



Group Greeter Guidelines

Group Greeters welcome groups of visitors to the Carolina Raptor Center that have group general admission or are attending a private program. These groups vary in size and age.

Objectives of Group Greeters

1. Create a welcoming and inviting space for groups visiting the Carolina Raptor Center.
2. Help groups smoothly transition from the parking lot onto the Raptor Trail.
3. Answer questions, especially those that cover basic needs.
4. Promote onsite activities, such as keeper chats and fly bys.

General admission groups and private programs are listed on Volgistics. You can also find this information on the monthly calendar posted in the docent room. To volunteer as a Group Greeter, please sign up as a Group Greeter on Volgistics for listed groups. Please note that this is a separate assignment. If you remove yourself on Volgistics within 48 hours or less of a scheduled group or need to cancel at the last minute, please contact the Wildlife Educator directly through email as soon as possible. Staff may need to be available for certain groups if there is not a Group Greeter available.

Please note that any last-minute changes or cancelations by groups will not be reflected in Volgistics or on the calendar. Groups have been known not to show up on the day of their scheduled visit, and staff do not have any control over when this happens.

Preparation Before the Group Arrives

- Check in with Visitor Services staff. Let them know you will be greeting the group(s) arriving, find out the group(s)/organization(s) name(s), and ask about any onsite trail happenings, such as docent stations, keeper chats and fly bys. These are great things to share with the group when they arrive.
- Grab maps to hand out to the adults in the group.
- Be prepared to start standing outside the group gate in the parking lot at least 15 minutes before the group is scheduled to arrive. Groups may also arrive late. Please wait at least 15 minutes after their scheduled arrival time before leaving the parking lot.
- Dress appropriately and plan for the weather.
 - Volunteers are required to wear a CRC name tag, volunteer shirt, closed toed shoes and clothing without tears and rips. When in doubt, wear something else.
 - Be prepared for the weather. This may require wearing layers, bringing a rain jacket/umbrella, etc.

Greeting a Group

- Start by saying hello, introducing yourself, and welcoming the group to the Carolina Raptor Center.
- Give groups with buses directions for where to park.
 - One or two buses can stay in our parking lot if there is space. There is a sign on the far side of the parking lot that indicates bus parking.
 - If there is not space for the buses or for groups with lots of cars, please ask them to park in the Beechwood Trail parking lot. To get there, turn right onto Sample Rd out of our parking lot, go 0.2 miles and turn into the first paved parking lot on the left.
- Walk them in through the Group Entry Gate and to the picnic table area. Point out the Visitors Center and the start of the trail. Once the entire group has made its way through the gate, please close and latch it.
- Hand out maps to adults as requested and give a general layout of the trail.
 - "The trail is 3/4 of a mile, basically a big loop, featuring over 25 species of birds."
 - Feel free to mention your favorite bird as a "must see."
- Tell them the only restrooms at CRC are in the Visitors Center. Ask them to **PLEASE KEEP GROUPS IN THE VISITORS CENTER and RESTROOMS to 10 PEOPLE or LESS AT A TIME!**
- Point out any happenings on the trail that day (Keeper Talks, Docent stations, Fly Bys, etc.) that you found out about from talking with a Visitors Services Associate (VSA) before greeting the group.
- Answer questions. Make sure you know the site, so you can provide accurate information.
- If the group has payment for their visit, please ask them to stop in the Visitors Center and give it to the VSA.
- If they are staying for lunch, show them the picnic areas in the parking lot and inside the group entry gate. Tell them the picnic areas are first come, first served and they are welcome to use them if they are available. Remind them to please dispose of all trash in proper bins!
- If the group has questions you are unable to answer or you need help with the groups, please talk to the VSAs who may be able to help you or radio a staff person who can.

After Greeting the Group

- If you have time, hang out and bring docent activities and biofacts out on the trail to continue to engage with the group.
- Follow up with the Wildlife Educator through email if you have any questions or concerns.