

## Ambassador Training Guidelines

- Welcome and greet participants (be enthusiastic and cheerful). Open doors, if necessary, and assist as needed. Remember to thank participants as they leave.
- Direct participants to appropriate line for paper registration or computer registration.
- Educate people waiting in lines as to health screenings available, costs, and fasting requirements.
- Assist with questions about the layout of the site, screenings locations, and provide map, if you have one.
- Be knowledgeable about what to do in case of fire, health or other emergencies.
- Know how to get a taxi or where to find other local transportation for participants.
- Assist with managing lines, as a door monitor, or wherever needed at the fair.
- Assist in parking area, directing participants to appropriate parking areas.

### Remember: Educate, Inform, Observe and Assist

#### Information Note Card for Ambassadors

Site Leaders Name \_\_\_\_\_ Phone Number \_\_\_\_\_

1. Welcome, Greet Participants (Be cheerful) Thank them as they leave
2. Direct to appropriate line: pre-registered? Need to fill out forms?
3. Educate on screenings available, cost, fasting requirements
4. Provide maps, and direct to appropriate screening areas
5. Assist with managing lines, fill in where necessary
6. Assist in parking area directing traffic
7. Know where exits are in case of fire or emergencies
8. Does participant need a taxi, bus information? Have information readily available

Remember: **EDUCATE, INFORM, OBSERVE, ASSIST**

