



*Visitor Information Volunteers:  
Proud of our past ..... Excited for our future*

## VISITOR INFORMATION VOLUNTEER HANDBOOK DRAFT

PREPARED BY: Carol Boyer, CMP  
Irving CVB Office Manager  
DATE: May 2019



## **VISITOR INFORMATION VOLUNTEER (VIV) HANDBOOK**

WELCOME LETTER FROM EXECUTIVE DIRECTOR

MISSION STATEMENTS

VIV PROGRAM GOALS

QUALIFICATIONS

VOLUNTEER DUTIES AND REQUIREMENTS

OUR PROMISE TO YOU

ABOUT OUR ORGANIZATION

ORIENTATION AND TRAINING

UNIFORMS

HOURS / CLOSINGS AND INCLEMENT WEATHER

OPENING AND CLOSING LOBBY DESK

SCHEDULING

VIV LIST CONFIDENTIALITY

PARKING

GRIEVANCES, MEDICAL EMERGENCIES AND SECURITY MEASURES

ELECTRONIC COMMUNICATION GUIDELINES

MEDIA

SOCIAL MEDIA

ACKNOWLEDGEMENT OF RECEIPT

NOTE: Additional and more detailed information will be located on the Volunteer Information Portal [www.irvingtexas.com/volunteer](http://www.irvingtexas.com/volunteer).

## WELCOME FROM THE PRESIDENT

EXAMPLE/DRAFT

Welcome to our team and thank you for your volunteer service. We appreciate your interest and are grateful you are here. You have an opportunity to make an impact in our community by welcoming visitors and residents. Your knowledge and welcoming spirit will go a long way in the eyes of people who come to you for information.

The Visitor Information Volunteer (VIV) Program is part of the Irving Convention and Visitors Bureau and located in the lobby of the Irving Convention Center, directly across the street is the Toyota Music Factory and the Westin Convention Center hotel. There are several other hotels in the immediate area that will become part of the Urban Center development as well. This is a fast-moving, changing area and information will be updated to you on a regular basis. Conventions and meetings will pass through the halls of the Convention Center and meeting attendees will be interested in not only local places to eat, but transportation information, driving and walking directions, and entertainment options. You will be the “Welcome Committee” and the front-line of what Irving is all about.

You will be provided with resources and information, and we will do our best to keep you updated on all fronts. Again, your knowledge and expertise of Irving is critical, and we rely on your passion for Irving to leave visitors and residents with a warm welcome and satisfied with their visit here.

Thank you again for volunteering and we look forward to working with you.

Sincerely,

Maura Allen Gast, FCDME  
Executive Director

## **VISITOR INFORMATION VOLUNTEER PROGRAM**

### **MISSION STATEMENTS**

**Our mission is to deliver exceptional service and promote a high quality of life for residents, visitors and businesses – City of Irving**

**The Irving Convention and Visitors Bureau enhances Irving's economy and quality of life by marketing and advocating for the development of Irving as a premier destination – Irving CVB**

**The Irving CVB VIV Program offers exceptional customer services to enhance the visitor experience to Irving, Texas, by providing resources and information in a welcoming manner to assist visitors in having the best experience possible in a safe and secure environment - *Visitor Information Volunteers***

## VISITOR INFORMATION VOLUNTEER PROGRAM GOALS

- Welcome visitors to the Irving Convention Center and Toyota Music Factory location and provide them with accurate and timely information.
- Provide service that meets and exceeds the visitor's needs, including physical, cultural and language needs.
- Promote Irving, the Convention Center and the Toyota Music Factory by offering information and welcoming all visitors with a friendly and kind spirit.
- Be up-to-date on the events and specials happening at the Convention Center and Toyota Music Factory, along with the surrounding area attractions.
- Answer telephone inquiries with information and assistance ranging from local attractions to lodging and transportation.

## QUALIFICATIONS

Commit to a minimum of two weekend, four-hour shifts a month

Desire to meet and interact with people

Friendly and courteous

Neat appearance

Enjoy meeting people of all cultures and ethnic groups

Familiar with the City of Irving and immediate surrounding area

Willing to learn detailed information regarding attractions, hotels, dining, transportation and events

Ability to give clear and concise directions

Positively promote Irving

Ability to use a computer, iPad and other electronic devices to search for information as requested

Ability to answer telephone calls and manage information requests

Have access to a computer, iPad or other electronic device at home for scheduling purposes

Demonstrate flexibility and cooperation in working with staff and other volunteers, being a good team member

