

Welcoming Committee Training

Volunteer Role: Welcome Member

The purpose of this training document is to furnish you with comprehensive Gala details and expectations to effectively assist the event. This material will offer insights into the responsibilities of Welcome Members, covering greeting, registration, payment processing, appeal support, and drink serving.

General Gala Information: Please refer to the [2026 Gala General Training Information.docx](#) for a summary of the gala schedule, attire guidelines, parking instructions, and other essential details that all volunteers must be familiar with.

Credit Card Payment Information: Please refer to the [Zettle Card Reader Instructions.pdf](#) for a summary of the steps to setup, connect, and accept payment by card.

Prep Responsibilities from 1:000 pm to 3:30 pm:

- 1:00 pm - Arrive at the venue at 1:00 pm. Meet with the Welcome Lead to sign onto the Volunteer Sign-Up Sheet.
- 1:00pm -2:00 pm – complete training.
- 2:00 pm to 2:30 pm - Help set up Welcome booths:
 - Ensure canopies, tables, chairs, and tablecloths are set up.
 - Set up supplies, welcome drinks, paddles, and other misc. supplies.
 - Eat Pizza, scheduled to arrive at 2.
- 2:30 pm to 3:30 pm – Overview of assigned tables for the appeal, supplies, and responsibilities.
 - 4 welcoming members will be assigned to the Welcome booth.
 - 2 welcoming members will be assigned to the Welcome Drinks booth.

During the Event Responsibilities at the Welcome Station from 3:30 pm to 5:30 pm:

- As guests come in, greet each person welcoming them to the event with a smile and introduce yourself. Confirm they and their guest(s) have pre-registered by following the process in the [2026 Checkin CheckOut Tracker.xlsx](#)
- Bidder numbers are pre-assigned for registered guests.
- If the party did not pre-register, complete [2026 Gala Registration Form.docx](#)
- When they hand it back, assign bidder number, hand the paddle to the guest, communicate to the kitchen lead about the new guest, add guest information to the [2026 Checkin CheckOut Tracker.xlsx](#) and file it away in the file box.
- Kindly guide them to the welcoming drink table for a refreshment.
- The welcome drink table will offer the guests a choice of Prosecco (plain, or garnished with a frozen fruit of choice), sparkling water, flat water, and a cocktail napkin. After serving drinks, provide guests with Gala and Auction brochures.
- When things slow, compare and confirm with both booths that all guests have arrived and checked in properly: Marked on spreadsheet, assigned paddle number on checkoff list, and hard copy in the file box.
- Make sure our area is clean and neat throughout the entire process.
- As the guests enjoy themselves, please be aware of any mess the guests have left. Inconspicuously clear it from floors or tables and be prepared to help where help is needed so the event is smooth and stress-free for all.

Responsibilities from 5:30 pm to 9:00 pm:

- Make sure the file folders are organized by table numbers and paddle numbers, this will make checking out easier since the auctioneer will be calling out numbers not names.
- Bids will be coming in as the auctioneer calls them. We will be responsible to tally those up on a receipt.
- Bid runner brings winner item sheet, find bidder invoice, manually write in item & amount. File bidder bid sheet into bidder folder.
- Complete [2026 Auction Winner Labels.docx](#) and hand to Auction Runner to place into auction basket.
- Each person will be responsible for 3 tables
- Before the guests leave, have them review the invoice, confirm items, and dollar amounts so that we may process payment for that amount and process the card. Confirm an e-mail address and mailing address that we can send the receipt to.
- Provide guest with copy of invoice (yellow or pink carbon- leave original)
- Run the credit card or accept any other form of payment that is given.
 - *If there happens to be a credit card processing glitch, we will take their payment information manually. Have the guest complete the [Holy Trinity Private School Credit Card Processing Form.docx](#)*
- Remind them to take any auction items with them as they leave, if able and assistance is needed, do so.
- Break down all our areas and put them away where it belongs.
- Help other areas to complete their cleaning duties (if needed).

Responsibilities from 9: 00 pm to 11:00 pm:

- Clean up the area and put supplies away.
- Volunteer Signs out.

Supplies Checklist: Ensure all supplies for your area are packed and returned to the appropriate location in the school.

- 4 staplers and staples
- 2 File boxes
- 50 pens
- Markers
- 12 clip boards
- 3- Coolers (1-bottles chilled, 1-berries, 1-ice for drinks)
- Ice is stored in the large freezer.
- 5 credit card devices – School
- 6 calculators
- Ice Bucket
- Berry Tongs
- Berry Dishes (2)

Check-in and Checkout Process

- When guests arrive, gather their first and last name. Verify that their contact information is captured correctly (Name, Email address, and phone #), update spreadsheet if information is missing.
- Bidder # is pre-assigned. Provide a paddle to all guests. Couples may share a paddle or ask to have their own paddle #.

When guests are checking out

Verify if there is a payment amount due.

- Manually calculate due amount
- Run payment through phone app Zettle, hand them carbon copy of invoice (yellow color, leave original)
- Manually update spreadsheet with a check mark in column "Paid"

Officially Check Out

- Remind guests to grab any auction items or door prizes received.

HTPS Gala Welcome Form

If a guest hasn't pre-registered, please fill out this form and follow the instructions to add the guest to the check-in check-out tracker.



HTPS Gala Welcome Form

Paddle #: _____

Name (First & Last): _____

Phone Number: _____

Please enter a valid phone number.

Email: _____

Notice: Please checkout prior to leaving.

Non-Checked out guests: Credit cards will be charged by 5pm by the next day following the event unless other payment method is preferred (cash/check)

Credit Card#: _____

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Exp. _____ CVV Code: _____

Zip Code: _____

HTPS Payment Form:

If the credit card machines are not functioning, please gather payment information using this form.



Holy Trinity Private School Payment Form

Name: _____
As it appears on card.

Address: _____
Street

City, State, Zip Code

Payment: Check: ☐ Credit Card: ☐

Check No: _____

Credit Card No.: _____

Expiration: _____ Security Code: _____

Zip Code: _____

Phone Number: _____
Please enter a valid phone number.

Email: _____
example@example.com

Auction Winner Labels

Cut along the dotted lines. Fill out the label when an auction winner is identified. Then, hand the completed label to the Auction Runner to place it into the auction basket.

	HOLY TRINITY PRIVATE SCHOOL	Auction Winner
Bidder #: _____ Name: _____		Basket Name: _____

	HOLY TRINITY PRIVATE SCHOOL	Auction Winner
Bidder #: _____ Name: _____		Basket Name: _____

	HOLY TRINITY PRIVATE SCHOOL	Auction Winner
Bidder #: _____ Name: _____		Basket Name: _____