

Reception / welcome desk

General

Description	welcome our guests, pass them wristbands
Number of volunteers	Friday: 1 (19:00-24:00), 2 (20:00-23:00), 3 (20:00-22:00)
	Saturday: 1 (8:00-11:00), 2 (8:00-10:00), 3 (9:00-10:00)
	Sunday: same as Saturday
Coordinator	Oscar van Schijndel, Daniel Reus
Report at	tournament hall, entrance

As a receptionist, it is your job to welcome our lovely guests and prepare them for our event.

You will be sitting behind the desk and checking the registrations for the event. Each of you is doing the same job.

- At 19:00, we will start for the early birds. We expect peak hours to be 20:00-22:00. Then, we gradually lower the number of volunteers. We expect everyone to be inside at midnight.
- Because of Covid-19, we also operate this welcome desk on Saturday and Sunday morning.

Prepare for this shift by installing the 'Scanner for CoronaCheck' app on your phone.

The ETES is an international event, with guests from Germany, the Netherlands, Czech Republic and maybe other countries. So the main language will be English.

Due to Covid-19, we are obliged to ask participants to prove their health. Please carefully make yourself familiar with the Covid-checking procedure at the top of the next page.

Spread a friendly and happy attitude. The ETDS is a fun event. Give the dancers a warm welcome as they enter the hall and provide service with a wink and a smile.

On behalf of the organisation, lots of success with your job and many thanks in advance for your cooperation.

It is of grave importance that you strictly follow the Covid-checking procedure:

- *Everyone* has to show a recent *official* negative test result when they first check in, even those who are immunised. This also applies to visitors and adjudicators.
- If they have checked in on a previous day (to be checked because either they are wearing (not separately bringing!) a previous wristband, or it has been marked on the list), you do not have to check the test report again. You do have to check the QR code!
- If they have not checked in before, check their test-report. If all is fine, please mark this on the list so that we don't have to check the report again. If there are issues, use your walkie-talkie to call for someone from the orga team in case of issues.
- Scan their QR-code. If the QR code does not scan green, they can not enter. Use your walkie-talkie to call for someone from the orga team in case of issues.
- If they did not prepare the QR-code in the app and there are people waiting behind them, ask them to step aside while they arrange it so as to not delay everyone else, as this will take a few minutes.

Here are some guidelines when checking in the participants:

- On Friday evening, explain that due to a masterclass, the main hall is not available until 23:00. Until that time participants have two options:
 - Dance in the two other studios. In the studio next to the entrance mostly standard music will be played, and the blind-dating program will happen there. In the other studio mostly latin music will be played. Point out the location of the studios.
 - Spectate the masterclass. If they choose to spectate they have to do so quietly and sit on the benches facing the dance floor.
- From 23:00 the dancing will move to the grand ballroom.
- Ask if something has changed after their registration, if so take note of this.
- Check that the covid-criteria are met as described before
- If everything is fine, put on the participant's wristband in the color of the day. You can not give it to them and let them take it! The colors are:
 - Friday: Pink
 - Saturday: Green
 - Sunday: Blue
- Participants registered for our event already paid their admissions. So you don't have to worry about unpaid registrations.
- Participants do not have to wait for their team captain(s); they can register all by themselves.
- Be aware that a someone can be on one of three lists:
 - Participants
 - Visitors
 - Super volunteers and adjudicators

You can refer to the info desk in the following cases:

- Questions about tournaments during the event.
- Participants who want to pick up blind-date marks.
- Participants who would like to make changes in registrations for the tournaments.