

Visitor Host Role

General Functions:

- Provide a welcoming experience to all visitors and ensure they are treated with respect and friendliness.
- Take payments either in cash or via eftpos for admissions and sales of toys.
- Provide a brief overview of the house and its owners if appropriate and visitors would like one.
- Offer a toy hunt sheet to any visitors with small children.
- Encourage visitors to join the Friends of Couldrey House Membership if appropriate.
- Promote any upcoming events.
- Answer any visitor questions in a polite and helpful manner, and refer to others as appropriate.
- Respond positively to all customer comments and complaints, passing on to others as required.
- Ask visitors where they are from and complete the visitor form on the entry desk.
- Encourage visitors to provide feedback to their visit.
- Open and close the Museum at advertised times and follow all security procedures.
- Be involved with private visits to the house.
- Be aware of and promote safe and healthy practices.
- Adhere to any written procedures and guidelines.

Useful Information

- A volunteer duty is three hours, between the hours of 1.00 pm and 4.00pm.
- We are open every weekend, most public holidays all year, and every day in the summer from Boxing Day through to Easter Monday, and some school holidays.
- We are closed Christmas Day and Good Friday.
- We usually have two Volunteers rostered on together on Saturdays and Sundays and one Volunteer Mondays through Fridays.
- Auckland Council rangers are present during weekdays in the offices adjacent to the visitor area of the house . Council contact details/phone numbers are also available to volunteers.

Volunteer Benefits

- Meeting a variety of people from all walks of life and places
- Volunteering with like-minded people
- Regular coffee mornings with other volunteers
- Volunteer thank you celebration each year.

Trial Period

- To get you started, you'll be paired up with one of our experienced team members to learn about a typical Volunteer duty and the processes involved. They'll guide you through a typical volunteer duty, explaining all the processes involved. This hands-on approach ensures you have a solid understanding of the role from the very beginning.
- This initial period is a great opportunity for you to get to know the role. It's a chance for you to see if the role fits your interests and skills, and for us to ensure you're well-suited for the responsibilities. Take your time to familiarize yourself with the tasks and feel free to ask any questions along the way.
- Once you have completed the trial period, we will have a friendly and supportive discussion to review your experience and suitability for the role. This conversation is an opportunity for us to reflect on your time with us, hear your thoughts, and ensure that the volunteer position is a great fit for you.