



DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING

MONDAY, JULY 10TH, 2023, AT 6:00 PM

ADMINISTRATIVE CONFERENCE ROOM

MINUTES

- Committee discussed feedback from the first volunteer orientation on Saturday, July 8th. The orientation went well, and 14 volunteers attended. The volunteers were engaging and excited to learn. Feedback discussed on the length of the tour could probably complete the orientation in .5 hours versus 2. The upcoming orientation is on July 11th is at 6:00 pm, and 18 people are registered. Jean and Dick will be out of town, and Lisa Turner and Gabe will cover their slides on the presentation. After the second session, Lisa Gaudy will email all volunteers the FAQ, map, parking information, and PowerPoint deck. Those volunteers who do not attend will be asked to arrive at their shift 15-20 minutes early to get oriented.
- Lisa discussed the remaining crucial shifts for volunteering. 13 crucial shifts are remaining to fill. Friday, August 4th (5 critical) and Saturday, August 5th (8 critical). Committee asked to send out final push for recruitment efforts. Offero is still receiving volunteer applicants, and we will utilize all volunteers that sign up through the start of Fair.
- There are two remaining Farmer's Markets in Castle Rock. Show management is hosting July 15th, and Guest Services is hosting July 22nd. Dick recommends sharing shift needs at Farmer's Market. Lisa to send out the exact shift dates and times needed for crucial shifts.
- Workday logistics were discussed. Tori to confirm with the Admin committee what needs are for Guest Services. Staff has ordered all snacks, gift cards and filled swag bags for volunteers. Badges have been made and important phone numbers will be placed on back of each name badge. Disney maps have been laminated for several locations as well.
- Jean discussed communication during Fair Week. She requested that a group message be considered. Lisa discussed the importance of all incidences being reported to security and that they would handle them appropriately. We will be using cell phones at the Fair and no walkies will be provided to Guest Services. Recommendation to place laminated security slide from presentation in all info booths and the command center. Gary to create a

communication tree for internal purposes. Lisa recommended adding “How did you hear about us?” to check-in to track how volunteers are being recruited. Tori discussed the possible planning of a fall volunteer appreciation game night.

Next Meeting: Monday, September 11th, 2023