

MEMBERSHIP DESK VOLUNTEERS

VOLUNTEERS NEEDED - 2 or 3 MATCH

The membership desk is manned 1 hour before the match and at Intermission. A Board Member will be there to assist you with any questions you may have.

The desk is equipped with Polo 101 brochures, The Booster Club info cards, any membership cards not yet picked up, a small box to collect donations for our Injured Players Fund, a machine to print up names for membership cards, booster pens, lanyards for sale (\$3.00 cash only) The Booster Club info cards have a QR code on front for our site and membership QR code on back.

Volunteers will do the following:

- Arrive 1 hour before the match (gates open an hour and a half prior)
- Greet any current, new or prospective members.
- Answer any questions they may have regarding membership. Point out the benefits on the back of our info card and that the membership is for the calendar year - January 1 to December 31.
- Point out that there is a fact section on our website on the home page near the bottom with answers to frequently asked questions.
- Show them the membership info card with the QR codes and how to use their phone camera to hover (not take a picture) and to touch the website which appears at the top of their screen.
- Please guide them to the website on their phone and encourage them to sign up for membership on their own with your help if required. But let them do it.
- The Polo Club does have internet access for guests, but it is not Secure. It is best if they use their own cell phones as it is secure.
- Encourage them to read all the info on the membership page and explain that once they are members, they need to set up their account on our website to sign up and pay for events, if they do not, they will not be able to sign up. (As always it's members only.)
- If they sign up for membership and pick up their card by the end of the match, they will get a free lanyard.

● When someone signs up for membership, a message is sent immediately to the Pony Up Polo Boosters email with the order attached. We can then print up a label and give them a membership card. We ask them to allow 10 to 15 minutes if we are busy.

● Before leaving the desk, put away the cash box, lanyards and label machine under the desk and put up the sign that says the desk is not manned during the match.

☒ **Do not stay at the desk after the match starts. You are there to watch the match.**

We are looking for a couple of people who would like to learn how to make up membership cards to assist in making that process go quickly. (If they are able to volunteer at the desk frequently).