

MEMBERSHIP DESK VOLUNTEERS

VOLUNTEERS NEEDED - 2 or 3 MATCH

The membership desk is manned 1 hour before the match and at Intermission. Biff will be there to assist you with any questions you may have.

The desk is equipped with Polo 101 brochures, The Booster Club info cards, any membership cards not yet picked up, a glass vessel to collect donations for our Injured Players Fund, a machine to print up names for membership cards, booster pens, lanyards for sale (\$3.00 cash only) and 2 ipads to view our website. The Booster Club info cards have a QR code on front for our site and membership QR code on back.

Volunteers will do the following:

- **Arrive 1 hour** before the match
- Greet any current, new or prospective members.
- Answer any questions they may have regarding membership. Point out the benefits on the back of our info card and that the membership is for the calendar year - January 1 to December 31.
- Point out that there is a **fact section** on our website on the home page near the bottom with answers to frequently asked questions.
- Show them the membership info card with the **QR codes** and how to use their phone camera to **hover** (not take a picture) and to touch the website which appears at the top of their screen.
- Please guide them to the website on their phone and **encourage** them to sign up for membership on their own with your help if required. But **let them do it**.
- The Polo Club does have internet access for guests, but it is not secure, therefore we cannot let them sign up on our ipads as the credit card will not process. **It needs a secure network**. Their cellphone is a secure network, more secure than their home network.
- **Encourage them to read all the info on the membership page** and explain that once they are members, they need to set up their

account on our website to sign up and pay for events, if they do not, they will not be able to sign up. **(as always it's members only)**

- If they sign up for membership on Sunday and pick up their card by the end of the match, they will get a free lanyard.
- When someone signs up for membership, a message is sent immediately to the clubs email with the order attached. We can then print up a label and give them a membership card. We tell them to allow 10 to 15 minutes if we are busy.
- Before leaving the desk, put away the cash box, lanyards and label machine under the desk and put up the sign that says the desk is not manned during the match.
- **Do not stay at the desk after the match starts. You are there to watch the match.**

We are looking for a couple of people who would like to learn how to make up membership cards to assist in making that process go quickly. **(if they are able to volunteer at the desk frequently).**