

PlanetConcierge

This document summarizes the role of the PlanetConcierge. As a PlanetConcierge, your role is to help people as they arrive at the recycling event. Therefore you should understand the general layout of the event, and where participants can take their items. Having a layout map of the event would be helpful.

Dress for the weather. You may be working both inside the building and outside in the weather.

These are the roles of volunteers in the PlanetConcierge group:

- Schlepper - A schlepper helps people get their items from their vehicles and into the event. To keep you safe, you'll wear an orange vest whenever you're in the parking lot. We'll provide schlepping wagons and safety vests.

IMPORTANT: DO NOT JUST TAKE SOMEONE'S ITEMS THEN LET THEM LEAVE !!! The mission of PlanetCon is to teach sustainability, so having them do their own drop-off of items is important. The educational component is actually more important than the recycling.

- Director - This person hovers near the entrance and directs participants to the right collection area. Be observant and send people to the shortest waiting line to assure no single line gets too long. This role isn't about answering recycling questions, unless they're related to the event. It's more a traffic flow responsibility.

Encourage participants to visit the sustainability information tables! Again, PlanetCon is about education, not recycling.

If a person has recycling questions, direct them to the information table that covers general recycling.

- Gopher - This person will assist with anything as needed by anyone on the PlanetConcierge team. It also involves filling in whenever someone on the team takes a break.
- Captain – This is the person who is in charge of the PlanetConcierge group. They are in charge of training, assigning breaks, and ensuring everyone has what is needed to do their jobs, such as safety vests and wagons to haul.