**Lifelong Learners of the Central Coast**

**Information for Volunteer Hosts (6/2018)**

**The Mission of LLCC and the Host's Role:**

The mission of Lifelong Learners of the Central Coast is to provide enriching educational, personal growth, and cultural opportunities for and by an active volunteer community of retired and other mature adults. You, as a host, are key to this endeavor as you serve as informal LLCC liaison with the instructor and help the attendees feel comfortable and welcome.

**What the Host does BEFORE the event takes place:**

1. **Initiate contact** with the instructor about 2 weeks before the course start date to discuss course circumstances. Explain your role. Address instructor's questions or concerns.
2. **If the instructor has concerns** that you cannot answer, call someone: **Host Coordinator**-Gail 805-215-2505; **Curriculum-**Marianne 805-801-6949; **Venue**-Connie 805-786-0710; **AV Coordinator**-Ed Cabrera 805-441-5830.
3. **Assure the instructor** that you will arrive early to provide assistance where needed.
4. **Be familiar with** the location of the venue. You can obtain this information from the **LLCC Google Course Calendar** or by going to the LLCC website Upcoming Courses page, find the course, click on “register for this course.” This will take you to the Brown Paper Tickets site. The course location information is in the top right hand corner.
5. **Inform instructor of number of registrations**. About a week before the scheduled date, the Host Coordinator will provide the Course Host with the number of people who have enrolled in the course to date. Inform the instructor if he or she has indicated a specific interest. About three days before the event, this information will be updated, and a roster of the attendees will be provided to you. The Host Coordinator will also send out a course reminder to everyone registered.

**What the Host does on the DAY of the class**:

* **Arrive at least 30 minutes before scheduled class time**.
* **Set up a table** near the entrance to greet the participants and lay out the LLCC flyers which provide the website address and other helpful information.
* **Assist with set up** of the room the way the instructor wants it to be. Be sure you know where the light switches and rest rooms are located and, if there are air conditioning/heating controls, how they are set.
* **Check people in**. If someone isn't on the roster, and you can determine that there will be sufficient seating, hand the person the Walk-in Registration Form after inserting the amount they need to pay (member/$5 or non-member/$10 x the number of course sessions). If the class is Sold Out, or you have determined that there may not be sufficient seating, ask the person to wait until all those registered are seated. Then, if there is an extra chair, give the person the Walk-in Registration Form.
* **Obtain liability waivers, if required**. If the class is a tour or requires walking, hiking, and the like, LLCC may require that a liability wavier be signed. The Host Coordinator keeps a master list of those who have previously signed a waiver. When possible, the Host Coordinator sends waiver forms via email before the class to participants who do not have a waiver on file. Alternately, the Host Coordinator may email the location of the waivers on the LLCC website so that the participants may download, print and fill out. The host still needs to have blank forms available for those who do not bring a signed form with them to the class. Signed waivers should be forwarded to Gail Hill at 832 Devonshire Dr., Arroyo Grande, CA 93420.
* **If class is delayed** due to AV or other problems, be sure to announce to all when class is expected to begin.
* **Say a word about LLCC** before the course begins, especially if there are a number of non-members attending, and if you are comfortable doing this. Use your own words or use language from the LLCC flyer. Let attendees know they obtain a 50% discount on classes if they are an LLCC member. If someone who purchased a non-member ticket tells you they are a member, hand them the sheet explaining how to purchase discounted tickets on BPT. This sheet is available on the website.
* **Introduce the Instructor or ask someone else to do it.** Plan ahead. If you do not wish to introduce the Instructor, make arrangements with someone else ahead of time. The AV support person may be willing to do this, or another course attendee.
* **Prompt instructor when time for class is over.**
* **Take the lead in thanking the instructor** and/or applauding at the end of the session if you feel it is appropriate. Send a thank you note to the instructor after the class if you wish.
* **Assist with putting the room back to the way it was prior to the set up**. If this involves moving a lot of furniture, ask members of the class for assistance.

**Hosts do not :**

* normally provide food and water because some venues do not allow it;
* automatically seat people who are not registered with the class;
* take money or checks.