

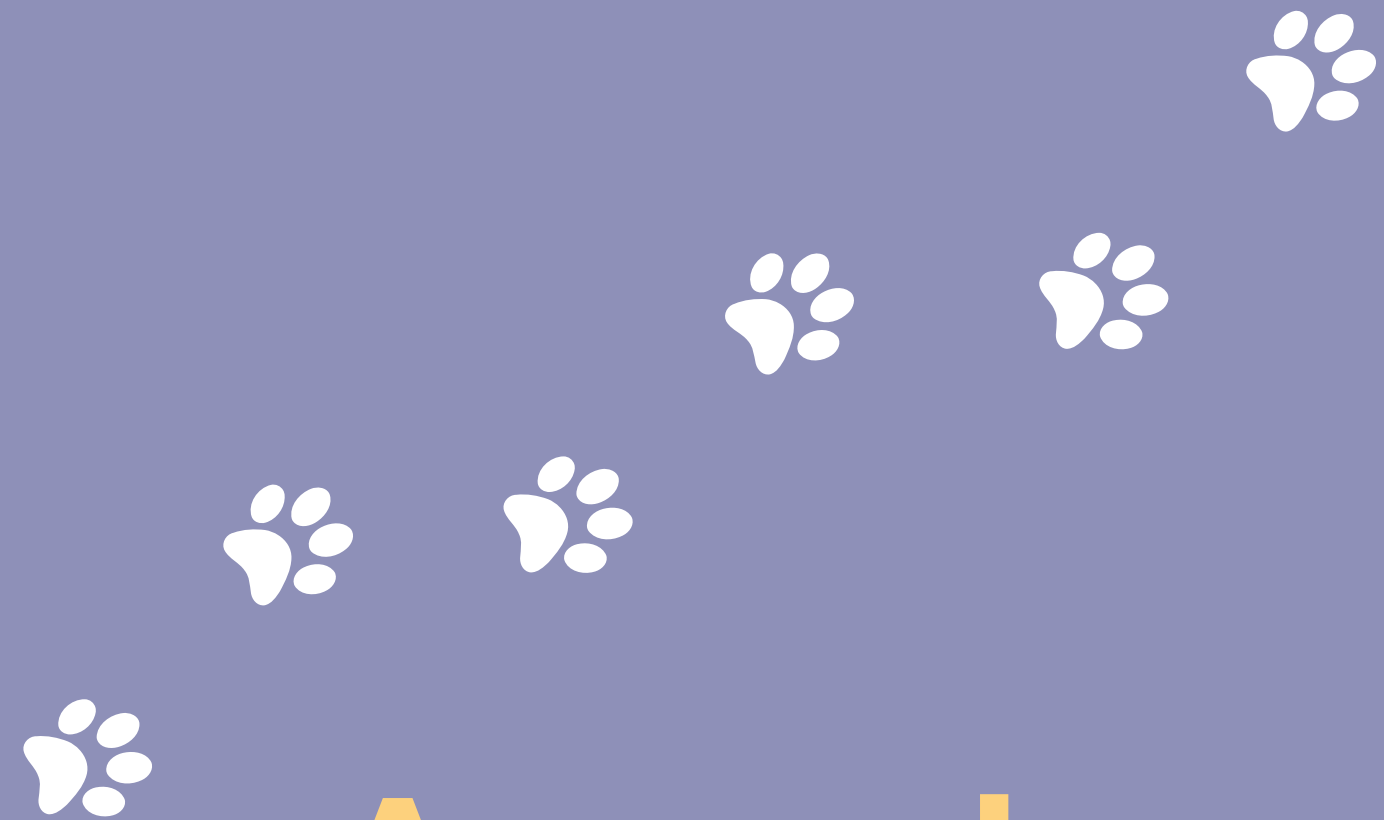
Welcome to Greeter Training!

Thank you for being here!



Humane Society of
Huron Valley





Agenda

- 1 How Greeters Support the Mission
- 2 The Role of the Greeter
- 3 Customer Service Best Practices
- 4 Adoptions Area Tour
- 5 Practice Scenarios



The Role of a Greeter



Welcoming Face for
Customers

Providing Support for
Adoptions Team

Answering Questions

Providing Excellent
Customer Service

Helping with finding
locations



The Best Greeters Should Be...



