

## What is a Volunteer Greeter?

If you enjoy meeting and helping others, and enjoy the atmosphere of an airport, consider becoming a Volunteer Greeter. Becoming a Greeter allows you to practice and utilize your skills in communication, direction, and socialization.

A Volunteer Greeter is somebody that would help guide travelers in the right direction and answer any questions regarding airport layout, amenities, and information about the surrounding area. Traveling can sometimes be confusing so our goal for this position is to offer travelers peace of mind when traveling through the CVRA. Volunteer Greeters would help by putting a smile on everyone's face.

## CVRA's Vision

The Chippewa Valley Regional Airport will provide our users with a safe, efficient, and welcoming operation while striving to meet the needs of the communities we serve.

## Volunteer Greeter Goals

The following are goals of the Volunteer Greeter:

- To welcome travelers and visitors.
- To provide assistance and information in a friendly manner.
- To create an inviting and friendly impression of the Airport and the Chippewa Valley.
- To assist Airport staff and fellow volunteers in carrying out the vision and goals of the CVRA.

## Qualifications

- Friendly, outgoing personality.
- Must be at least 18 years of age.
- Ability to approach and communicate comfortably and articulately with a wide variety of individuals.
- A willingness and motivation to learn about all aspects of the Airport and be informed about tourist and cultural offerings in the Chippewa Valley.
- Social, Reliable, Dedicated, Punctual, and Enthusiastic.
- Be physically able to perform the duties of the job.
- Be able to volunteer a minimum of two shifts per month (there is no maximum).
- Have a genuine interest in working with and helping customers.

## Duties

- Meet and greet travelers and visitors with a warm, caring and knowledgeable presence.
- Assist visitors in navigating the Airport smoothly and locating services and amenities.
- Answer questions about CVRA's services, facilities and amenities as well as know where to find the answers to travelers' and visitors' questions.
- Must provide your own transportation. However, we do offer free parking for our volunteers and we are located on the city bus route.

## Commitments

- Attend a one hour training session.
- Willingness to follow instructions as well as give and accept feedback.
- Volunteer at least two days per month.
- Be flexible and reliable.

## Attire

Volunteers must present a neat, professional appearance, as they are often visitors' first impression of the Chippewa Valley, and the Airport.

The uniform consists of:

- Volunteer Greeter vest (provided by CVRA).
- Blue/black pants (jeans are acceptable without holes/tears).
- Comfortable shoes.
- Volunteer name tag (provided by CVRA).
- A welcoming smile.

## How to become a Volunteer Greeter

1. Contact either Erin Switzer or Charity Zich for an application. Phone (715) 839-6241 or e-mail: [erin.switzer@chippewavalleyairport.com](mailto:erin.switzer@chippewavalleyairport.com) or [charity.zich@chippewavalleyairport.com](mailto:charity.zich@chippewavalleyairport.com)
2. Attend a brief interview session at the Airport and get a tour.
3. Complete a training session with staff OR by shadowing a current volunteer for a shift.