



# INFORMATION KIOSK/BOOTH VOLUNTEER

**ALL DAYS: 9AM-1PM, 1PM-5PM, 5-9PM**

**YOUR TIME AND TALENTS HELP MAKE THE NEBRASKA STATE FAIR WELCOMING, SAFE, AND UNFORGETTABLE, THANK YOU FOR VOLUNTEERING!**

## POSITION OVERVIEW

- Information Kiosk/Booth volunteers greet guests, answer questions, provide fair information, and help direct visitors to events, vendors, and amenities.

## CHECK IN INFORMATION

- Check in 15 minutes prior to your scheduled shift
- Volunteer Headquarters (VHQ) – Pinnacle Expo Building
- Yellow name badge serves as gate admission and must be worn at all times
- VHQ assistants are available to assist you

## PRIMARY LOCATION

- **Information Kiosks are set up near each of the following locations: check with TINA!!!**
- ·Sheep Barn (east side) | Grand District Area (south of horse track)
- ·Cattle Barn (east side) | Entrance to Gate 2
- ·Swine Park (north side) | Main Gate
- Family Fun Zone (north side)

## RESPONSIBILITIES/SKILLS

- **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 go to the Security Channel.



# INFORMATION KIOSK/BOOTH VOLUNTEER PG. 2

**ALL DAYS: 9AM-1PM, 1PM-5PM, 5-9PM**

**YOUR TIME AND TALENTS HELP MAKE THE NEBRASKA STATE FAIR WELCOMING, SAFE, AND UNFORGETTABLE, THANK YOU FOR VOLUNTEERING!**

## RESPONSIBILITIES (continued)

- **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

- Work Environment  Indoors  Outdoors
- Standing/Walking  Minimal  Moderate
- Lifting Requirements  None  Up to \_\_\_\_LBS
- More Information: If you are outside, please make sure you have a water bottle with you prior to going out to your shift.

## CHECK OUT INFORMATION

- Automatic check out at the end of shift, no need to stop back into VHQ.