Friendly, warm and welcoming

Comfortable talking with a diverse group of people

Reliable and punctual

Have excellent customer service skills

Familiar with inclusive language





HSHV Values Diversity

Greeters help to make every person who walks through our doors feel welcome, safe and valued, regardless of what they are visiting us for.



Be respectful!

**Leave bias, stereotypes, and
prejudice at the door.**

Keep an open mind!

Ask for help if you need it!



Customer Service





Who are HSHV's Customers?



General Customers

Potential adopters, those looking for clinic services, families trying to find their pets, bringing in a found animal and more!



Donors, Volunteers

Adults and childrens bringing in donations, volunteers coming in for a shift.



Program Participants

Youth programs, training classes, pet loss support group and more!

We estimate over 20,000 customers come through our building each year.





Welcoming a Customer



Remember the 10/4 Rule

Make eye contact at 10 feet and say hello at 4 feet.

Greeting

Greet customers by saying "Welcome! What brings you to HSHV today?"

"Triage"

Determine how to best help. This could mean referring to a staff member, walking them to a location, answering a question, etc.

Thank Customers!

No matter the reason, we are glad they chose to visit HSHV.



Customer Service Best Practices

Treat Everyone with Respect

Anyone could be a potential supporter, adopter, volunteer, donor or advocate.

Be a Good Listener!

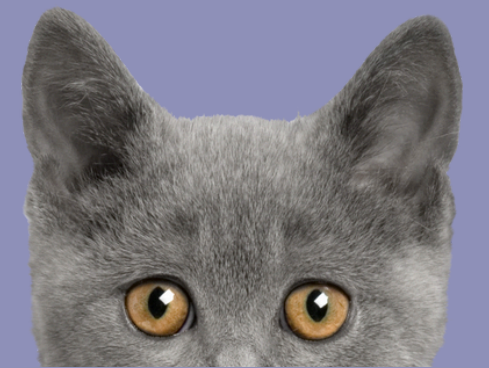
Listen without judgement and decide how to best assist them.

Respect Personal Space

Please keep a comfortable distance and refrain from touching customers.

Take Time to Explain

Visitors are often unaware of the way we operate. Take time to share information and how things work.



Answering FAQ's

- *Finding locations*
- *Basic procedures for adoption*
- *Program inquiries*
- *Donations*



Finding Their Way

- Basic layout of the shelter
 - Where to find kittens, dogs, Love Train, etc.
- Clinic Appointments
 - Showing the clinic entry door
- Bringing in an animal or looking for a lost pet
 - Showing the sidewalk down to the Intake department
- Looking for a person
 - Have the customer wait in the lobby and let the front desk know. They will call that staff member. Please do not bring people directly back to admin or other areas.
- New Volunteers
 - where to sign in, where to report for an assignment





Potential Adopters

- Browsing:
 - Anyone is welcome to browse the FOH public areas.
 - Remind customers to use hand sanitizer after touching an animal.
 - Remind customers that kennel doors cannot be opened while browsing.
 - Prefer them to be over 21, but exceptions are made.
- Promote our retail area!
 - All proceeds support HSHV
 - May be coupons to hand out at times.




Adoptions

To visit with an animal, customers will need to have completed a survey.

- Greeters can get a customer started on completing a survey.
- Completed surveys should be taken to an HSHV staff member or front desk.
- Adoption surveys are also available online.



ADOPTER SURVEY

Thank YOU for choosing to adopt!  Humane Society of Huron Valley

Date _____

First Name _____ Last Name _____

Address _____ Date of Birth: ___/___/___

City _____ State _____ Zip _____

Primary Phone _____ Alternate Phone _____

Email _____ Do not add me to the HSHV email list

Emergency Contact Name _____ Phone Number _____

Driver's License Number _____

Tell Us About Your Household

We have _____ adults in our home and _____ are children

Ages of children in the home _____

We Own Rent our home

Our home is Active Quiet/Low-key Somewhere in Between

We have dogs frequently visit our home

Our pet history over the past few years:

