



Role Description

Front of House

Registration Desk

Set up a large table with two chairs if not already done. You will be provided with a list of members, a visitor's book, stickers & some petty cash.

As members arrive ask for their name and tick them off. If their name is highlighted then they are a new member and should be given a 'New Member' sticker, a warm welcome to the Monthly Meeting, and passed to a Meeter & Greeter.

If they are a visitor, then pass them to a Meeter & Greeter.

If they are a member of another U3A (and can show their membership card) they don't pay a fee, but they need to put their details in the Visitors book along with the U3A they are a member of.

When the meeting is about to start, inform the chairman how many new members & visitors came today. The visitors book and petty cash goes to the Membership Secretary, the registration lists go to the chairman, and the stickers, lanyards etc. go in the cupboard. Inform the chairman if you are getting low on stickers.

Meeters & Greeters

Your main role is to meet & greet New Members and Visitors and to make them feel at home.

New Members. Welcome them, and say the meetings are every 4th Wednesday. Walk them to the main hall and show them where the Group Liaison desk is. Try and sit them next to an existing member and ask them if they can look after them and chat about WU3A to them.

Visitors. Give them a 'Visitor's sticker and ask them to put their details in the Visitors book and pay a £2 fee. Explain that if they join today they get the £2 back. Say you are here for them if they have any queries. Walk them to the main hall and show them where the Group Liaison desk is, and where the Membership desk is, as they may want to join today. Try and sit them next to an existing member and ask them if they can look after them and chat about WU3A to them.

Disability Awareness

- o Identify disabled members on entry and offer to guide them to a suitable seat making adjustments as required.
- o Put reserved signs on seats in front row, collect after meeting and store in our cupboard.
- o Ensure a gap is left on front row, closest to toilets, to accommodate a wheelchair.