

LINE CONTROL POSITION DESCRIPTION

Note: All volunteers enter the Volunteer Entrance, where they will register. These positions involve standing and walking.

One Supervisor plus seven volunteers are needed to help with **Line Control** for each shift.

Line Control Supervisor

This position oversees and directs the other Line Control volunteers. It is important to be observant, looking for patrons who are in need of special assistance. It is also important to be knowledgeable about Empty Bowls and to be able to discuss our mission with patrons while they are waiting in line.

Outside Volunteers

Two Line Control volunteers will work outside, at the entrances to the Hazel and Ruby Community Center. Volunteers will direct patrons with 'tickets in hand' to the back of the entry lines. Volunteers will direct patrons who need to purchase tickets and patrons who have tickets at Will Call to the appropriate tables and remind them they will need to go to the back of the lines once they have their tickets. Volunteers will also let patrons know that if they prefer Soup To Go, once they have their tickets, they can be taken to the Ticket Exchange areas, then select their bowl and go to the Soup To Go table – they will not be seated at Mylan.

Volunteers working Line Control outside the building can take turns being outside to minimize exposure of volunteers to cold or poor weather conditions.

Lobby Area

Three **Line Control** volunteers are responsible for working in the lobby area, directing patrons who have tickets 'in hand' to the entry lines. Volunteers will also direct patrons without tickets to the Ticket Purchase or Will Call Tables and remind those patrons to go to the back of entry lines "B" or "C" after either purchasing or picking up their ticket. Volunteers will also let patrons know that if they prefer Soup To Go, once they have their tickets, they can be taken to the Ticket Exchange areas, then select their bowl and go to the Soup To Go table – they will not be seated at Mylan.

Inner Event Area

Another **Line Control** volunteer will work with the **Line Control Supervisor** inside the Luncheon area, helping to keep the lines moving in an orderly manner, identifying patrons with special needs & assisting taking them to the *Seating Coordinator* and in general interacting with patrons – brief suggestions of talking points to interact with patrons will be provided.

Bowl Room Line Control

One volunteer per shift will be responsible for directing patrons through the entrance of the Bowl Room.

Line Control Shifts

The first shift of **Line Control** volunteers should arrive in time to register at the Volunteer Check in Station and **be at their post by 10:00 to become familiar with the floor plan and how to direct patrons**. Please plan to have your lunch when your shift is over.

The second shift of **Line Control Volunteers** should **be at their assigned post by 12:30 pm**. This will allow time to partner with the person that you are scheduled to replace to become familiar with your

duties. If you would like to eat at the luncheon prior to the beginning of your shift, arrive early enough to eat and be at your post by **12:30 pm**; we will have a separate area where volunteers may choose to eat.

Political Campaigning: Public charities are prohibited from directly or indirectly participating in, or intervening in, any political campaign on behalf of (or in opposition to) a candidate for public office. Campaigning of any type is prohibited at all of our events including this Annual Luncheon. This includes (but not limited to), T-Shirts which represent a particular candidate or party, distribution of printed material including business cards and general political discussion with the patrons attending this event.

Note: All positions at this event are pre-assigned. We ask that you do not bring additional people with you to work at this event. Volunteers are expected to purchase a ticket for the Event if they would like to have soup, bread and/or a bowl.