Ability to sit, stand and walk

Being multilingual is not a requirement, but would be beneficial

## VISITOR INFORMATION VOLUNTEER DUTIES AND REQUIREMENTS

- Commit to two, four-hour shifts (Saturday/Sunday) per month
- Attend all training and study all updated information
- Be welcoming and friendly while assisting visitors
- Arrive for volunteer assignment on time and on the assigned day, and able to check-in, confirm or decline assignments on-line
- Wear the VIV uniform while volunteering
- Assist visitors with tourist information regarding Irving, the Convention Center and Irving Music Factory
- Act as greeters for visitors and large groups to the Convention Center
- Assist with “Frequently Asked Questions” at the lobby desk in the Convention Center
- Be knowledgeable on security protocol and awareness
- Know the “go to” person for specific information, i.e., lost and found, booking an event at the Convention Center, etc.
- Be knowledgeable about public transportation and directions to the ICC and IMF
- Be knowledgeable and up to date with the events and concerts happening at the IMF
- Assist with parking questions
- Be knowledgeable on a computer and comfortable acquiring information from Google/Bing, ICC, ICVB and IMF websites in order to assist visitors with accurate information
- Be flexible in working with staff and other volunteers
- Use initiative in providing above and beyond customer service



## OUR PROMISE TO YOU

- Provide the training and updated materials needed in group and one-on-one format
- Respect your time and commitment
- Provide supervision and guidance
- Provide a safe and secure environment, and training for security situations
- Provide updated information for any changes and developments within the Convention Center, Toyota Music Factory venues, construction and Irving in general
- Provide the Visitor Information Volunteer uniform
- Listen to and respect your input
- Keep all personal data confidential
- Recognize and celebrate your volunteer passion

## ABOUT OUR ORGANIZATION

### **It all starts with the visit. And the visit starts with US.**

The Irving CVB officially opened in 1972 by the Irving City council as a quasi-independent arm of city government, reporting to and through a City Council-appointed Board of Directors. The ICVB operating structure has remained the same since its inception.

The Bureau is funded by the City of Irving with allocations from the Hotel Occupancy Tax. The Bureau employs approximately 21 full-time employees and 18 part-time Convention Services staff.

Departments within the CVB include:

Administration

Sales and Services

Marketing and Communications

The Irving Convention Center is managed by SMG Worldwide and provides direct responsibility for all operations, food and beverage services and convention center sales.

The Visitor Information Volunteer Program assists thousands of walk-through visitors, as well as telephone calls, by providing information and assistance ranging from local attractions to lodging. The VIV staff consists of enthusiastic, friendly volunteers that provide guests with brochures, informational material and tips that will help them best experience Irving. The VIV program is managed by the Program Manager and part-time Volunteer Coordinator.

ICVB Executive Director

VIV Program Manager

Visitor Information  
Volunteers

Providing exceptional customer service to enhance the visitor experience in Irving, Texas

## ORIENTATION AND TRAINING

Visitor Information Volunteer Program orientation will commence after application approval and interview. During orientation, any questions you have regarding the program will be addressed. Training on the scheduling software will be concurrent with orientation. All information needed for quick visitor question responses will be available to you, as well as internet access, restaurant guides and facility maps. Information will be updated on an ongoing basis and it will be your responsibility to familiarize yourself with the information provided.

## UNIFORMS

Because of the high visibility of the lobby desk area, a professional and consistent image will be necessary to direct visitors to you for information. The uniform will be recognizable as someone who has the passion about Irving and its visitors, and can assist in making the experience here an enjoyable one. As a VIV you have agreed to wear the complete uniform while working.

- Long or short sleeve *Visit Irving* Volunteer uniform, khaki, navy blue or black pants.

For Women:

- Long or short sleeve *Visit Irving* Volunteer uniform, khaki, navy blue or black slacks, skirt or skort.

NOTE: *Visit Irving* Volunteer shirts provided by Irving CVB.

Uniforms will be provided after you have completed training.

## HOURS AND CLOSING

We are commencing the program with the Visitor Information lobby desk open Saturdays and Sundays from 10:00 a.m. – 6:00 p.m. (two/four-hour shifts each day with two people per shift). As the program grows, weekday hours will be added abased on large events at the Convention Center and Toyota Music Factory.

### Holiday Closings:

New Year's Day

Easter Sunday

Memorial Day

Fourth of July

Labor Day

Day before Thanksgiving

Thanksgiving Day

Christmas Eve

Christmas Day

### Inclement Weather

We officially follow the City of Irving guidelines for inclement weather procedures. If the Bureau is closed, an informational group text will be sent to employees and volunteers notifying of late arrival or closings. Inclement weather may also shut down special events in the area, and information will be updated as it becomes available.

## OPENING AND CLOSING OF LOBBY DESK AREA

Any volunteer who is opening the lobby desk/kiosk at the beginning of a shift day, should (unlock), turn on ipad and set up for the beginning of the day. Check brochures to ensure all have a full supply and are in a neat order. Check the lobby desk handbook for updates, additional information or announcements. Check the daily event log and Toyota Music Factory information to familiarize yourself with details for the day.

