

**NSF Volunteer Information Sheet**

***Thank you for offering your time and efforts for the Nebraska State Fair! Your time is very valuable to us, and we appreciate everything that you have to offer to make the Nebraska State Fair a success.***

**Volunteer Position: Information Kiosk/Booth Volunteer**

 **Check-In:**

* Your yellow name badge will be your gate admission into the fair. It is to only be used on days that you are volunteering.
* All volunteers are required to check-in with the volunteer coordinator at Volunteer Headquarters (VHQ) in the Pinnacle Expo Building prior to their shift.
* VHQ assistants will check you in and share the location of where your shift begins.

 **Location:**

Information Kiosks are set up near each of the following locations:

* Sheep Barn (east side) l Grand District Area (S of horse track)
* Cattle Barn (east side) l ACP Park
* Swine Park (north side) l Main Gate
* Family Fun Zone (north side) I Five Points Barn (east side)

 **Responsibilities:**

* **Do Your Homework.** Be familiar with the State Fair gate book: daily schedules, general fair information, and the grounds map (*before* your shift).
* **Be Prepared to Answer the Same Question Often.** Deliver your answer as if it is the first time you heard the question and with a helpful smile every time.
* **Be Familiar with the State Fair Grounds Map** (and campus landmarks) to help direct Guests to their destination.
* **Remain Calm, Positive, and Helpful.** Unfortunately, some Guests may see you as an outlet for complaints. Help the Guest whenever you can and direct them to a more appropriate outlet when you cannot be of assistance. State Fair Administration Office is often the necessary destination. The Administration Office is located in the Nebraska Building and at (308)382-1620. Know how to direct complaints to this Office.
* **Greet Guests in a Happy and Positive Manner.** Smile, offer a warm welcome and thanks for coming.
* **Radios:** A radio will be made available to nearly all information kiosks (as numbers allow). This is **ONLY** for use to call on the Volunteer Channel and Courtesy Cart Channel. NO CALLS on other stations will be allowed, unless it is for emergency purposes, then you are allowed to which over to the Security Channel.
* **Keyword Search the Website:** There are a few different ways to use a keyword to search the State Fair website. When a keyword registers, details will be provided about that word. Details will include the where, when, what, and how that word is associated with the Fair.
	+ **Global Search** (magnifying glass next to the “search website” box at the very top, right center of the website). Keywords are found throughout the website.
		- Try “FFA” or “cattle” or “Turtle”
	+ **Food Finder** (blue hot dog icon on home page, upper left corner). Keywords are used to display related Food & Beverage Concession Names and Menu descriptions.
		- Try “corn dog” or “ice cream”
	+ **Merch Search** (pink t-shirt icon on home page, upper left corner). Keywords are used to display related merchandise or informational booths and/or business names
		- Try “hot tub” or “jewelry”
	+ **Search TIP:** Try to keyword search the word “New” or “New this year”. This search will return a number of items, attractions, food, and beverage for your review.
	+ **Search TIP:** To broaden your search results, search only one or main words.
		- Try “pig” or “art” or “ride”
	+ **Search TIP:** To reduce the number of results, be more specific and use specific brand, participant, or event names.
		- Try “racing pig” or “fine art” or “combine ride”
* **Indoor Information Kiosk Locations (at 4H or Expo Center)** will also provide the same or similar assistance and information to NSF Vendors. A Building Manager will be their primary contact for any issues, but if the Building Superintendent is not available, you may be asked to take a message for them to follow up with the Vendor(s) upon their return. **Please do not attempt to solve any quarrels or disputes between or for the Vendors, Sponsors, or Informational Booths.** The Building Superintendent and/or the NSF Facilities Director will be back in the Building asap to address any potential vendor concerns.

 **Requirements:**

* Indoors or Outdoors: Kiosks are outdoors under shade, Booths are indoors
* Lifting Requirements: No lifting is required.

 **Check-Out:**

* Volunteers do not need to check out at VHQ as the new system will automatically check you out.