Pet's Name	Species/Breed	Age	Currently: in home, deceased, or living elsewhere

We are adopting for

Our family Our child(ren) Another family member Companion for another pet
 Guard dog Barn cat Outdoor pet

When we are not home, our pet will spend time In a crate in the house Loose in the house
 Confined in one room In the yard Other: _____

Our pet needs to be alone _____ (#) of hours per day

Tell Us About a Pet You'd Like to Adopt

Easygoing or Laid Back A Must Doesn't Matter Loves other animals A Must Doesn't Matter Declawed A Must Doesn't Matter

Active or Energetic A Must Doesn't Matter OK Being Alone A Must Doesn't Matter

Quiet A Must Doesn't Matter Mouthing/Rough Play Definite No Can Train

We will review the pet's medical history and behavior notes with you.

Check any other topics you'd like to discuss:

- Acclimating this pet to our home
- Introducing this pet to our resident pets
- House and crate training
- Basic Training
- Nail Trimming or scratching managing tips
- Moving with pets
- Introducing pets to a baby
- Toys & fun
- Preventatives (i.e. for heartworm, flea & tick)
- Finding a pet trainer

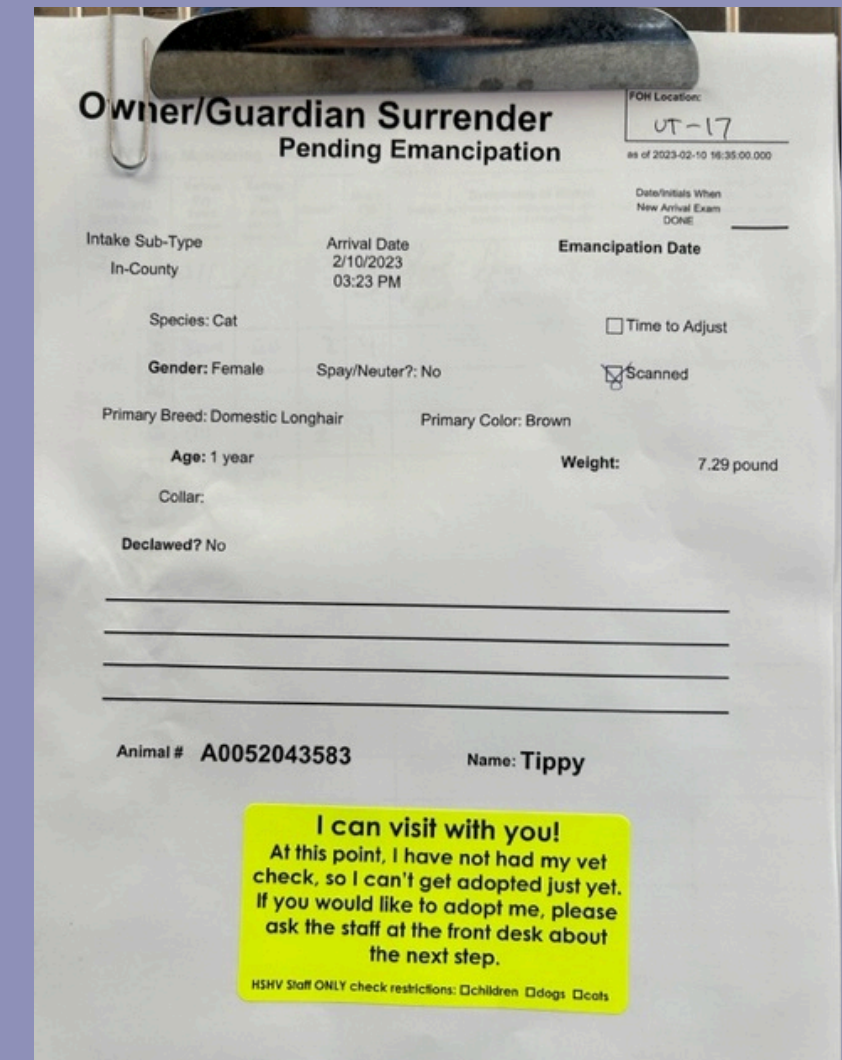
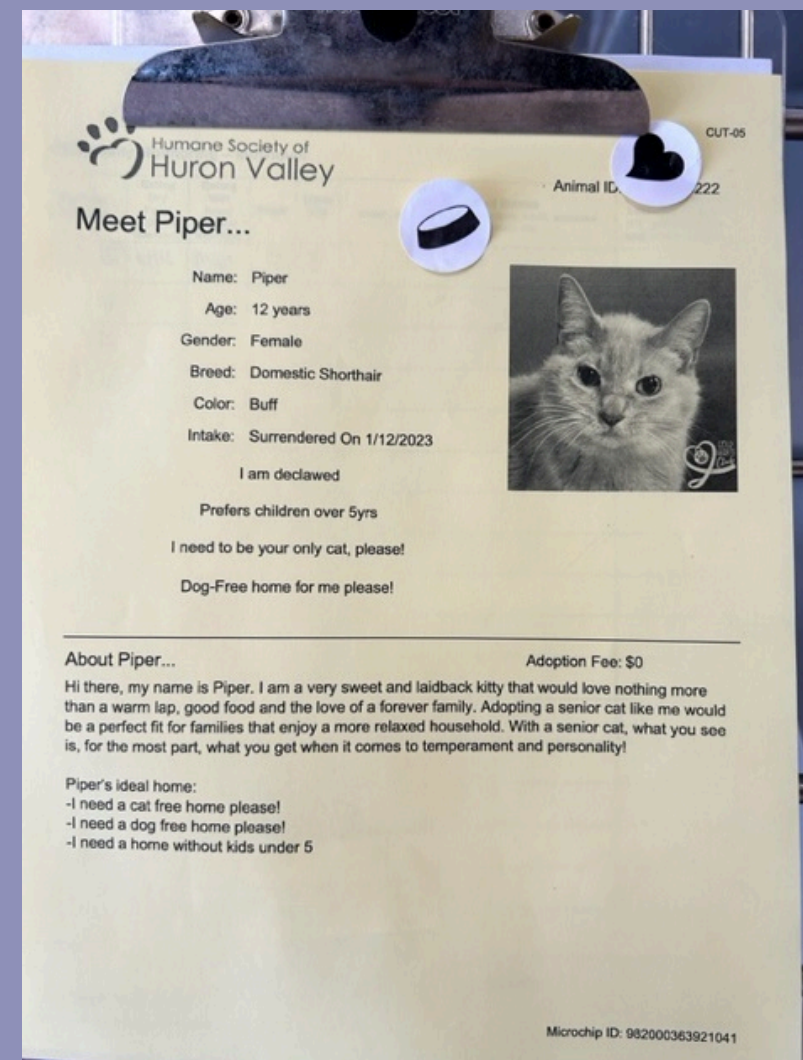
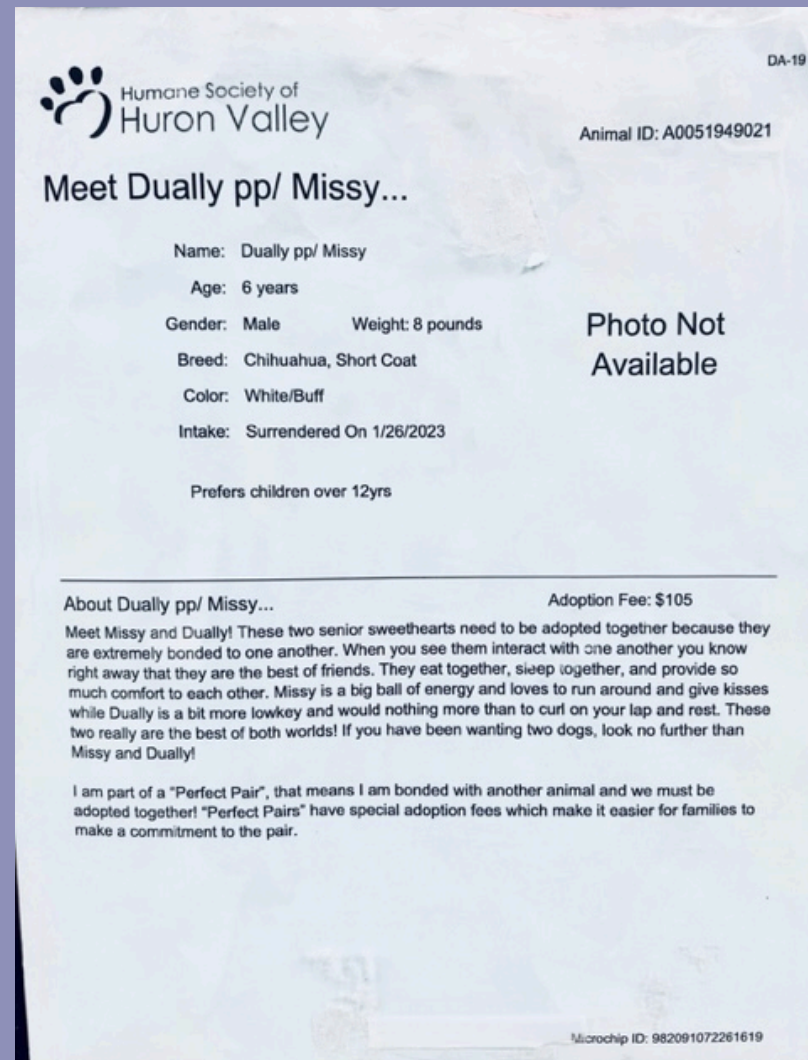
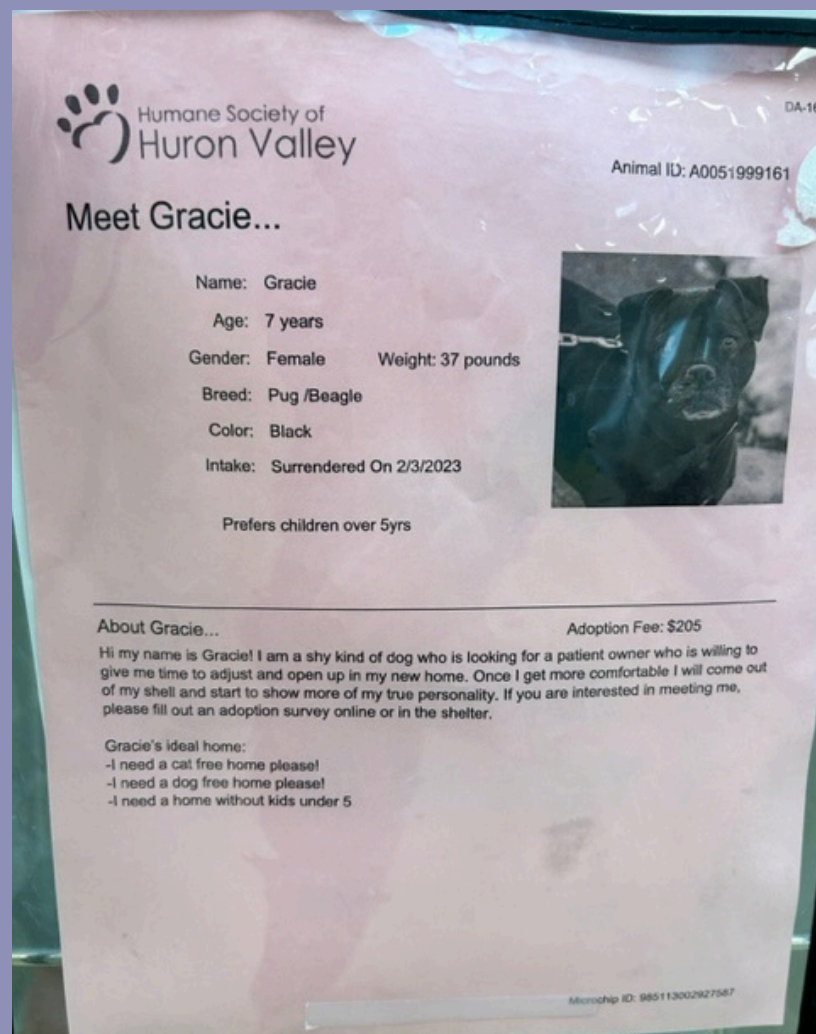
Understanding Kennel Cards

