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## Ambassador of Old Town Application

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### What we are about

- We are seeking individuals who are enthusiastic about showcasing Scottsdale
- Ambassadors serve as a primary point of contact for visitors new to Old Town Scottsdale
- Ambassadors are called upon to be well informed on a number of issues related to getting around Old Town as well as places to visit during their stay
- The success of the Ambassador program relies heavily on your commitment – through your generous contribution of time and energy

### Staffing Opportunities

- The Ambassador Program staffs information carts located at both Main St & Brown Avenue and at 5<sup>th</sup> Avenue and Stetson, seven days a week, from October through May.
- We ask that you work a minimum of 30 hours throughout the year.
- Opportunities include:
  - **Cart Shifts.** Regularly scheduled 2- or 3-hour shifts at one of the two cart locations. Shifts are between 10am-6pm at the Historic Old Town Cart; 11am-3pm at the 5<sup>th</sup> Avenue cart. (see other side for time slots)
  - **Roving & Trolley riders.** These volunteers walk around Old Town providing information to the visitors while on the street and meeting the local merchants. Trolley riders will be on the trolleys assisting riders by pointing out points of interest and helping them move between destinations during special events and high season.
  - **Special Events.** Hosting information tables during Spring Training games, Western Week, Scottsdazzle and a variety of other events occurring around Old Town.
  - **Stocking the carts & kiosks.** Schedules typically include picking up supplies from storage and delivering them to the two carts either Tuesday – Thursday or Friday – Monday. This is typically only one time frame per month but could be less depending on the number of stockers.

### Training & Recognition

- All ambassadors will be outfitted with basic clothing and a name badge to help identify you to visitors.
- All Ambassadors will be subject to an online background check through the City of Scottsdale.
- All new Ambassadors will be accompanied by a seasoned Ambassador on your first few shifts so you can learn first-hand how to utilize materials at the information cart and field most of the questions you receive. Subsequent shifts will be with a partner.
- Each fall, an orientation & training session is held to meet other Ambassadors and learn what is available in the downtown area and what establishments have changed or been added.
- Monthly learning opportunities will be held to hear from downtown merchants, receive updates and visit with other Ambassadors.
- Via email, you will receive weekly updates to keep you informed on special events, new projects in the downtown area and new resources. Please be sure to read these as they have the most up-to-date and pertinent information for your next shift.
- Walking tours of the various districts and monthly social hours are available throughout the season in order to better familiarize oneself with the different districts and establishments.
- Each Spring, a Thank You event will be held to recognize all your efforts and all that you do to make the Downtown experience the best it can be for our visitors.

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### For More Information

Joy Racine

[jraccine@scottsdaleaz.gov](mailto:jracine@scottsdaleaz.gov)

480-312-2342

*Thank you for your interest in serving as a Scottsdale Ambassador*

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## Ambassador of Old Town Application

### Contact Information

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address\*: \_\_\_\_\_

How did you hear about the Ambassador Program?

Home Phone Number\*: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

\*Email address and home phone numbers will be shared with all Ambassadors as your main contact.

Emergency Contact Name, Relationship and Phone Number: \_\_\_\_\_

### Preferred Staffing Schedule *\*Schedules are created based on seniority with the program*

Schedule	Do you prefer ...?			
Preferred day(s) of the week	Sunday <input type="checkbox"/>	Monday <input type="checkbox"/>	Tuesday <input type="checkbox"/>	Wednesday <input type="checkbox"/>
	Thursday <input type="checkbox"/>	Friday <input type="checkbox"/>	Saturday <input type="checkbox"/>	
Preferred timeframe(s)	10/11am-1pm <input type="checkbox"/>	1pm – 3/4pm <input type="checkbox"/>	4pm-6pm <input type="checkbox"/>	
I prefer working:	Weekly <input type="checkbox"/>	Every Other Week <input type="checkbox"/>		
I am interested in assisting with Special Events	Yes <input type="checkbox"/>	No <input type="checkbox"/>		

### Getting Outfitted

As an Ambassador, you will be provided with a name badge and clothing to help identify you to visitors. These will be provided to you at your orientation in the Fall.

What name would you like on your name tag? \_\_\_\_\_

Jacket Size: \_\_\_\_\_ Polo Shirt Size: \_\_\_\_\_

Would you like a: Visor: Yes \_\_\_ No \_\_\_ Straw Hat: Yes \_\_\_ No \_\_\_

Please return completed application to: Community Design Studio, Attn: Joy Racine  
7506 E. Indian School Rd, Scottsdale, AZ 85251