

1999 Wyoming Hunting and Fishing Heritage Exposition
Casper Events Center

BLM Booth Staffing Schedule

The schedule for staffing the BLM Booth will be on a first-come-first-serve basis. Each shift is 4 hours long. Scheduling of back-to-back shifts is permitted.

BLM Booth Set-Up Schedule

Thursday, September 9, 1999 1PM to 5PM

Time	Name, Office, Phone Number			
1PM - 5PM				

BLM Staffing Schedule (2 BLM Employees per 4 hour shift)

Friday, September 10, 1999 (9AM to 5PM)

Time	Name, Office, Phone Number	Name, Office, Phone Number
9 AM - 1 PM		
1 PM - 5 PM		

Saturday, September 11, 1999 (9AM to 5 PM)

Time	Name, Office, Phone Number	Name, Office, Phone Number
9 AM - 1 PM		
1 PM - 5 PM		

Sunday, September 12, 1999 (9AM to 4 PM)

Time	Name, Office, Phone Number	Name, Office, Phone Number
9 AM - 1 PM		
1 PM - 4 PM		

Booth Take-Down Schedule

Sunday September 12, 1999 (as needed)

4 PM to 5 PM			
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Wyoming Hunting and Fishing Heritage Exposition

BLM Rules of Booth Behavior

1. It is hard to talk to a visitor when you are out of breath from rushing. Allow yourself about 15 minutes in the booth before you go on duty to become familiar with the surroundings.
2. Sometimes you can be unavoidably detained, but be sure you contact the person in charge of the booth so your position can be covered.
3. Don't let your dress distract from your presentation. Wear a BLM uniform if you have one, if you don't consider borrowing one from a co-worker. Save the casual look for your off-duty hours.
4. Have you ever tried to read a name badge hidden under a coat lapel? Wear yours prominently displayed.
5. To smoke or not to smoke -- that is the question. It is better to avoid smoking altogether than to offend some visitors. Please step out away from the booth and take a brief walk when you need to light up.
6. Invest in some comfortable shoes. Booth staff should be on their feet and ready to greet visitors, not sitting in a corner resting.
7. Eating is a great past time, but not while on duty. Please do not bring any food into the booth during show hours. Non-alcoholic beverages may be brought in, but please keep them out of sight.
8. Visit with other employees after show hours. Visitors are reluctant to disturb someone who is engaged in conversation.
9. No one knows the answers to all questions, so be prepared to refer visitors to the proper source. If no one is available, get the visitor's name, address and phone number so we can get back to them at a later date.
10. Don't wait for a visitor to ask you a question. Greet people with a friendly smile and act interested in their needs. On the other hand, don't Apounce® and frighten them away.
11. Do you want to approach a booth that is cluttered and dirty? Neither does your visitor. Everyone is responsible for keeping the booth neat and clean. This includes placing personal belongings out of sight.

12. Disappearing acts are great on stage, but you should always inform your fellow staff members when you leave the booth. Let them know when you'll return -- and be prompt.

13. Major problems can occur and should be referred to Ray Hanson or Mark Goldbach.

14. Not all visitors fit the Amold.@ Welcome all visitors and be prepared to answer their questions.

15. CARDINAL RULE: Talk to all visitors but don't engage in philosophical debates about agency policies. Offer to take their name and have an agency specialist get back to them. Don't lose your temper!

16. Staffing the booth is considered official business duty. If you want to include your family members, please wait till your off duty.

17. Please count (on the tally whacker) the number of visitor contacts made during your shift and record this information and any visitor questions or comments needing follow-up in the Booth Log Book.