought to the garden by each HGG; fully charged cell phones with Square and Eventbrite Apps already loaded and back up battery packs for each HGG and their entrance partner, and a folding chair(s) if wanted, water and snacks, a hat, and any personal notes/sketches of the garden with GG and signage placements.

Tour Days

- Each HGG is responsible for their garden on both days and should plan to be at their garden all day on both days.
- Each HGG is responsible for identifying an entrance table partner (distinct from the garden GG’s) for each shift of the tour. One will check in visitors, the other will sell tickets. Entrance partners will need to be trained in ticket sale procedures prior to the Tour.
- The HGG and their partner should be at the garden at least 30 minutes before the opening each day.
- The HGG and their partner will welcome guests, sell guests tickets as needed, check off the garden on the ticket, mark the Ticket Tally Form and direct guests toward the entrance of the garden.
- The HGG is responsible for helping to store and remove tables, signage, materials, etc. both days to leave the property clean. Property Hosts will provide a designated storage location Saturday evening.

- The HGG 's will take on the role of primary liaison to their garden Host at the time of GG Training Day the week prior to the Tour. Garden Guide Chair or Tour Chair(s) contact information will be provided should assistance be needed.
- In any emergency, HGG should deal with the situation calmly and quickly; alert 911 if appropriate and inform the Tour Chair(s) as soon as possible. An Incident Report should be filled out once the incident has been resolved and delivered to the Tour Chair(s) by the end of the day.
- HGG's are to refer to the attached ticket sales instructions and forms for selling tickets at their garden.

Post Tour

HGGs to submit a brief Tour report to the Garden Guide Committee Chair(s) in a bullet form Stop Start Continue format.

Please note:

- Strollers and pets are not permitted in the gardens.
- Smoking is not permitted in the gardens.
- Photography IS PERMITTED in the gardens.

Separate attachments:

GG instructions

Ticket sale instructions

Ticket sale Log

Visitor Tally Form

Contact Sheets

Severe Weather Plan

Incident form

CHGC interest form

Flickr Album Instructions

Committee Summary Report