To close the lobby desk at the end of the day, check brochure supply and if brochures are needing to be replenished, send an email to the Volunteer Manager with information on brochures needed. Make note of any pertinent information in desk handbook for the next day's shift volunteers. Properly log off the ipad to lock it for the night. If using the kiosk, at end of shift on Sunday, alert Security to have it moved back into the Storage Room.

## **SCHEDULING**

Volunteers are asked to work two shifts per month on Saturday or Sunday. You will be given a login and password for the scheduling software and it is your responsibility to know which shift you are scheduled. If you are unable to fulfill your shift, you must contact another volunteer in the system and make the shift change. Shift changes must be made in the system and approved by the Program Manager at least 24 hours in advance. If you cannot find a replacement for your shift, you must contact the Volunteer Manager. Volunteers will check in at the lobby desk for their shift. Contact information for Volunteers is located in the scheduling system and on the Volunteer portal.

## **VISITOR INFORMATION VOLUNTEER CONTACT LIST**

The volunteer contact available to volunteers and the ICVB only, and is not to be copied, distributed or shared with any other entity or person(s) outside the program. Any request for contact information should be given to the VIV Program Manager.

## **PARKING**

Volunteers will be given a parking garage badge and may enter the Convention Center parking garage through the employee entrance on the side of the building facing Hwy 114. In the event of a large group in the Convention Center parking facility on the day of your shift, you will be informed by email or text message of parking arrangements for that day. Your vehicle must be registered with the ICC security office with the vehicle type/year and license plate number.

## **GRIEVANCES**

In situations where differences arise between volunteers or between volunteers and staff, resolution will be handled in the following manner:

Communicate the issue with the Volunteer Program Manager. The Manager will try to resolve the problem in a timely manner with respect for both parties. If the volunteer has grievances with the Volunteer Manager, the issue should be discussed between the two parties informally. If no resolution is reached, then the issue will be taken to the CVB Executive Director. All discussions will be kept confidential.

If a grievance is filed against a volunteer from a visitor, resident or in direct relation to their job duties, the issue will be discussed immediately and resolution communicated to the volunteer, the grievance filer, and the CVB Executive Director. All discussions will be kept confidential.

## **VISITOR MEDICAL EMERGENCIES**

If there is any doubt about a visitor's physical condition, check with a member of their party, notify the security desk at ext. 7793 and call 911 if necessary.

## **SECURITY MEASURES**

The ICC has the direct policy of "If you see something, say something". If you are suspicious of an unattended bag for a long period of time, a suspicious looking parcel, or person acting strangely, report the incident to the security desk at ext. 7793. Follow the procedures as outlined in the Security Training session during Orientation.

## **ELECTRONIC COMMUNICATION GUIDELINES**

The Visitor Information Volunteer desk will be equipped with a computer, iPad and/or other electronic device(s) that are the property of the Irving CVB and are provided for business purposes only.

All materials and communications on the equipment are monitored and can be reviewed without notice at any time. Sensitive material transferred over the internet/email may be at risk of detection from third parties and/or viruses. Volunteers must exercise caution and care when transferring such material in any form. Any, and all, communication must comply with the City of Irving policies and its content must not be harassing, obscene, offensive or illegal. The CVB reserves the right to monitor all electronic devices and information at its sole discretion.

## **MEDIA**

If approached by the media for information other than directions or general area information, the volunteer should refer them to the CVB Executive Director or Vice President of Marketing/Communications.

If specific details are being asked by the media during office hours, the volunteer may direct media to the CVB offices and inform them to check in at the front desk.

If outside of office hours, volunteer should refer media to **xxxxxx?**

***ADD PHOTOGRAPHY CONSENT FORM***

## **SOCIAL MEDIA**

All volunteers should use good judgment in posting on social media both during working hours and personally. Volunteers should not post anything that could be deemed inappropriate during working hours. Do not make any negative comments about other individuals, team members, organizations, groups, or companies as they are important to the business of our brand. Consider carefully before posting any comments or information. You may encourage visitors to check-in on Facebook or #visitirving on Twitter.



## **ACKNOWLEDGEMENT OF RECEIPT**

### **VISITOR VOLUNTEER HANDBOOK**

I hereby acknowledge receipt of the Irving Visitor Information Volunteer Handbook. I agree to read and comply with all regulations and policies contained therein.

I understand that the issuance of this Handbook does not constitute an employment contract with the Irving Convention & Visitors Bureau.

---

Volunteer's Signature

---

Date



*Visitor Information Volunteers:  
Proud of our past ..... Excited for our future*