Animals with these kennel cards are available for adoption and are able to be visited with.

Can be adopted and go home the same day.



Can likely go home in the next few days.



Understanding Kennel Cards

Animals with these kennel cards are not able to be visited with yet and are staff only. Interested adopters can talk with the front desk staff for more information.

Animals with an all white kennel card.



Ownership Surrender
Behavior Treatment
Stage Review Date: 2/10/2023 09:05 AM
Intake Sub-Type: In-County
Arrival Date: 1/16/2023 02:09 PM
Emancipation Date: 1/17/2023 02:09 PM
Species: Cat
Gender: Male
Spay/Neuter?: Yes
Primary Breed: Domestic Longhair
Primary Color: Brown
Age: 4 years
Weight: 10.40 pound
Animal # A0051882484 Name: Jerald



Just Chillin'
for information see a staff member
 Staff Only -or- Volunteers OK
Placed by: Intake
Review Date or Time: 2/14
Age: 9 years
Weight: 21.37 pound
Animal # A0052050834 Name: Trophy

Any animal with an orange "Adoption Pending" card.



Animal Name: Maya
ID #: 51576905
Hold Until Date: 2 / 13
Time: 1:00
ADOPTION PENDING
Animal # A0051576905 Name: Maya
I can visit with you!
At this point, I have not had my vet check, so I can't get adopted just yet. If you would like to adopt me, please ask the staff at the front desk about the next step.



Donations

1. Thank the person who collected the donations. Let them know how much we appreciate their support.
2. All in-kind donations can be placed in the blue bin in the vestibule.
3. Monetary donations should be connected with the front desk.
4. All donations can receive a receipt, located in the vestibule.
5. Kids who donate can go to the front desk for a certificate and photo.



Retail Coupons

These can be shared with customers.
Pick up from the front desk when you
start your shift!

Up Next: Adoptions Area Tour





Practice Makes Purr-fect!

Let's have some fun and do
some practice scenarios!

Scenario 1

A customer enters holding a box with an injured bird inside. How would you approach them and where would you direct them?

Scenario 2

A family with two young children come in and want to take a look at the dogs who are available for adoption.

Scenario 3

You are talking with a young couple who is interested in adopting a dog. They disclose that they are 19 years old. How would you proceed?

Scenario 4

A person comes in with a group of children who have collected donations for HSHV. What steps would you take?

Scenario 5

A customer enters and shares that they are here for an interview with our HR department. How would you proceed?

Scenario 6

A new volunteer comes in and lets you know it is their first shift and they aren't quite sure what to do. How would you proceed?

Scenario 7

A family comes in and is looking for a specific cat that they are interested in adopting. You are not sure who the cat is. How would you proceed?

Scenario 8

A customer comes in and asks to speak to Tanya, our President/CEO. You have seen her and know where her office is. How would you proceed?

Scenario 9

A customer enters and shares that their animal recently passed away and they would like to make a donation on their behalf. How do you proceed?

Scenario 10

A customer just adopted thier new pet and is leaving the building. What might you say as they exit the building?

A close-up photograph of a white and tan dog, likely a pit bull mix, sitting on a green lawn. The dog is looking directly at the camera with a happy expression, its mouth wide open and its pink tongue hanging out. The background is a soft-focus green lawn with trees and a bright sun in the upper left corner, creating a warm, bokeh effect. The text "Volunteering as a Greeter" is overlaid in white on the right side of the image.

Volunteering as a Greeter

When you arrive...

- Sign into VIC
- Please be sure to wear an apron and your nametag for your volunteer shift
 - Aprons can be purchased or borrowed from the volunteer admin support cube.
- Head out to the front lobby to begin your volunteer shift.



Downtime

While it is not busy in the shelter:

- Light cleaning, sanitizing of surfaces in the front lobby area
- Straightening of the Paws to Shop Retail area and information table.
- As a gentle reminder: the front desk staff are busy and are not able to engage in longer conversations, even during down time.

Please be sure to remain in the front lobby area.



After Today ...

1

Volunteer staff will update your account so that you can see available shifts.

2

Sign up for a shift.

3

Follow up with the Volunteer Department Team with questions.

