

# The Role of an AIA Representative



An AIA representative is stationed at the entrance to each tour home and is the first point of contact for visitors. You are responsible for greeting guests and checking or selling tickets to each person. Familiarize yourself with your location and general directions to and from the home and other nearby tour homes.

**Dress:** business casual; dress comfortably for the weather. Layer and prepare for variations in temperature.

**Shifts:**  
AM shift: 9:30 am - 1:45 pm  
PM shift: 1:15 pm - 5:30 pm

**Tour Hours:** 10 am - 5 pm each day

You should expect to check tickets for those who already have them, and issue tickets to those who need them. Here is how to handle each scenario:

## ① Wristband in Hand

- Make an X on the ticket record sheet
- Offer a tour program

### Ticket Prices

Full ticket:	\$20
Student/child 5 - 18:	\$10
Single home admission:	\$10*

Children age 4 & under are free.

## ② Confirmation of Purchase

- Issue a wristband - this visitor has purchased a ticket online in the last 1-2 days, after the time when they were mailed.
- NO money is collected!
- Enter wristband number on the ticket record sheet and 5-digit confirmation number from printed paper under 'Notes'
- Offer a program

## ③ Needs to Purchase a Wristband

- Issue a wristband and collect the appropriate money (cash, check or credit card)
- Enter wristband number and payment information on the ticket record sheet
- Offer a program

**\*NO WRISTBAND ISSUED FOR A SINGLE HOME ADMISSION.** Simply enter the transaction on the ticket record sheet using an "X" in place of a ticket number and record the payment information.

### Other things to consider:

#### SAVE THE BOOTIES!

Encourage visitors to take their shoe covers with them if they are continuing on the tour. All guests must wear shoe covers or clean socks while in the homes.

#### COUNT YOUR MONEY WHEN YOU START AND END YOUR SHIFT

Total your money (including all cash, checks and credit card receipts) in the black zippered bag and ask the architect to sign the Cash Accounting Sheet. At the end of each day, give the cash back to the architect.

**2019 Homes by Architects Tour  
Cash Accounting Sheet**

**HOME #** \_\_\_\_\_

*AIA Minnesota Representatives are responsible for cash related to ticket sales. The representatives for each shift and the architect need to sign the money in the black zippered cash bag. Each bag contains a starting balance of \$200.*

At the start and end of each shift, please count the cash in your bag and note the total on this form. Do not subtract the starting cash amount from your total at the end of your shift. Ask the architect or member of the firm's staff to sign the sheet after you have completed your portion of this form.

The architect will keep the cash bag overnight.

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**Saturday, September 15 MORNING SHIFT (9:30 am – 1:45 pm)**

**Starting** cash total (10am):    Cash \$ \_\_\_\_\_ + Checks \$ \_\_\_\_\_ + CC \$ \_\_\_\_\_ = \$ \_\_\_\_\_ (total)

AIA Rep (print name): \_\_\_\_\_

AIA Rep signature: \_\_\_\_\_

Architect (print name): \_\_\_\_\_

Architect signature: \_\_\_\_\_

**Ending** cash total (1:45pm)    Cash \$ \_\_\_\_\_ + Checks \$ \_\_\_\_\_ + CC \$ \_\_\_\_\_ = \$ \_\_\_\_\_ (total)  
*Include the starting cash in your count!*

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**Saturday, September 15 AFTERNOON SHIFT (1:15 pm – 5:30 pm)**

**Ending** cash total (5pm):    Cash \$ \_\_\_\_\_ + Checks \$ \_\_\_\_\_ + CC \$ \_\_\_\_\_ = \$ \_\_\_\_\_ (total)  
*Include the starting cash in your count!*

AIA Rep (print name): \_\_\_\_\_

AIA Rep signature: \_\_\_\_\_

Architect (print name): \_\_\_\_\_

Architect signature: \_\_\_\_\_

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**2019 Homes by Architects  
Tour Ticket Record Sheet**

**SAMPLE**

Enter ticket number whenever you issue a ticket to a guest. DO NOT ISSUE A TICKET for single home admissions. If guest already has a ticket, enter an X in the space.

