

# Gate Greeter FAQ

- **What are a Gate Greeter's responsibilities?**
  - Scan tickets for Fairgrounds entry. This includes paper tickets and digital tickets.
  - Be a welcoming presence for our guests at the Fairground entry gates.
  - Provide basic directions to ticket locations and information booths.
  - Duties may change throughout the shift, including assisting with exiting guests.
  - Please plan to arrive at the shuttle parking lot at least 45 minutes prior to your shift to allow for travel to the grounds and the check in process.
    - Note: On weekends traffic can be very heavy, allow yourself an 60 to 90 minutes to arrive for any shift after 11AM.
- **What support will I have at the entry gates?**
  - A Hospitality Committee volunteer and a lead from the AT&T Center service team will guide you throughout your shift.
  - You will have access to training videos and documents prior to your trip to the facility.
  - You will be provided with a phone number to call in case you need assistance.
- **How do I sign up?**
  - Visit our website at [www.sarodeo.com/ticketing](http://www.sarodeo.com/ticketing) and fill out the information form.
  - You will be sent a link to use signup.com, a self-service volunteer sign-up program.
  - We require an email, phone number, and name of each volunteer, along with organization they represent.
  - You must provide whether the shift will be for volunteer hours or a paid donation to their organization.
- **Can shifts be changed?**
  - You will have the ability to change shifts or swap through the sign-up app or confirmation email.
  - No changes can be made less than 48 hours before your shift.
- **What should I wear?**
  - Please dress comfortably as you will be standing throughout your shift. This includes comfortable shoes.
  - Your shift location will be outside, be prepared for the weather and any sudden changes.
  - We suggest wearing layers as you know the Texas weather can change throughout the day.
  - Please do not bring valuables, Rodeo is not responsible for items you might bring.
- **How do I get there?**
  - All Gate Greeters will use our employee parking lot and shuttle. This is located at the Wheatley Heights Sports Complex located at 200 Noblewood Dr, San Antonio TX 78220. (See employee parking map on our website.) It is highly recommended that you arrive via the Houston Street exit off I-10. To enter the lot, let the attendant know you are working the Gates and show them your provided entry ticket.
  - Once parked you will ride the employee shuttle bus to the Fairgrounds. It will drop off in the VIA cutout on Houston Street.
  - Shuttle bus hours are 5:30AM to 1:30AM daily.
  - From the shuttle drop-off walk towards the Freeman Coliseum and the AT&T Center. You will proceed to the employee entrance, just past the Ticket Office at the Southwest corner of the AT&T Center. Inside the tent at this entrance will be the sign-in location. Look for the

Hospitality Committee member checking in the Gate Greeters. They will be wearing a black vest with a star on the back.

- After your shift you will take the same employee shuttle back to the Wheatley complex.
  - **Note:** The employee shuttle will pick you up at the same location it drops off. Be aware we have other shuttles running from different locations that go to different parking lots. The employee shuttle is the only one using the VIA cutout.
  - Traffic can be extremely heavy at nights and on weekends. This can lead to an extra hour to 90 minutes to arrive at shuttle lot. Please plan accordingly and check our twitter feed or website at [www.sarodeo.com/knowbefore](http://www.sarodeo.com/knowbefore) for latest traffic updates.
- How do I contact if I need assistance, have a question or need to update my shift?
  - You can email [Hospitalitycommittee@gmail.com](mailto:Hospitalitycommittee@gmail.com) & [tickets@sarodeo.com](mailto:tickets@sarodeo.com)
  - **If you are running late or must cancel, please contact us as soon as you can.**
- **My shift is over, now what do I do?**
  - Enjoy the Fairgrounds, feel free to explore and enjoy all that our Fairgrounds have to offer. If you have a later shift, than feel free to come out early and enjoy prior to your shift as well.
  - If your replacement hasn't arrived by the end of your shift, we request that you remain for a maximum of 10 minutes past the end of your shift. If you can stay longer, please let us know at the time and we will add the time to your shift.
  - Don't forget to use your come back pass provided to you after you complete your shift!