

Guidelines for the Greeter Position



In order to continually provide you with information that will lead to a more engaging experience for you and the guest, we have put together this document to help you as you work the Greeter Position.

Basic Guidelines

- Remember to SMILE, make eye contact and welcome guests!
- This position must be filled at all times. If you need to leave or have a Guest that needs assistance, please radio the M.O.D. and wait until someone comes to relieve your position.
- In order to ensure that the Guests can see you, please stand in a lighted area facing the entrance.
- To help with our conservation efforts, please try to offer one map per family or one map per chaperone with youth groups. Encourage those Guests exiting through the gift shop to recycle their maps.
- Please wear the radio at all times and keep it turned up loud enough to hear any calls. Leave the radio with the second greeter when leaving the floor for any reason.
- If there is more than one greeter, you may give each other breaks, as needed.
- Please take your 15 minute break, if only to get off your feet and rest.
- In case of an evacuation, assist Guests out through the entrance to the Plaza area and report to the Far Coast coffee shop to meet the M.O.D..
- On extremely busy days with more than 2 greeters, the exits of both the Ocean Voyager gallery and the Cold Water Quest gallery might be added into the greeter rotation. The M.O.D. will explain the duties of these positions when required.
- Try to anticipate the needs of the Guests. E.g., Inform Guest(s) with a baby or toddler that there is a great changing and nursing area in the women's restroom by the Café Aquaria for their convenience; Inform Guest(s) in wheelchairs that we have recently added family restrooms to the left of the ballroom doors, which can be accessed by taking the Café Aquaria elevator to the Rotunda.
- Never forget to HAVE FUN!

Location Questions

1. Where do I begin?
 - There are five galleries... 3 on the left and 2 on the right - you may visit them in any order that you wish. As you exit each gallery, you will be back in the Atrium. All gallery entrances are on this lower level.
 - Encourage guests with any type of wheels (e.g., strollers, wheelchairs) to go in a clockwise direction starting with Georgia Explorer.



Location Questions (continued)

2. Where are the restrooms?
 - Restrooms in the Food Court are suited for "nursing and changing babies".
 - Family restrooms as well as baby changing areas are located on the Rotunda level in the left back corner at the entrance doors to the ballroom and to the left at the top of the ramp.
 - There are also regular restrooms located on the right side of the Rotunda, near the elevator.
3. Where do I exit?
 - The Aquarium exit is through the Beyond the Reef Gift Shop.
4. Where do I meet for the Behind the Scenes Tour?
 - Guests who have signed up for Behind the Scenes tours will meet at the sign at the River Scout gallery, under the dolphin expansion banner.
5. Do you have an ATM?
 - An ATM machine is located in the Food Court area.
6. I am a swimmer / diver for the Dive Immersion Program (DIP) - where do I go?
 - Meet at the kiosk in front of the tall window at the entrance to the Ocean Voyager Gallery
7. Where are some good restaurants or places to visit in the downtown area?
 - The blue Atrium Information Booth located between our Tropical Diver and Ocean Voyager Galleries may be able to assist you with that information.
8. Where is the 4D theater?
 - Proceed up the stairs by the Beyond the Reef Gift Shop and take a right at the top and you will see the entrance to the theater. An elevator is located in the corner under the stairs.

General Questions

9. Where is the Titanic Aquatic?
 - Take the stairs by the Beyond the Reef Gift shop and the Titanic exhibit will be straight ahead when you reach the top of the stairs.
 - The exhibit is open the same hours as the Aquarium with the last admission 30 minutes prior to closing.
10. Where may I buy batteries, or a camera?
 - You may purchase these in either gift shop, although the gift shop near the Food Court is the least crowded.
11. Where do I purchase the pictures that were taken as we entered the Aquarium?
 - The Sharpshooter booth is located near the entrance to the Tropical Diver Gallery.
12. Do you have a place to leave my coat or package?
 - You may check you coat or package at the Information Desk for \$2 per item.
13. Is it all right to take videos and photographs?
 - Yes, you are welcome to take both. However, please look for and respect the "NO FLASH" signs in some exhibits that feature animals whose natural habitats are dark.



General Questions (continued)

14. I had to turn in my lighter/knife, etc. to Security when I entered the Aquarium, where may I get them back?
- As you exit you may retrieve these items at the Security checkpoint where you left them as you entered the Aquarium. If you need further directions, please feel free to ask one of the “yellow shirt” security staff.
15. Do you have strollers for rent?
- No, at this time we do not have strollers for rent.
16. Do you provide transportation to and from the Parking Deck?
- Yes, you may request staff to radio for the “golf cart” to provide this service.
17. Where is the First Aid located?
- First Aid is available courtesy of Piedmont Hospital and is located on the first floor near the main entrance to the Aquarium and the orange Information Desk.
 - No medications (ie. Tylenol, etc.) are disbursed at First Aid, but is available for purchase at the Gift Shop.
18. Do you have a Lost and Found?
- Yes. The Lost and Found is located at the orange Information Desk.
19. Do you have wheelchairs for rent?
- Yes, you may get a free wheelchair at the orange Information Desk (either side) by leaving your driver’s license. They may also find them available on the 2nd level of the Parking deck.
 - The wheelchair should be returned to the Information Desk and their license retrieved.
20. How do I get my wheelchair/stroller to the 4D Theater or Titanic Exhibit?
- The elevator in the corner behind the stairs goes up to the Theater/ Titanic.
21. Where may I purchase tickets to the 4D theater, annual passes, etc.?
- The booth at the bottom of the Theater steps (near Tropical Diver) sells 4D tickets and also takes annual pass pictures for Guests.
22. What time is the “show”?
- Guests are often confused about the time on their entrance ticket. They do not realize they have a “timed” ticket to enter the aquarium. Try to clarify if they are referring to the 4D show or the Titanic exhibit and provide them with the correct information as to where they go.
24. I need to leave the Aquarium may I do so and how do I get back in?
- You may go to the Information Booth and they will give you a pass to get back into the Aquarium. The pass is good for one hour. You still exit through the Gift Shop and re-enter through the main entrance.

Miscellaneous Information

If you do not know the answer to a question, please refer the guest to the Information Booth.

If you have an emergency that requires Security and you do not have a radio, go to the Information Booth and ask them to call Security Dispatch for you.