

# Reminders for Staffing Event Tables

9/10/2014

We are staffing the table to assist the public, and should give them our full attention. Here are a few reminders:

## ***Before reporting:***

- Plan to arrive a few minutes early to get settled before the first interaction
- Bring a chair (if not provided), water, etc.
- Make sure you receive confirmation on the date/times you are assigned to work before you show up

## ***During the event:***

### **DO**

- Stand when people come up to the table – be at eye level when you talk to them
- Use receptive body language (e.g. crossing arms is not receptive)
- Try to answer their questions – you have lots of reference materials; refer them to the Extension Office if you can't answer their question – don't guess at the answer
- Ask open ended questions (i.e. questions without Yes or No answers) to engage the public
- Get more familiar with the reference materials

### **DO NOT (Even if there is no one at your table at the moment)**

- Use your cell phone / smart phone
- Read a novel, knit, or do other activities that make it look like you are not available
- Eat or chew gum
- Engage in conversation with other MGs if a visitor comes to the table
- Leave table unattended
- Make comments about the clients who are walking by, leaving our table, etc., as they could be overheard and may not be appreciated.