

Role	Welcomer 2017
Purpose of Role	To provide a warm welcome to all visitors of Wells Cathedral and be an initial point of contact for them
Reporting to	Ruth Clacee-Rowe, Volunteer Coordinator
Accountable to	Retail & Visitor Services Senior Supervisor
Activities	<p>Ensure that the leaflet rack in the Entry Cloister has all current leaflets. (Supplies can be found in the Volunteer Room)</p> <p>Situate yourself near the glass sliding entrance doors giving all visitors a warm friendly greeting, whilst offering the appropriate welcome leaflet and advising visitors that entry is by donation and that the Donation Desk staff will help with enquires, and direct visitors and tour/group leaders to the appropriate till point of the Donation Desk</p> <p>To assist with the flow of visitors during busy periods, direct visitors in accordance with directions from the Visitor Services Assistants</p> <p>To respond briefly to questions from visitors as appropriate and signpost visitors to who can answer their queries</p>
Important Information	<p>Please equip yourself with a Sash, worn on the right shoulder, and Role Badge from the Volunteer Room (C 368)</p> <p>You must sign in and read the daily bulletin taking particular note of the scheduled tour times and any other services/events in the Cathedral during your time of duty.</p> <p>On occasion the Cathedral may have restricted access due to services and events, visitors are generally welcome to join and sit at the rear of the Nave during a service but, for obvious reasons, not to wander the Nave. The Donations Desk will give out this information. The Virgers also put out A3 notices in the Entry Cloister and West Cloister.</p> <p>The duration of this duty is 1 hour</p> <p>A car park token for you to access the Cathedral car park for your <u>next</u> duty will be issued by the Visitor Services Senior Supervisor in the shop (Monday-Saturday) or, if you require a token on the day of duty from Reception (Monday to Friday, 9-1pm & 2-5pm only).</p> <p><u>Please note car parking is available only for the period of the duty.</u></p>
Skills & attitudes required	<p>Someone who is friendly, welcoming and enjoys engaging with the public</p> <p>Punctual and dependable</p> <p>Ability to follow instructions and scripts</p> <p>Supportive of Cathedral policies and procedures</p> <p>Calm and polite</p> <p>Willing to be flexible</p>

Additional Volunteering Information	<p>If you cannot fulfil your duty because of holiday etc. please find cover by firstly swapping with someone else on the rota or secondly using the backup list provided.</p> <p>All volunteers are required to attend their relevant role refresher before the beginning of the season as well as other necessary training sessions. A volunteer reception is also held at the end of the season.</p>
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Finally, it is important that you are familiar with the Wells Cathedral Health & Safety Policy*, Evacuation procedure* and Safeguarding* notes, and, if required to do so, use the radio* confidently whilst on duty

**information displayed in the Volunteer Room*

Welcomer

In the Entry Cloister situate yourself near the glass sliding doors and leaflet rack.

Provide a warm, smiley welcome

‘Welcome to Wells Cathedral, good morning/afternoon’

‘Would you like a leaflet to find your way around the Cathedral?’

If you have the chance, open the leaflet so they can see the plan of the building. At busier times this will not be possible.

‘Please make your way to the Donation Desk who’ll help you’

Direct group leaders to the appropriate till point.

Any questions you can’t answer quickly, direct the visitor to either the staff at the Donation Desk or advise a Cathedral Guide once they are in the Cathedral.

Frequently Asked Questions (only if asked)

Q. Does the Cathedral charge?

A. No, but we welcome a donation in order to assist with the upkeep of the Cathedral, please visit the Donations Desk which can assist you further.

Q. I only want to go to the shop/café, do I have to pay?

A. The shop and café are free to enter, you can gain direct entry to the shop and café through an alternative entrance (give directions).

Q. Where are the toilets?

A. There are toilets situated in the main body of the Cathedral.