 

# NH STATE HOME SHOW GSA ORIENTATION NOTES

## Overview of Event

This is the 56th annual NH State Home Show. The Home Show is organized by the New Hampshire Home Builders Association (NHHBA), a non-profit association of industry professionals dedicated to providing quality housing opportunities through education, vision and advocacy for the betterment of our communities.

There are more than 200 vendors at this event, and it takes up the whole hotel. There are exhibits in the Expo Center, Concourse (the area directly outside of the Expo Center) and the Ballroom/Armory.

**Event website:** <https://nhstatehomeshow.com/>

## Things to note:

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* Seminars on various home improvement topics throughout the weekend: <https://nhstatehomeshow.com/seminars>
* Beer & Wine Garden located in Armory
* Antique Appraisers Alley located in Armory

## Show Hours:

Saturday, March 4: 10 a.m. – 6 p.m.

Sunday, March 5: 10 a.m. – 4 p.m.

## Ticket Prices:

Weekend Pass: **$16.00**

Adults: **$10.00**

Under 12: **FREE**

**Staffing:**

* Saturday Event Manager: Emily 603-244-0757
* Sunday Event Manager: Kelly 603-851-8624

Please call or text if you are running late or need to communicate with us.

Our primary contact with NHHBA is Sharon Wayman, who is the volunteer coordinator for the Home Show. She will be in charge of the non-GSA volunteers at the event. All of the other volunteers are members of NHHBA. If you have any questions during the show and can’t find

Emily/Kelly, SharonWayman, Matt Mayberry, Jack Landry or Brad Bosse are the people to ask.

Exhibitors get in free with their exhibitor wristband, and they must stop at the exhibitor

check-in booth every day during the show to get a wristband.

### Information Booth:

* The information booth is located just inside the entrance to the Expo Center, next to the show office. The person stationed here will provide directions to vendors and attendees, help with parking validation, and generally answer questions and help out. If you have any questions here you can ask the Home Show staff in the office just behind the booth.

## Parking:

* Attendees and exhibitors can get discounted parking in the garage ($7) at the information booth in the Expo Center or at the Exhibitor Check-in in the Ballroom/Armory area.
* The NHHBA has generously offered to pay for GSA parking in the garage. You may bring your ticket in to Emily/Kelly for a free validated ticket. If you’re familiar enough with the area, please consider parking in the street when it’s free – parking for 40 plus volunteers at $7 each will add up quickly.
* On street parking is free on Saturday (everywhere except Elm St.) and Sunday.
* There are a number of parking lots nearby, including the lot behind TD Bank between W. Merrimack and Middle Streets that are free on Saturday and Sunday.

## Where to Check In When You Arrive

No matter which end of the hotel you’ll be working in, **please check in with Emily/Kelly near the entrance to the Expo Center.** Emily/Kelly will be there beginning about 15 minutes before each shift. We’ve built in time for you to check in, get the information you need, and walk over to the Armory/Ballroom if necessary.

## What To Do With Your Coats and Bags

Please leave large handbags and valuables locked in your car. There will be coat racks outside of

the Expo Center and Ballroom where you can hang your coats, or if you’re at the ticket booths you can have them with you under the counter or on the back of the chair. We will also have access to Webster Room to store bags if needed.

## Snacks/Water

Bring water! Most positions will have a place to stash a **small** water bottle out of sight, and if

you are walking around we can figure out a safe place for you to leave it while you’re out on the

show floor. We will have a few bottles and some snacks in the Webster Room.

We do our best to make sure everyone gets a break on the shifts that are longer than 3 hours, and if

you know you’ll be hungry, you can bring a small snack (that fits in your pockets or waist pack) to

eat during that break. Three food trucks will be located outside the Expo Center selling sandwiches

and other lunch type foods, and you can get coffee and water at the coffee/water booth in the Expo

Center.

### PLEASE DO NOT EAT WHILE YOU ARE ON DUTY

**What to Wear**

Full GSA uniform (GSA logo shirt or plain green shirt, black pants/skirt, name tag, and

comfortable shoes.) No large bags or pocketbooks (waist packs are okay.)

**PLEASE NO CELL PHONES OUT WHILE ON DUTY!**  If you need to take a phone call, please notify someone and step away from your position. Even if you have downtime, please do not use your phone while on duty.

