

## Meet and greet volunteer

### WHERE

This opportunity is available at York Explore Library Learning Centre, and Tang Hall Explore Library Learning Centre

### WHAT WILL I BE DOING?

This role offers an excellent opportunity to work as part of the team supporting the day to day running of York Explore and Tang Hall Explore. You will also have the chance to gain experience of engaging directly with customers and visitors of all ages and backgrounds, and increasing your confidence and customer service skills.

### HOW WILL I BE HELPING YOU?

You will be the first point of contact for customers and visitors and present a positive image of the library. You will provide support to library staff by signposting customers and visitors to the various areas within the building. You will be an integral and valued member of the York Explore/Tang Hall team promoting all our services and events.

### TASKS

- Greet customers and visitors in a proactive, friendly and welcoming manner.
- Signpost customers and visitors to the relevant parts of the building.
- Promote events and services we provide both verbally and by handing out promotional material.
- Be aware of what is happening in the building and liaise with Explore staff

### WHAT SKILLS DO I NEED?

- Confident to welcome people from all backgrounds, respecting the values and reputation of Explore.
- You will be friendly and approachable.

- You will be confident to direct people to the relevant areas of the building and know when to pass someone on to a member of Explore staff.

#### WHAT WILL I LEARN?

- You will gain communication skills and knowledge of all that Explore York and Tang Hall Explore libraries offer our customers
- You will build your confidence by interacting with a wide variety of people.

#### HOW MUCH TIME DO I NEED TO COMMIT?

A minimum of two hours per week.

Meeter/Greeters will be particularly helpful during our peak business times so your timetable may include lunch times, weekends and school holidays by agreement and Meet and Greet at events that are held in the library.

You will be invited to one of our Explore induction sessions which happen twice a year.