



Hidden Lake Gardens Ambassador Program

Position: Hidden Lake Gardens Ambassador

Who: HLG Staff and Volunteers

Location: Conservatory Lobby

Schedule:

- **Days:** Tuesday through Sunday
- **Hours:** 10:00 a.m. to 4:00 p.m.
- **Shifts:** 10:00 a.m. to 1:00 p.m. and 1:00 p.m. to 4:00 p.m.

Purpose:

The role of the Hidden Lake Gardens Ambassador is essential to ensure a welcoming and informative experience for all visitors. Ambassadors serve as the face of Hidden Lake Gardens, providing valuable information, maintaining the lobby area, and enhancing the overall visitor experience.

Responsibilities:

1. Opening and Closing:

- Open the Conservatory at 10:00 a.m.
- Close the Conservatory at 4:00 p.m.

2. Visitor Interaction:

- Provide facts and answer questions about Hidden Lake Gardens, including information on plants, flowers, and trees.
 - If information about a plant, flower, or tree isn't readily available, a smartphone or iPad can be used to look up the information.
- Offer directions and way-finding assistance.
- Distribute Visitor Guides, flyers, and brochures.
- Encourage visitors to purchase Friends of Hidden Lake Gardens memberships, visit the Gift Shop, and purchase bricks inside the Conservatory.
- Distribute business cards as needed.
- Track the number of visitors.
- Direct visitors to the outdoor restrooms, as no restrooms are available in the Conservatory.
- Ensure visitors adhere to all Hidden Lake Gardens policies and procedures, including prohibiting photo sessions, not allowing animals inside, and not picking any fruits, flowers, or branches from plants, trees, or flowers.

3. Lobby Maintenance:

- Ensure the lobby is clean and organized.



4. Communication:

- Use a walkie-talkie radio to communicate with HLG staff.
- Act as the eyes and ears of the Conservatory to ensure visitor safety.

5. Lost and Found:

- Turn any found items into the Visitors Center.

6. Knowledge and Education:

- Know the history of Hidden Lake Gardens, its founder Harry Fee, and Michigan State University.
- Monitor the visitor's experience and provide educational information to enhance their visit.

7. Visitor Experience:

- Ensure an excellent visitor experience by being approachable, knowledgeable, and helpful.

Work Environment:

- Hidden Lake Gardens will provide an area in the lobby for Ambassadors to sit and work behind.
- The Conservatory is climate-controlled and will protect Ambassadors from the elements. However, because visitors will be entering and exiting through the lobby doors, it could get cold during the winter months.
- All necessary tools to assist visitors will be provided.

Emergency Procedures:

- **Emergencies:** Call 9-1-1 and inform the HLG administration team. A First Aid kit will be available for minor injuries.
- **Severe Weather:** Follow the HLG severe weather protocol, which includes guiding visitors to designated safe areas within the Conservatory.
- **Fire:** Evacuate the Conservatory and inform the HLG administration team.

Dress Code:

Ambassadors must wear Hidden Lake Gardens apparel to be easily identified as someone who can assist visitors.