**Please do not make suggestions directly to the event staff!** We always welcome your feedback, but the event staff is very busy during the show. If you have a suggestion for next year, please let Emily/Kelly know so they can pass along the suggestion AFTER the event is over. If it is something time sensitive, Emily/Kelly will handle it. Thank you for understanding!

If you plan to visit the show either before or after your shift, be aware that if you are in uniform, you might be asked to help an exhibitor and watch their booth. We ask that if you don’t want to be available for this, that you either bring another shirt to change into, or a jacket to cover up your uniform. If you’re in uniform, please help them if they ask! You can let us know afterward how much extra time you spent helping, and we will make sure you get hours credit for it.

## Please plan to be on your feet for your entire shift!

Emily will be the GSA event manager Saturday, and Kelly will be the event manager Sunday.

Please make sure you have their cell phone numbers readily accessible. If you need to get off

your feet for a moment (or run to the restroom, or get a drink of water) please ask! Especially if

you are doing one of the longer shifts, it’s totally fine if you need to take a 10-15 minute break

partway through. There are also a few positions with chairs.

## How to Help Guests/Exhibitors with Issues

It’s important to remember that we are representing not just NHGSA, but also the Home Builders

Association. If an exhibitor or a guest is having a problem, do your best to help, but please try not

to get too involved in the situation. 99% of the time your answer will be: “I’m sorry you’re having

trouble with that, I’m a volunteer, let me find someone from management who can help you.”

Then take their name and booth number and send over the appropriate person.

The best place to get help is at the Information Booth (just inside the door of the Expo Center) or in the Armory/Ballroom, at the Home Builders Association’s booth.

## In the event of an emergency:

There will be a Manchester Fire Marshal on duty during the show who will be walking around or

near the information booth/show office in the Expo Center.

If s/he is not right there, any of the Home Show staff can help – they will be wearing green vests or

sweatshirts, and carrying walkie talkies. They have a phone number for the firefighter.

In the event of a big emergency that requires evacuation of the building, stay safe and do as

directed by emergency personnel. Once you’re out of the building, GSAs will meet at the

Manchester Information Center across the street from the hotel.

## Job Descriptions

### Wristband Checkers:

* This volunteer will be posted near one of the entrances, and will be checking to make sure that guests have their wristbands, and exhibitors have their exhibitor wristband.
* Just politely ask to see their wrist band, and direct them to the ticket booth if they don’t have one.
* The Ballroom/Armory especially is vulnerable to people trying to sneak in. Don’t be afraid to ask someone to see their wrist band, and if they tell you that they paid but didn’t get one at the Expo Center they are trying to pull one over on you. All attendees entering any of the exhibit areas must have a wristband.
* Please direct anyone who doesn’t have a wristband to the ticket booth to purchase one.
* It’s very unlikely that anyone will give you a hard time, but if someone is insisting they paid or otherwise being stubborn, you can walk them over to the information booth in the Expo Center to talk to event staff. There are usually enough other volunteers around that someone can cover your position. Remember, you’re a volunteer, it’s not your job to handle those tough customers, just to make sure they get to the right person to help them.
* If someone pushes past you, just let Emily/Kelly or someone from the show know.

### Vendor Check-In

* Check that anyone entering the exhibitor entrance has a wristband or exhibitor wristband.
* Exhibitors will receive a new wristband both Saturday and Sunday at the Exhibitor Check-in.
* A common question from exhibitors is about wifi availability – the Home Show has a
* blanket wifi open to all exhibitors. If they did not received a password, send them to the
* info booth.

**Drink Stand Staff**

* Handle payment for drinks
* Monitor drink supply
* Monitor cash - maintain contact with Home Show staff if more cash is needed or if cash needs to be taken away

**ID Checks - Beer and Wine Garden**

* Check IDs for anyone participating in the Beer and Wine Garden. The area will be roped off.
* All IDs must be checked, regardless of age
* Date: March 4-5, 2002

**Antique Appraisers Alley**

* Collect money to have items be appraised.
* Monitor cash - maintain contact with Home Show staff if more cash is needed or if cash needs to be taken away.

**THANK YOU AND HAVE FUN!**