

4. MANAGING VOLUNTEERS / STAFF

4.1. Before the event

Make sure everyone who is going to be helping on the day is familiar with:

- The risk assessment
- Emergency procedures
- Their role and when they are 'on duty'.
- Your contact details – preferably a mobile phone number

Ideally, you'll have had the chance to run through the activities and tours so you can judge things like timing and visitor flow.

4.2. Break-times and rotas

Running a DOD can be hugely rewarding but it can also be tiring! Create a rota for everyone so that they can have a taste of doing different activities – even if it is just stewarding a different area. And make sure break-times for tea/coffee and lunch are included. If someone needs to nip off to the bathroom, is there someone else who can take over their duty? Do you want to have sandwiches available at your site to save time?

4.3. After the event

Most events rely on a huge amount of goodwill. Take the time to thank the people who have helped or contributed and think about whether a card, letter, box of chocolates or celebration is in order.