



# AQUARIUM AMBASSADOR GUIDELINES

<b>Class Requirements</b>	<p><b>Orientation 101, Ambassador Workshop 126</b>  <b>Hospitality class (121)</b></p>
<b>Uniform</b>	<p><b>Dress in a neat and tucked-in Georgia Aquarium approved uniform. (Volunteer t-shirt, Navy Oxford or Polo; Name Tag, Walking shorts (must be knee length), capris or pants: must be khaki, navy, charcoal or black; Shoes must be closed toed and a neutral color. Please do not alter the shirts in anyway. You maybe asked to change if you are not in an approved Aquarium uniform.</b></p>
<b>Shifts</b>	<p>Arrive on time for the shift you signed up for, and work the entire shift as scheduled, please do not wander away from the booth. Take turns to make sure every volunteer gets a 15 minute break and the booth is covered at all times. <u>Call the captain if you are running late, or cannot make your shift</u> If you can not reach the captain, call Christianna Mihaiu. Office:404-581-4490 or Cell: 917-587-8403 (please only call this number the day of the event). <b>If you are scheduled for an off-site event and need to cancel your shift 1 week or less before the event day, you must call the Volunteer Department, 404-581-4490 to remove yourself from the shift. If there is an event that you would like to work, but it is full just e-mail Christianna Mihaiu, cmihaiu@georgiaaquarium.org or sign-up for the on-call list So, if you sign up for an On-call shift, we'll know we can call you to fill the shift on short notice in case an event volunteer has an emergency. If you no-call/no-show more then 3 times to an off-site event you may be taken off the Aquarium Ambassador Shift. ___ Please check here if you would like to be included in carpool e-mails.</b></p>
<b>At the booth</b>	<ul style="list-style-type: none"> <li>• Be courteous to the other volunteers, staff, and guests at the booth.</li> <li>• Be familiar with the booth materials and enthusiastically represent the Aquarium.</li> <li>• If you do not know the answer to a question, look in the FAQ folder or ask the captain. If no one knows, you may direct the guest to the Aquarium's website. "That's a great question. I don't know" is a perfectly acceptable answer.</li> <li>• Family, children, friends and pets should not be with you at the booth. Please meet them elsewhere during a break or before or after your shift. When eating, smoking, or using your cell phone please step away from the booth.</li> <li>• Keep the booth and surrounding area clean and neat.</li> <li>• If the artifacts are out, guest may touch them but please make sure guests do not pick them up. At the end of the shift please place the artifacts back in their box.</li> </ul>

I \_\_\_\_\_ (Please print) understand and agree to the Aquarium Ambassador Guidelines. I also understand that if these guidelines are not followed I may be taken off the Ambassador list.

\_\_\_\_\_ Date

\_\_\_\_\_ Signature