F = full tour ticket (\$20); S = Student/child ticket (\$10); H = Single home admission (\$10)

	Ticket number issued or "X" if no ticket issued	Ticket Type (circle one)	Amount Paid	Form of Pymt (circle one)	Notes
1	X	F S H		CASH CK CC	
2	X	F S H		CASH CK CC	
3	X	F S H		CASH CK CC	
4	X	F S H		CASH CK CC	
5	1752	(F) S H		CASH CK CC	conf #53978
6	1753	F (S) H		CASH CK CC	conf #53978
7	X	F S H		CASH CK CC	
8	X	F S H		CASH CK CC	
9	X	F S H		CASH	
10	1754	(F) S H	\$20	(CASH) CK CC	
11	1755	(F) S H	\$20	(CASH) CK CC	
12	1756	(F) S H	\$20	CASH (CK) CC	ck 54011
13	1758	(F) S H	\$20	CASH (CK) CC	
14	X	F S H		CASH CK CC	
15	X	F S H		CASH CK CC	
16	X	F S H		CASH CK CC	
17	X	F S H		CASH CK CC	
18	X	F S (H)	\$10	CASH CK (CC)	Mastercard
19	X	F S (H)	\$10	CASH CK (CC)	Amex
20		F S H		CASH CK CC	
21		F S H		CASH CK CC	
22		F S H		CASH CK CC	
23		F S H		CASH CK CC	
24		F S H		CASH CK CC	
25		F S H		CASH CK CC	

Total # tickets sold: (F) 4 (S) 0 (H) 2



# Daily Schedule for AIA Representatives

## Start of MORNING shift:

- Introduce yourself to the architect or member of firm; ask for a tour if time permits
- Ensure the check-in table includes the following items:
  1. Red “AIA Rep” folder with instructions, ticket record sheet, ticket confirmation list, and cash accounting sheet inside
  2. Black zippered cash bag
  3. Tour wristbands
  4. Tour programs
- Count the money in your cash bag and note the total on the cash accounting sheet

## Change in shift at MID-DAY:

- If time permits, tally the number of tickets sold during your shift and record on the ticket record sheet
- Check your inventory of wristbands and tour programs; if you need replenishment, call or text someone from the Homes by Architects Tour Committee
- Count the money in your cash bag and note the total on the cash accounting sheet; sign and print your name
- Find the architect/member of firm and ask him or her to sign the cash accounting sheet
- Pass along any important information to afternoon representative before leaving
- Afternoon volunteer may ask architect or staff for a tour of the home, if time permits

## End of AFTERNOON shift:

- If time permits, tally the number of wristbands sold during your shift and record on the ticket record sheet
- Check your inventory of wristbands and tour programs; if you need replenishment, call or text someone from the Homes by Architects Tour Committee
- Count the money in your cash bag and note the total on the cash accounting sheet; sign and print your name
- Ask the architect/member of firm to sign the cash accounting sheet
- Give the cash bag to the architect or firm staff for safekeeping overnight
- Consolidate all items at the entrance table and help move them to a secure location, if necessary



# Homes by Architects Tour

## Rules of the Tour

1. Guests must remove shoes and wear shoe covers or clean socks while inside the tour homes. No bare feet are allowed.
2. Photography and videography is strictly prohibited inside any of the tour homes. Exterior photos are okay.
3. Only companion animals are allowed inside the tour homes.
4. Restrooms are not available for guests to use.
5. Guests must not open drawers, cabinets, appliances, etc. unless they have first received permission from a staff person.
6. Certain areas of a tour home may be off-limits; please respect signage that indicates areas or rooms where no guests are allowed.
7. Strollers and large bags must be left outside of the tour homes.
8. Small children should be carried or should hold an adult's hand when touring the homes.
9. All food and drink must be left outside the tour homes.